

# My Rights My Voice



**ORANGA  
TAMARIKI**  
Ministry for Children

New Zealand Government



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**What are rights?**

**Rights are rules about how people should be treated to uphold their mana. Let's talk about what your rights are.**



# I have a right to know why I am in care

I can't  
live at  
home

Can we talk  
about it?

Yes we can.



I also have a **RIGHT** to be told how things should happen while I'm in care.

# I have a right to live somewhere that I feel safe and loved



My social worker and I will talk about how I should be treated by my caregivers. They must also check to make sure that...

**Yes I can live there**



I might be looked after by whānau, hapū, and iwi or by caregivers who are not family.

- I will be safe
- I will be cared for
- Good people
- Good place

# I have a right to get to know my caregivers

**Who will  
I be living  
with?**

**Where am I  
going to live?**

**Will they  
be kind  
to me?**

**What is the  
house like?**

**My social  
worker will  
tell me stuff  
about my  
caregivers.**



**My social worker  
will help me  
to meet my  
caregivers first  
if possible.**

# My caregivers have a right to get to know me

What can we do to help you feel happy and safe living with us?

Well it's important that you know...



# I have a right to have a say in everything that is about me

When decisions are being made about me my social worker will have to find out what others think too...



**Me**



**My  
whānau**



**My  
caregivers**



**My lawyer  
/youth  
advocate**



**My social  
worker**

**ALL** our ideas are talked through and my voice matters.  
My social worker and I will talk through any decisions that are made and why.

# I have a right to have contact with my whānau, hapū, iwi, family and friends

When will I see my whānau?

Who am I not allowed to see?

Who can I see?

Why?



I should know who I can see and when I can talk to people I care about.  
If there are people I care about that I can't see, I should know why.

# I have a right to know where I come from and who I am



I want to be involved in my culture, my language, my religion.

It's my job to help you. I will also help your caregiver learn about your culture, whakapapa, and whānau.

It's important that you feel proud of where you come from and who you are.

# My whānau, hapū, and iwi have a right to have a say about what's best for me

Some of the things my whānau might have a say about:

- What school I go to
- When I get to visit them
- My plan



**We can talk about why and how your whānau will be involved in decisions about you.**



# My social worker will tell my whānau how I am doing

**Yes and I must make  
sure I tell you and  
listen to your views.**



# I have a right to have visits from my social worker

- My social worker wants to know how I'm doing
- I can talk to my social worker on my own or with someone I trust
- I can tell my social worker what's going on
- My social worker wants to help me



My social worker will always help me to:

- Understand information and important meetings I have to go to
- Take part in decisions about me
- Make sure that my stuff is looked after

# My social worker will make sure I'm ok

My social worker keeps checking that I'm:

- Living in a safe place
- Being looked after
- Having fun and spending time with people I already know



My social worker might ask others if I'm ok like my whānau, caregivers, and teachers.

# I have a right to have a social worker who will...



- Help me to work out stuff
- Ask me how I want my life to be
- Ask me what I think
- Help me to tell people stuff
- Listen to my ideas and worries
- Check I understand what's going to happen and why
- Make sure I have what I need
- Make sure there is a record of things I've done well and important things that happen in my life

# I have a right to have a social worker who will make sure that I...



- Learn about my culture including my whakapapa
- Try new things like sport and drawing
- Do new things with my friends
- Am healthy
- Can go to school including pre-school
- Have help to get into training or find work

My social worker will write down some of the things we talk about. They will share what they write with me. A lot of the stuff we talk about will go into my plan.

# I have a right to have a plan to help me now and in the future



My plan will include things about...

