



**ORANGA
TAMARIKI**
Ministry for Children

SERVICE SPECIFICATION

Transition to Adulthood

June 2021/October 2024

Note: This October 2024 version of the Transition To Adulthood specifications has been adjusted as outlined below:

- **Section 3 The Transition to Adulthood Service** has been adjusted with information added under the heading: Who is the service for?
- **Section 4 Partner Requirements** has been adjusted with information added or updated under the headings: The Transition Worker's Role and Capabilities, and Supervision and Training.
- **Section 5 Service Activities** has been adjusted with information removed about the Specialist Programmes. The Specialist Programme Funding Application Form Appendix has also been removed.
- **Section 5 Service Activities** has been adjusted with information added or updated under the following headings: Service Referral, Transfer Request, Life Skills Assessment, Transition Planning, Brokerage Activities, Financial Assistance, Placements and Accommodation, Remaining/Returning to Live with a Caregiver, Department of Corrections, Exiting the Service, Continuation of Service Process, and Transfer Process.
- **Section 6 Reporting Requirements** has been adjusted with information added or updated under the following headings: What information is Oranga Tamariki Seeking from Partners, What Reports are Required by Oranga Tamariki, Quarterly Maintain Contact Report, Quarterly Financial Assistance Report, Serious and Significant Incident Processes, Quarterly Serious Incident Reporting, Six-Monthly Narrative, and Transition Assistance Helpline.

Information about previous reporting templates have been removed, and information has been added about the updated reporting template which is available through Appendix 8.

- The outdated **Service Referral form** has been removed from the appendices. The updated Service Referral form is available to view through Appendix 4.
- The outdated **Service Transfer and Service Closure forms** have been removed from the appendices. The updated Service Transfer and Service Closure forms are available through Appendix 5. These forms can also be accessed through the Oranga Tamariki website – Service providers / Information for providers and partners / Provider service reporting – and here: [Provider service reporting | Oranga Tamariki — Ministry for Children](#)
- The new **Continuation of Service Request form** is available through Appendix 7. This form can also be accessed through the Oranga Tamariki website – Service providers / Information for providers and partners / Provider service reporting – and here: [Provider service reporting | Oranga Tamariki — Ministry for Children](#)
- The outdated **Provider Return Templates** have been removed from the appendices. The updated Provider Return Template is available through Appendix 8. This template can also be accessed through the Oranga Tamariki website – Service providers / Information for providers and partners / Provider service reporting – and here: [Provider service reporting | Oranga Tamariki — Ministry for Children](#)

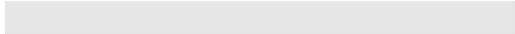
Any other changes are very minor layout adjustments.

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1: ABOUT THESE SERVICE SPECIFICATIONS

Purpose

The purpose of these Service Specifications is to describe the **Transition to Adulthood** service delivery requirements (the Service). These Service Specifications describe:

- The legislation and Oranga Tamariki policy and procedures that guide the provision of quality services, including the Service, to all rangatahi
- The relationship principles on which Oranga Tamariki and Partners will work together to provide quality services to rangatahi
- Service delivery requirements
- Financial entitlements and management responsibilities (Oranga Tamariki and Partners)
- Reporting requirements

Definitions

In these Service Specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined in [Appendix 1](#).

Audience

These Service Specifications are for Partners contracted by Oranga Tamariki to deliver a range of specialist therapeutic intervention and/or day-to-day support services for young people who are in, or have been in, the custody of the Chief Executive of Oranga Tamariki (Chief Executive).

Changes and reviews

These Service Specifications are a living document that will be reviewed and updated as required. In the short term, regular change is anticipated due to learnings from Oranga Tamariki and Partners as to the implementation of the Service and new legislative obligations. Wherever feasible, changes that impact on the delivery of the Service will be undertaken in consultation with Partners. In some cases, consultation may not be possible, for example where an urgent change is required to address an immediate risk to the wellbeing of young people. Oranga Tamariki will keep Partners informed of any changes, in accordance with provisions contained within the Outcome Agreement with the Partner.

