

OIA-CE-2024-02608

21 October 2024

9(2)(a)
[REDACTED]

Tēnā koe 9(2)(a) [REDACTED]

Thank you for your email, received on 3 October 2024, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information regarding Reports of Concern and allegations of harm. Your request has been considered under the Official Information Act 1982 (the Act).

I have responded to each of your requests below:

The process and protocol that Oranga Tamariki used to deal with a Report of Concern in January 2019, and in September 2024

When we are working with tamariki in our care, there may be worries or concerns brought to our attention alleging that te tamaiti is being abused, neglected, harmed, or deprived, or that there are other concerns about their wellbeing. These concerns may be raised with us through the course of our work with tamariki or be reported to us by someone in the community.

The same process should be followed no matter who reports or raises the concerns, and regardless of whom the allegations are made against (i.e. a caregiver, a parent, another tamaiti, or a member of the public).

The process and protocol that Oranga Tamariki uses to respond to Reports of Concern can be found on the Oranga Tamariki Practice Centre, [here](#). This is the same process that was used in both January 2019 and September 2024.

The process and protocol that Oranga Tamariki used to deal with a caregiver allegation in January 2019, and in September 2024.

The guidance that was in use in September 2024 which outlines the process undertaken when responding to caregiver allegations can be found on the Oranga Tamariki Practice Centre, [here](#). The guidance that was in use in January 2019 can be found [here](#).

The definition of a caregiver allegation and the definition of a Report of Concern in January 2019, and in September 2024

IN-CONFIDENCE

The definition of a child or young person in need of care is set out in section 14 of the Oranga Tamariki Act 1989 which can be found [here](#). Section 15 of the Oranga Tamariki of the Act supports people to make a report to Oranga Tamariki as evidenced [here](#). Section 17 of the Act sets out the duties of Oranga Tamariki once a section 15 reports has been received which is set out [here](#)

The guidance that was in use in September 2024 which outlines the process for dealing with complaints about caregivers can be found on the Oranga Tamariki Practice Centre [here](#), advises on the difference between complaints and allegations. The guidance notes that an allegation is “an accusation that a caregiver has abused, neglected or harmed tamariki”.

The guidance on dealing with complaints about caregivers used in January 2019 can be found on the Internet Archive website, [here](#).

The process used to investigate a historical allegation of abuse in care enquiry 2024.

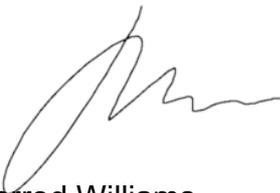
Investigations into historical allegations of abuse in care are managed by the Ministry of Social Development (MSD).

MSD is responsible for investigating and responding to claims of abuse or neglect experienced in state care prior to 1 April 2017 (the date that Oranga Tamariki was established). Any claims of abuse or neglect after 1 April 2017 are the responsibility of Oranga Tamariki.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. Should you have any concerns with this response, I would encourage you to raise them with Oranga Tamariki. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā



Jarrod Williams
Acting General Manager Public Information and Ministerial Services
System Leadership