- My hopes and dreams
- My whānau, hapū and iwi
- My school
- My health
- My feelings
- My whakapapa
- Where I belong
- What I am good at
- What I want help with

**My social worker will make sure I get the help I need, checking if anything has changed for me.**

**I will have a say about my plan.**

**My plan will be updated.**

**My plan will be written down and my social worker will discuss it with me.**

**My plan will include the names of people who will do things to help me.**



# If I need to move, or if I am leaving care soon



**Why?**



**Where?**



**Who?**



**Settling in**



**What about  
my things?**

- My social worker will talk with me about what will happen and why
- My social worker will talk with me about my plan and support me while things are changing
- My social worker will help me to keep in contact with the caregivers I am leaving if that is best for me
- My social worker will make sure I can take with me my things that I think are important to me
- My social worker will help me to have my own things like clothes and a backpack

# I have a right to privacy and confidentiality

Oranga Tamariki only uses information about me so they can:

- Keep me safe
- Make sure I get the right support
- Help me to have a better life

Oranga Tamariki will keep my information safe. Only people that need to see it will see it.

## **Information = stuff like**

- Name and address
- Things that are going well
- Things that are not going well
- My Plan – the plan that will help me have a better life



I can ask my social worker to see any information.

# Keeping me safe and well

## Someone asks

I'm helping  
te tamaiti.  
What can  
you tell  
me about  
te tamaiti?



I am asking because:

- I want to help te tamaiti
- I want te tamaiti to be safe and well

## Someone says

I can tell you  
if you can tell  
me what you  
want to know  
and why, and  
if you have a  
good reason.



To help te tamaiti  
people need to have:

- The right information
- At the right time

They don't need to know everything - just the stuff they need to do their job right.

# Sharing my personal information

When a person or agency wants personal information about me  
or wants to tell someone personal information about me...

THEY HAVE TO DO THEIR BEST TO:

**Talk with me or  
if they can't, talk  
with my support  
person**



Sometimes there is not enough  
time before they share to ask me  
what I think **BUT** they will try their best.



**Help me understand**

- What information they need
- What the information is for
- What might happen with your information



**Listen to my views**

Any questions?  
Any worries?



Think about everything  
we've talked about.



**Decide whether  
they should share  
my information**

**share**



**Yes**



**Don't  
share**



**No**



# I have a right to make a complaint, share a worry or give feedback



**I want to tell someone about how things are going for me in care. This can be good stuff and bad stuff. I can tell my social worker or someone I trust who can speak for me. I can contact VOYCE Whakarongo Mai. I can also google "Oranga Tamariki Feedback" for more help.**

**Follow us on Instagram @voycenz or Facebook @VOYCE WhakarongoMai or visit our website [voyce.org.nz](http://voyce.org.nz)**

**Or get in touch – we're a confidential and independent service that's got your back and anyone in care can work with us**

**08004VOYCE / 0800 486 923**

**[contactus@voyce.org.nz](mailto:contactus@voyce.org.nz)**

# What if my complaint is about Oranga Tamariki?



**If I want to make a complaint or give feedback Oranga Tamariki will:**

- **Help me**
- **Not tell others what I've said, unless they really need to know**
- **Keep me up to date**
- **Talk to me about what is going to happen**

You can do this by:

**Using the online form**

[www.orangatamariki.govt.nz/contact-us/feedback](http://www.orangatamariki.govt.nz/contact-us/feedback)

**Ringling Oranga Tamariki for free on**

0508 326 459.

**You can also ask VOYCE Whakarongo Mai for support on**  
0800 486 923 & [www.voyce.org.nz](http://www.voyce.org.nz)

# I have a right to an advocate who can help me with stuff



I'm worried  
I don't want to  
talk to Oranga  
Tamariki on  
my own.



I can ask  
someone  
to help me



An advocate is a person who can  
work out what you want to say and can  
write it down. They can speak for you if  
you don't want to and come to meetings  
with you. A VOYCE Whakarongo Mai  
advocate is called a Kaiwhakamana

An advocate might be my whānau  
or an adult I trust. If I want an  
advocate and I don't have one  
it is my **RIGHT** to get help from  
VOYCE Whakarongo Mai.

You can talk to VOYCE  
Whakarongo Mai by calling 0800  
486 923 or chat to them online -  
[www.voyce.org.nz](http://www.voyce.org.nz)

# VOYCE - Whakarongo Mai

What is **ADVOCACY** and how can **VOYCE Whakarongo Mai** help me?