Feedback

Feedback on these Specifications, including any changes made to them, is welcome at any time. Please contact your Oranga Tamariki Relationship Manager identified in your Outcome Agreement.

Family Services Directory

Through the term of the Outcome Agreement with Oranga Tamariki, Partners must ensure that their organisation is listed on the Ministry of Social Development's [Family Services Directory](#) and that necessary information is updated when required.

Further information

For further information on these Service Specifications, please contact your Oranga Tamariki Relationship Manager identified in your Outcome Agreement.

2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES

The purpose of this section is to describe:

- Our vision and purpose
- Key legislation and Oranga Tamariki policy and procedures that provide clear expectations for the provision of consistently high-quality transition services to all eligible young people in the custody, or who have been in the custody of, the Chief Executive
- The implications of the legislation and policy for Partners who partner with Oranga Tamariki to provide quality transition services
- The partnership principles that guide how Oranga Tamariki and Partners will partner to jointly deliver quality transition services

Our vision and purpose

Our vision is that all children are safe, loved and nurtured by whānau, hapū, and iwi, supported by thriving communities.

Our purpose is to ensure that all tamariki are living with loving whānau and in communities where oranga tamariki can be realised.

These Service Specifications support our vision and purpose through our six core values, the Oranga Tamariki Way. These values have been developed by young people, and reflect what they want from Oranga Tamariki – how we work with them, their whānau, our partners and each other.

Figure 1: The Oranga Tamariki Way



We know that we will only achieve the vision and purpose if we continue to engage more directly with our partners, our communities and all New Zealanders who share our goals. This means early involvement of our partners in planning processes, sharing learning about what works, combining resources so that we can provide genuine rangatahi-centred support; and, continually challenging each other to do better for all rangatahi.

The Oranga Tamariki Act 1989

The Oranga Tamariki Act 1989 (the Act) sets an expectation that tamariki and rangatahi in the care or custody of the chief executive receive care that is of a consistently high quality. The Act expects the care and youth justice services delivered to all tamariki, rangatahi and their whānau to include a focus

on their holistic wellbeing. This requires Oranga Tamariki to have full regard to a young person's identity including building and maintaining relationships with whānau, hapū and iwi.

The wellbeing of tamariki and rangatahi must be the paramount consideration in delivering the Service. All tamariki and rangatahi must be at the centre of decision-making while being considered within the context of their whānau, hapū, iwi, family groups and their community¹.

Oranga Tamariki must aim for meaningful and sustainable improvement for tamariki and rangatahi Māori, whānau, hapū and iwi and incorporate Māori world views into Oranga Tamariki practice.

Specifically Section 7AA of the Act includes the requirements for the chief executive to ensure:

- policies and practices that impact on wellbeing have the objective of reducing disparities by setting measurable outcomes for tamariki and rangatahi Māori and;
- having regard to mana tamaiti, whakapapa and whanaungatanga in all policies, practices and services.

Outcomes for tamariki Māori

Improving outcomes for tamariki Māori and their whānau is underpinned by s7AA of the Act which creates a duty to ensure all Oranga Tamariki policies, practices and services have regard to mana tamaiti, whakapapa and whanaungatanga of our tamariki.

In approaching mana tamaiti, whakapapa and whanaungatanga, the following key considerations have been identified by Oranga Tamariki:

- they are interrelated and should be considered together, not separately
- the roles and obligations of whānau, hapū and iwi are intertwined with whakapapa and whanaungatanga and therefore mana tamaiti
- they are applicable to all policies, practices and services
- they are linked to specific outcomes for tamariki Māori and we can measure and report annually on our progress towards achieving those outcomes
- they should be viewed within the context of the Act, specifically 'whānau, hapū and iwi' provisions and as such have the objective of reducing disparities between Māori and non-tamariki Māori

¹ Every legislative reference to whānau, hapū and iwi also includes family and family groups, meaning that the objectives of the Act not only work for tamariki Māori but are applicable to all tamariki.

