We know going through an investigation can be very stressful. Our aim is to ensure that you never feel alone through this process and that you have as much information as possible so you are able to make informed decisions.

The Oranga Tamariki Allegations Against of abuse, neglect, or harm of tamariki by caregivers can be found here: https://practice.orangatamariki.govt.nz/policy/allegations-of-abuse-neglect-or-harm-of-tamariki-by-caregivers/

**ALLEGATION SUPPORT INFORMATION SHEET**

When you contact Caring Families Aotearoa (formerly Fostering Kids New Zealand) for support through the investigation process you can expect us to:

- Explain the investigation process including answering any questions you have.
- Assign a Critical Support Worker to support you until the investigation is completed.
- Provide information and support to enable you to make decisions and guide you through each step of the investigation process until the Final Review Report is completed.
- Maintain the highest level of confidentiality.
- Help you prepare for any meetings or interviews and can attend these with you.
- Make referral to our Lawyer if legal advice is required.
- Communicate with Oranga Tamariki and other key people to ensure policy, during the investigation, is followed.
- Offer independent and unbiased information in a professional manner.
- Be non-judgemental.

PLEASE REMEMBER: You have the right to have a Support Person of your choice with you in ALL dealings with Oranga Tamariki. You also have a right to have an Interpreter if you require.

There are two parts to the investigation process, the investigation of the allegation and the caregiver review.
The Investigation Process

1. Oranga Tamariki will provide you with information about the support you can receive from Caring Families Aotearoa and ensure you have time to contact them before they interview you. Call: 0800 693 278 or email: criticalsupport@caringfamilies.org.nz

2. Oranga Tamariki must ensure that you have the opportunity to have a support person with you when they interview you (this can be your Critical Support worker from Caring Families Aotearoa).

3. Two Social Workers will carry out the investigation into the report of concern received; they cannot be the child's Social Worker or your Caregiver Social Worker.

4. Oranga Tamariki will consider the immediate safety and well-being of the children in your home and will make a decision whether the children will remain in your care during the investigation.
   - If the children remain in your care, a plan must be developed and implemented to ensure the immediate safety of the children.
   - If the children are to be moved from your home during the investigation, Oranga Tamariki must consider the potential harm this could cause to the attachment between you and the children.
   - If the children are moved from your care but could return to you, then a plan must be put in place to ensure safe contact can occur between you and the children to maintain the relationship.

5. Oranga Tamariki could talk to other relevant parties for example the school or other members of your whanau regarding the alleged allegations.

6. Oranga Tamariki will complete a draft report of their findings from their investigation and provide this to you within 20 working days of receiving the report of concern (allegation). This report must outline:
   - The nature of the allegations
   - Details of the investigation
   - The assessment and analysis of the information gathered
   - The findings of the investigation assessment e.g. substantiated or not

7. You can respond to the draft report in the mode of your choice e.g. email, letter, face to face meeting. Oranga Tamariki will provide you the date your feedback is required so they can consider your response before the report is final (within 25 working days from receiving the allegation).

8. Oranga Tamariki MUST inform you if the allegation has been referred to the Police. You can contact Caring Families Aotearoa to seek legal advice and are entitled to have support person present if interviewed.

9. Oranga Tamariki must preserve the dignity, integrity and well-being of you and your whanau throughout the investigation.
The Review Process

The approved final outcome report will be provided to your Caregiver Social Worker to complete a Caregiver Review.

If you provide care through another organisation eg. Iwi social service or a different foster care agency the report will be provided to them to complete a review regarding your caregiver status. Once this is complete, it must be provided to Oranga Tamariki. You can request a copy of your agency’s caregiver review policy.

Caregiver Review Process for Oranga Tamariki Caregivers

10. The review must include a face-to-face meeting with your Caregiver Social Worker in your home.

11. The review is informed by the findings of the investigation or assessment. It determines:
   • What happens with your caregiver status
   • Any support or training needs you may have

A draft review report must be provided to you within ten working days from when the Outcome Report was finalised and include clear recommendations regarding your caregiver status and outline any actions required or support needed by you or support needs for specific children in your care. It may also have recommendations regarding the children that should be placed with you in the future.

12. You can respond to the draft review in the mode of your choice eg. Email, letter, face-to-face meeting. Oranga Tamariki will provide you with the date of your feedback is required so they can consider your response before the review is final.

13. As an Oranga Tamariki caregiver, the Site Manager must provide you with a letter confirming the outcome of the review within 5 workings days of receiving the finalised report. (15 working days from when the Outcome Report was finalised).

14. Request Oranga Tamariki to review the investigation.

15. Make a complaint/Give feedback to Oranga Tamariki: https://www.orangatamariki.govt.nz/contact-us/feedback/

16. Make a complaint to Caring Families Aotearoa national office.

17. View any written information about you through the Official Information Act 1982 or the Privacy Act 1993.
ALLEGATION SUPPORT
FLOWCHART OF PROGRESS

Allegation is made
Two Social Workers appointed to investigate
(cannot be child's social worker or caregiver's social worker)

Investigation completed

Draft report approved by Oranga Tamariki
(This includes draft findings of investigation)

Draft report is given to Caregiver
In the format of their choice i.e. Email, face to face, written, etc.
(within 20 working days of receiving report of concern)

Caregiver provides feedback
Feedback can be provided in the format of their choice.
(the date the feedback is required will be in the report)

Final investigation report provided to Caregiver with
their response taken into consideration
(within 25 working days of receiving report of concern)

Final report given to your Iwi Social Service/Agency
(S396 provider)

Final report given to Oranga Tamariki Caregiver Social Worker

Follow your Iwi Social Service/Agency Caregiver Review Process

Outcome provided to Oranga Tamariki

Caregiver Social Worker completes Caregiver Review

Caregiver receives draft review
(within 10 working days of receiving outcome report)

Caregiver responds

Final review given to Site Manager
(within 15 working days of receiving outcome report)

Final letter from Site Manager confirming Caregiver’s status
(within 20 working days of receiving outcome report)