It is my **RIGHT** to have access to VOYCE Whakarongo Mai. They **ADVOCATE** for me by:

- Speaking with me about my care
- Helping me to get the information I need
- Supporting me to share my views
- Helping me to understand decisions about me
- A Kaiwhakamana helps you share your voice in decisions and about things that are important to you

Follow us on Instagram @voycenz or Facebook @VOYCE WhakarongoMai or visit our website [voyce.org.nz](http://voyce.org.nz)

Or get in touch – we're a confidential and independent service that's got your back and anyone in care can work with us

08004VOYCE / 0800 486 923

[contactus@voyce.org.nz](mailto:contactus@voyce.org.nz)

# When you come into care, you will get a lawyer to help you



## **Your lawyer's job is to:**

- Help with decisions like where you will live and who is going to look after you
- Help you prepare for dealing with the courts or judges about your care
- Work together with you and other important people like your social worker, whānau, and caregiver to work out what is best for you
- Tell the court what you think is best for you
- Explain the court's decisions to you and tell you how they will affect you

# My Lawyer's details



**My lawyer's  
name:**

**My lawyer's  
phone number:**

**My lawyer's  
email address:**

**Where my  
lawyer works:**

# I need help or to talk to someone about my care

111

If it's an emergency I should call 111.



If it's during the work day I can call my social worker.



I can speak with an adult I trust and ask them to help me.



It is my **RIGHT** to access VOYCE Whakarongo Mai advocacy on 0800 486 923 or chat with them online - [www.voyce.org.nz](http://www.voyce.org.nz)



I can call Oranga Tamariki anytime – 0508 326 459.



I can go to the Oranga Tamariki website and make a complaint or give feedback.

# My rights as tamariki Māori



## Oranga Tamariki must:

- Include my whānau hapū and iwi in decisions
- First try to find me a place to live with my whānau, hapū and iwi
- Connect me to my culture
- Make sure I am able to visit my marae
- Keep me connected with my whānau, hapū and iwi

# I have the right to be supported as I leave care and prepare for adulthood

Before I leave care my social worker will make sure that I:

- Understand what help I can get and how to get it
- Get a copy of my records of important events and achievements
- Can manage money and get health care
- Get important documents like a photo ID and birth certificate

## Transition Support Services

### From 15 years

I might be able to get help from Transition Support Services.  
I can talk with my social worker, youth worker, advocate, or call 0800 55 89 89

### Up to 21 years

- I might be able to get help with:
- Having someone to keep in touch with me
  - Getting advice and assistance
  - Remain or return to living with a caregiver from 18-21 years
  - Financial help

### Up to 25 years

I can get advice and assistance at any time by calling 0800 55 89 89



# My social worker needs to make sure they have talked to me about

Have we spoken about everything?



I am in care. Why?

My caregivers

My whānau and cultural identity

Having a say on stuff about me

Stuff my social worker does for me

My plan for now and in the future

Information about me

Help me to stand up for myself

When I leave care to live independently

My rights as tamariki Māori

# Important words to know

## Advocacy

Making sure tamariki and rangatahi voices are heard and their rights are met in care.



## Advocate

A person who supports you to be heard about your decisions and rights in care.



## Agency (ies)

A big organisation or group that supports others.

## Hapū

Subtribe.



## Iwi

Tribe.

## Kaiwhakamana

The name for a VOYCE Whakarongo Mai advocate who supports rangatahi and tamariki to be heard



## Lawyer

A person who knows about the law and helps people if they need to go to court.

# Important words to know

## Mana

Honour, prestige, status, influence. Tamariki are born with mana through atua (super natural beings)



## Whakapapa

Genealogy, ancestry, the connection you and your whānau have to ancestors.



## Personal Information

Important things about a person (name, age, whakapapa etc)



## Whānau

Family.

## Te Tamaiti

A child or young person.

## Plan / All About Me Plan

A plan tamariki and rangatahi work on and fill in with their social worker about things like who they are, their whānau, their needs and goals.



## Youth Advocate

Someone who helps tamariki and rangatahi to have their voice heard and can come with you to important meetings.