Mana Tamaiti objectives

With these key considerations in mind, Oranga Tamariki has developed Mana Tamaiti objectives which inform policy and practice including how Oranga Tamariki will work with Partners to achieve these. They are:

- i. Ensure the participation of tamariki, whānau, hapū and iwi in decisions affecting them at the earliest opportunity to enhance their wellbeing and safety.
- ii. Support, strengthen and assist whānau Māori to care for their tamaiti or tamariki to prevent the need for their removal from home into care or a Youth Justice response.
- iii. If removal from home is necessary, Oranga Tamariki will preference placements for tamariki Māori (including their siblings) with members of their wider whānau, hapū, iwi or family group who are able to meet their needs, including for a safe, stable, and loving home.
- iv. Support tamariki Māori in the custody of the chief executive to establish, maintain or strengthen their sense of belonging through cultural identity and connections to whānau, hapū and iwi.
- v. Support, strengthen and assist tamariki Māori and their whānau to prepare for their return home or transition into the community.

Purposes and principles specific to Transition to Adulthood

The purposes and principles should be considered alongside the Mana Tamaiti objectives as they need to be delivered together through the Service.

The purposes of sections 386AAC to 386C are:

- a) to prepare young persons to be ready to thrive as independent young adults and for the preparation for moving to adulthood to begin early
- b) to ensure that young persons have opportunities to have relationships with caregivers and other trusted adults that endure into adulthood
- c) to enable young persons to access the government and community support that they need to manage challenges and to grow and develop as adults

The principles that specifically relate to Transition to Adulthood are:

- the young person will increasingly lead decisions about matters affecting them and will be supported by adults to do this
- a holistic approach will focus on the strengths and identity of young person, and these will be built on and nurtured
- the relationships between the young person and their family, whānau, hapū, iwi, and family group will, if appropriate, be maintained and strengthened
- family, whānau, hapū, iwi, family groups, and communities will be supported to help the young person move to adulthood
- the relationships between the young person and a caregiver, other trusted adults, and the wider community will be established, built on, and maintained
- the young person will be supported, to the extent that is reasonable and practicable, to address the impact of harm and to achieve and meet their aspirations and needs, with priority to be given to supporting the stability of their education
- assistance to the young person will be provided proactively, promptly, and sustained regardless of the decisions that the young person makes

Transition from Care to Adulthood

Sections 386AAA through 386C of the Act set out the legislative obligations under which the Transition to Adulthood service operates. They include the:

- entitlement for rangatahi to request at any time to remain or return to living with a caregiver at any time and for any period from the age of 18 years and up to the age of 21
- obligation to maintain contact with a rangatahi up to the age of 21
- entitlement for a rangatahi to request advice and assistance up to the age of 25 years

For full legislative wording refer to www.legislation.govt.nz

Implications of legislative provisions

When a rangatahi is referred to a Partner for the Transition to Adulthood service the Chief Executive of Oranga Tamariki remains accountable for ensuring the rangatahi is receiving all relevant legislative entitlements, including having regard to the mana tamaiti objectives within s7AA within the Act. While Oranga Tamariki retains accountability for ensuring the legislative provisions are met through the Service, Partners are responsible for delivering the Service i.e. ensuring a Transition worker is proactively maintaining contact with the rangatahi. As a result, Oranga Tamariki and Partners will work in partnership to deliver the Service by the provision of different aspects of the support to the rangatahi and their family/whānau.

To clearly distinguish the responsibilities of each Party throughout service delivery, key service activities have been split to have a lead responsibility and a supporting responsibility: see Section Five: Service Activities.

