



REFRAMING OUR PRACTICES

Supporting Parents Healthy Children Forum
Oct 2018



Sectors in change

- Legislative changes
- Policy development
- Complexity of family issues

Expectations:

- Voices of service users
- Family Inclusive Practices
- Better outcomes for Māori
- Responding to cultural diversity
- Trauma informed approaches
- Responding to family harm
- Collaborative practices



LOVING PLACES

We're going to increase the number of safe and loving places available for children, when home isn't working



QUALITY PRACTICE

We're leading a social work practice that is child-centred, trauma informed and effective for Māori as well as other cultures



STRONGER PARTNERSHIPS

We're working with partners, including iwi and NGOs, to build and commission stronger services for children

Oranga Tamariki Reframing our practice



PRACTICE STANDARDS



Whakamana
te tamaiti: Practice
empowering tamariki
Māori



See and engage tamariki



See and engage,
whānau, wider family,
caregivers and when
appropriate victims
of offending by
tamariki



Work closely
in partnership
with others



Use professional
supervision



Create, implement
and review a written
assessment and plan

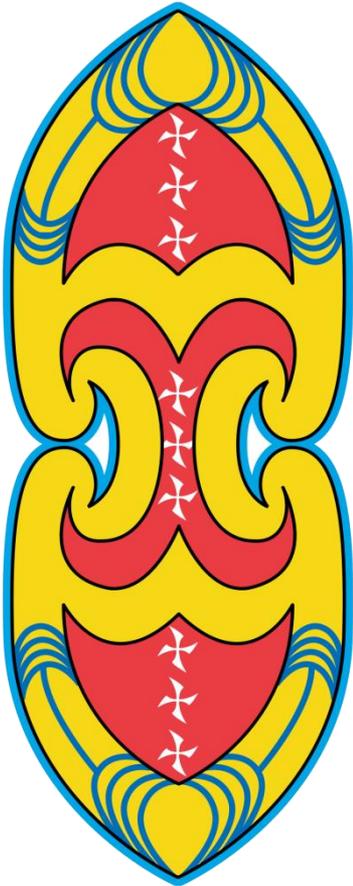


Ensure Safety
and wellbeing



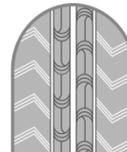
Keep accurate
records





WORK CLOSELY IN PARTNERSHIPS WITH OTHERS

I will engage and collaborate with key people working with each tamaiti, in order to ensure their full range of needs are identified and addressed in a coordinated way.



I will know I have achieved this standard when...

- **I have sought information and have had conversations with other key people working with te tamaiti to inform my assessment and planning**
- the views of whānau, hapū and iwi have informed decisions for te tamaiti
- **I have shared relevant information with the right people in the best interests and safety of te tamaiti (those who need to know)**
- I have engaged with the right people when making significant decisions for te tamaiti, including other key people working with them
- **I have advocated for the rights and needs of te tamaiti where these are best met by other service providers or partners**



SEE AND ENGAGE WHĀNAU, WIDER FAMILY, CAREGIVERS AND WHEN APPROPRIATE VICTIMS OF OFFENDING BY TAMARIKI

I will see and engage with the family, whānau, wider family, caregivers and when appropriate victims of offending by tamariki, in order to understand their needs and ensure they have a say in decisions about te tamaiti.



Quality practice means I also...

- communicate openly, honestly and at the earliest opportunity
- **gather information about the experiences of whānau in their own parenting history and consider how this impacts on their needs for parenting support**
- understand the cultural needs of whānau Māori, hapū and iwi and how to work with tikanga, culture and the dynamics of the family
- understand the needs of Pacific families and those from other culturally diverse backgrounds, and how to work responsively with them
- **am clearly aware of any risks/concerns within the family, whānau or caregiving family and I have robust mitigation/intervention strategies**
- understand and apply the principles of restorative justice
- acknowledge the hurt suffered by victims, listen openly to their needs and concerns

What do we hope our practice framework achieves?

A consistent, quality, child-centred way of working based on what works best:

- Transparent decision-making that involves listening, seeing and building a good relationship with the child and their whānau.
- Understanding the effect that trauma has on young lives and knowing how to respond.
- Care and support that builds the mana—self-esteem and potential—of all tamariki.
- Working with Māori with respect and cultural understanding.
- Working closely with others. We all have a part to play – we can't do this on its own.
- Focusing on positive long-term results, while still addressing immediate safety and well-being concerns.



