

INDEPENDENT CHILDREN'S MONITOR

CHILDREN'S COMMISSIONER

Ombudsman



REGIONAL HUI THEMES

PURPOSE

- Formally introduce the monitor
- Effectively communicate the role + functions of each oversight agency
- Share mahi already completed
- Understand how people want to be engaged in the future

OVERALL THEMES

- Good support for independent oversight, helpful to hear what's happening
- Positive seeing all 3 oversight agencies together + understanding roles + functions
- Oversight agencies need to focus on building trust + confidence with the public
- Good to see hui across the country + smaller regions. Can't be one-off
- Relationships are essential + driven + guided by communities
- Monitoring is more than compliance. The Monitor needs to have teeth.

KEY QUESTIONS

- How will people know the oversight agencies are working together and making a difference?
- How will this mahi be resourced to avoid overlap and duplication?
- What teeth will the Monitor really have?

CURRENT STATE

- Lack of Social Workers with understanding of te ao Māori
- A lack of trust and confidence in the Oranga Tamariki system
- There is no "one Māori view" + one size does not fit all
- Varying strengths of relationships + communication across the country
- Limited community based support for whānau
- A lack of transparency around decision making
- Lack of funding to provide quality services
- Providers unable to support tamariki + rangatahi outside their jurisdiction
- Whānau who have tamariki placed with them not always entitled to funding
- System is not accessible + dealing with government agencies is difficult
- Loss of trust + confidence in the system delivering what whānau + tamariki need
- Becoming a provider is challenging + there are several barriers
- Communication issues when English is a second language or with low literacy rates
- Multiple meetings with tamariki "to hear their voices" creates fatigue
- Communication loops are not always closed + people unsure of the outcome
- Concerns around intergenerational experience in the care system
- Biases exist in the system currently and across the board + poverty is an issue
- Deep distrust in the system + fear of speaking out because of possible repercussions
- A lack of legal support and understanding their rights
- Concern over removal of family court lawyers + the impact on judicial decisions

FUTURE DESIRED STATE

- Embedding te ao Māori within the mahi is underway
- Creating the right partnerships is essential
- Ensuring strong engagement with tamariki, rangatahi, whānau + their supporters
- Government agencies working together, ensuring right plan in place to reunite whānau
- Use community providers to relieve some of the pressure
- Social workers more connected to the communities they work with
- Investment in communities to take up social work and upskill
- Providers mahi with tamariki, rangatahi + whānau is recognised and resourced
- Whānau who have tamariki placed with them are well supported and resourced
- The system is easy to navigate
- Early intervention + service access as needed, including those with disabilities + their parents
- Accreditation processes reflect the way providers work
- Develop different communication channels that meet all needs, including those with disabilities
- When engaging with tamariki, access existing information before re-engaging
- We feedback outcomes to people
- Legislation should cover all tamariki including pre and post care
- Whānau are seen through different lenses + their circumstances understood + adapted to
- Local support to understand the community and be connected with it
- Relationships to be made across the sector, regionally and locally

TE AO MAORI

ORANGA TAMARIKI

FUNDING + SUPPORT

SYSTEMS + SERVICES

COMMUNICATION

HISTORIC/SYSTEMIC ISSUES

STRENGTHENING OVERSIGHT LEGISLATION

THE MONITOR'S APPROACH