Pacific children and young people

The Pacific Strategy 2018–2021 (the Strategy) describes the strategic priorities for Pacific children and young people:

- loving places
- quality practice
- strategic partnerships

The responses that support the achievement of these priorities and guide the provision of care by Oranga Tamariki and Partners that Oranga Tamariki partners with are:

- understanding the diverse cultures of Pacific children and young people in the context of their families and communities they identify with
- hearing the voice of Pacific children when help is needed from intervention to their transition to adulthood and independent living
- when Pacific children and young people are at risk of harm and abuse, and require care, ensure they are culturally connected and their transition to a secure place of residence is well-supported

The key focus areas in the Strategy that apply to Partners include:

- safe and secure homes for Pacific children and young people in their transition to adulthood and independent living
- increase the number of transitional care placement options for Pacific children and young people
- recruit, develop and train Pacific caregivers' workforce capacity and capability

More stable and long-term strategic partnerships with our Pacific and mainstream care partners to provide high quality social services:

- strengthen the capacity and capability of 'by Pacific for Pacific'
- Partners to provide social services for Pacific children, young people and their families to find appropriate accommodation towards independent living
- culturally competent mainstream and Pacific practitioners/workforce
- build, support and encourage the cultural competence of mainstream NGOs to work with Pacific children, young people and their families
- identify and invest in opportunities for joined up services amongst Pacific and mainstream Partners that target areas with a high proportion of Pacific children and young people and provide youth services that support independent living, accommodation and transition to adulthood

Outcomes framework and transitions

The Oranga Tamariki [Outcomes Framework](#) sets out the main services we provide and how they will be provided and measured to determine how we are making a difference for young people and whānau. The Outcomes Framework includes transition outcomes described [here](#).

Working together to provide quality care services

To ensure young people and their whānau get the support they need to achieve their goals, Oranga Tamariki is committed to working in partnership with iwi, Māori organisations, social service provider organisations, local communities and other government agencies. Each partnership will be tailored depending on the particular need, vision or capabilities of the respective partners.

In general, partnership principles include:

- ensuring people and organisations can contribute to the best possible outcomes for tamariki and their whānau
- building on a shared vision to improve outcomes for tamariki through improving their access to the services they need
- staying in touch about matters that are important to the relationship
- inviting involvement throughout the commissioning of services – we want our partners to be part of identifying problems and developing ideas
- keeping things working well and making all those involved feel included
- being transparent and demonstrating a commitment to joint problem solving

When working in partnership we will also:

- acknowledge and value the place of tikanga Māori and the Tiriti (Treaty) Partnership.
- acknowledge our history and the past work achieved by hapū, iwi, communities and governments to strengthen relationships
- value the voice of whānau, hapū and iwi as experts of their own experience
- respect and value the many cultures and diversity of the communities of Aotearoa

In particular, Oranga Tamariki is committed to building partnerships with iwi and Māori organisations:

- to provide opportunities to, and invite innovative proposals from iwi and Māori organisations, to improve outcomes for tamariki Māori and their whānau
- to agree on actions to improve outcomes for tamariki Māori and set expectations and targets
- to enable robust, regular and genuine exchange of information
- to provide opportunities to delegate functions under the Act
- to support cultural competency as a best-practice feature of the Oranga Tamariki workforce

3. THE TRANSITION TO ADULTHOOD SERVICE

Service purpose

The Service will support Oranga Tamariki to achieve the [transition to adulthood outcomes](#) by supporting rangatahi to prepare for their transition from long-term care or youth justice residential placement. Partners will provide proactive contact and respond to the needs of rangatahi as rangatahi establish themselves and further develop their skills to help them achieve their independence. Partners will support eligible young people on their path to adulthood and long-term wellbeing.

Partners are responsible for the delivery of:

Relationship-based support	Rangatahi will be supported by people they can trust to be there for them, and who will respect and enhance their culture and identity. ²
Practical and emotional support	Rangatahi will receive both practical and emotional support to develop the skills and knowledge needed to manage their lives after care, especially ensuring they have the ability to connect with their hapū and iwi if they wish and support to learn from their mistakes and continue to develop.
Advice and assistance Financial Assistance	Rangatahi will know about and receive their entitlements. Young people will receive financial assistance from Transition Partners – Transition Partners have a flexible fund of \$5,000 per FTE Transition Worker per year – to be used to provide Financial Assistance to young people they are actively working with.
Brokerage to services	Rangatahi will receive help to access the services they need, including services that strengthen their connections to whānau, hapū and iwi.
Help to find accommodation	Rangatahi will receive help to find and negotiate accommodation that is safe and appropriate to their wishes and needs.
A workforce that is passionate about working with young people	Rangatahi will receive support from people that they can relate to, who respect them and won't give up on them.