PROMOTING RESILIENCE:

a trauma informed practice approach

OUR TRAUMA INFORMED APPROACH

RECOGNISE

"I want you to know who I am and what I've been through"



Trauma is experienced by te tamaiti, their whānau and caregivers in the following areas:

Historically through colonisation

Conflict between values, beliefs, and worldviews

Across families and generations

Within systems we are a part of

Directly to individuals

RESPOND

"I want to be heard and feel safe"



Take time to connect with te tamaiti whānau and others by:

- Being calm and self aware of our own emotions
- Being empathetic and showing you care
- Being flexible with tamariki and whānau who might not be ready to talk about what they've experienced

REGULATE

"I need you to help me manage my feelings"



Support te tamaiti, whānau and others to manage emotional responses by:

- Providing structure, being predictable and reliable even when dealing with uncertainty
- Staying calm and helping others to be calm
- Recognising tamariki and whānau behaviour serves a purpose
- Sharing information and working closely in partnership with others

RESTORE

"I need you to support my healing"



Enhance mana by:

- Sharing control with tamariki and whānau to identify and achieve goals that are meaningful to them
- Focusing on the strengths and abilities of tamariki and whānau
- Providing the resources necessary for healing and preventing further trauma





**“I WANT YOU TO
KNOW WHO I AM
AND WHAT I’VE
BEEN THROUGH”**



To help tamariki and whānau 'RESTORE'... **KNOW:**

- Having a strong sense of identity, knowing their whakapapa, values, cultural and spiritual beliefs and practices help tamariki to deal with traumatic experiences and challenging life events.
- Effects of complex trauma can be long lasting. It is important to support tamariki in developing skills to reduce stress and regulate emotions.
- Celebrate success and focus on strengths and achievements.
- Strong and trusting relationships are the key to managing change.



RECOGNISE



RESPOND



REGULATE



RESTORE



To help tamariki and whānau 'RESTORE'...

DO:

- Find protective adults in the whānau and figure out how they can get involved. Seek cultural support when needed.
- Help tamariki and whānau to participate in cultural and spiritual healing processes. Find resources that are available in your area, connect with those who provide cultural and spiritual healing and develop confidence in talking to tamariki and whānau about values and beliefs that are different to yours.
- Help tamariki to continue attending usual activities (sport, dance, music, youth group, kapa haka, rainbow group, etc.).
- Think of who needs to be involved to support tamariki and whānau (e.g. share information about strategies with other people and services involved).



RECOGNISE



RESPOND



REGULATE



RESTORE

TRANSITIONAL OBJECTS

Transitional objects provide a tangible reminder of people and places. They are used intentionally to help tamariki cope with upcoming changes.

What are they?

- Transitional objects are special things that tamariki can keep with them when they go from place to place. They provide a sense of consistency and comfort by always being there.
- A soft toy, blanket, shirt or pillow belonging to a loved one, a necklace, or other special memento.
- Taonga such as a pounamu that represent cultural values.

How do you use them?

- Encourage te tamaiti to talk about important objects or belongings and what they mean to them.
- Te tamaiti might want to keep their special object close by taking it to school and sleeping with it at night.
- Talk with whānau and caregivers about what is important for tamariki to have with them and how this can be managed.



RECOGNISE



RESPOND



REGULATE



RESTORE



THE CARE STANDARDS

- Describe the standard of care every child and young person has a right to and what they can expect.
- Set out what those involved in the care of children and young people should do and the support they can expect.
- Will be shared with every child and young person in care and others involved in their care.





PARTS OF THE REGULATIONS

- The regulations are divided into 6 parts and place, on the CE of Oranga Tamariki or an approved organisation with care or custody of a child or young person, the following requirements:

Part 1

Assessment, plans and reviews

- to undertake an immediate and long-term needs assessment when a child or young person enters care or custody

their educational or training needs:

their health needs:

their needs relating to any disability

Consult with others

- to develop, implement, and regularly review a plan for each child or young person who enters care or custody that responds to those needs
- that a child or young person in care or custody is regularly visited for a number of purposes, including to monitor their safety and well-being



Part 2

Support to meet needs

- to provide support for the child's or young person's assessed needs and in particular to meet the following:
- ***the need to establish, maintain, and improve whānau connections***
- the cultural and identity needs of the child or young person
- the need of the child or young person to engage in play, recreation, and community activities
- the health needs of the child or young person
- the education needs of the child or young person
- to provide children and young persons with sufficient support to make a complaint, provide feedback, or raise issues of concern



WHERE ARE WE UP TO?

- The regulations have been made and are publically available.
- They will come into force on 1 July 2019.
- Between now and July next year we will work with children and young people, care providers, caregivers and others supporting children and young people in care to make sure we are able to do what is set out in the Care Standards.

What could we achieve together ?

Increased understanding across sectors about:

- Family mental health and addiction issues,
- Our respective roles
- Care and protection and youth justice issues

For tamariki and their whānau:

- Increased access to resources around the table
- Earlier intervention - less children in care
- Decrease risks and trauma
- Improved wellbeing outcomes



New ways of working?

- Addressing system issues
- A shift in cultures
- New service design
- Funding models
- Workforce developments
- Celebrating success





PRAL
Pine
Festival
LAWRENCE

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