[Section 5](#) further outlines the summary of responsibilities for both Oranga Tamariki and the Partner.

Who is the service for?

All consenting eligible rangatahi will be referred to the Transition to Adulthood services.

To be eligible, rangatahi will have been in one or more of the following, for a continuous period of at least three months after the age of 14 years and 9 months:

- a care and protection placement
- a residential youth justice placement (including remand) or Police custody
- under remand or a prison sentence in the adult justice system before turning 18

Referral exceptions may be made on a case-by-case basis. For information about the exception process for rangatahi who do not fit within the prescribed eligibility criteria, please contact the Transition Assistance Helpline (transitionsupport@ot.govt.nz).

² This will give regard to mana tamaiti principle (iv)

Engagement with a Transition to Adulthood provider will end when the rangatahi turns 21 years old. The Partner can request approval to provide a continuation of service through the Transition Assistance Helpline.

For information about the continuation process for rangatahi over 21 years old, click [here](#).

Rangatahi are entitled to advice and assistance through the Transition Assistance Helpline until they turn 25 years old. The Transition Assistance Helpline may, from time to time, request the assistance of a Transition To Adulthood Partner in order to provide in-person support to rangatahi for particular needs that require face-to-face engagement.

Transition outcomes

Oranga Tamariki has identified the following seven “Transition to Adulthood” outcomes which will determine if a difference is being made for rangatahi as they transition from care or a youth justice residential placement to adulthood:

- More rangatahi have safe and stable living arrangements
- More rangatahi have the life skills they need to thrive as adults
- More rangatahi are healthy and recovering from trauma
- More rangatahi have a trusted adult in their lives and are engaged with family, cultural and community groups
- More rangatahi are in education, employment or volunteering
- Reduced disparities in outcomes and experiences for tamariki Māori and their whānau
- Tamariki and rangatahi feel more listened to and understood

[Appendix 2](#) outlines a description of each outcome and who leads or supports for the delivery of each outcome (noting that this differs for rangatahi still under the care or custody of the Chief Executive) to that of rangatahi who have been fully discharged³.

Evaluation

The Partner agrees to participate in any evaluation of the Transition to Adulthood Services that is undertaken by Oranga Tamariki, provided the design(s) of these evaluations are mutually agreeable to the Partner and Oranga Tamariki.

Social sector accreditation standards

Partners delivering the Transition to Adulthood service are required to meet level two, Ministry of Social Development (MSD) specific accreditation standards. Partners are required to maintain their accreditation level according to MSD’s relevant social sector accreditation standards.

³ Some of these rangatahi will have post care or custody court orders that will need to be considered eg Guardianship or Supervision orders.

4. PARTNER REQUIREMENTS

Employing and supporting a Transition Worker

To support the delivery of the Service, the Partner is responsible for employing skilled Transition Worker(s). The Partner attends to all employment processes including the recruitment and employment processes, supervision and management and training and professional development.

What the FTE rate has been costed to include

The types of costs expected to be covered in the FTE rate include:

- Salary for Transition Worker
- Recruitment and employment costs
- Hui costs
- Incidental costs incurred while working with rangatahi i.e. food, entry fees to activities, costs related to building rapport, etc.
- Travel and accommodation (of Transition Worker)
- Training and professional development (of Transition Worker)
- Supervision and management (of Transition Worker)
- Organisational overheads

The Transition Worker's role and capabilities

The Transition Worker's role is to provide a more gradual and supported transition for rangatahi from long-term care or youth justice residential placement, to help them get a good start to their adult lives.

The role will assist rangatahi in developing skills and knowledge over time, and support them to develop and learn from their experiences with a focus on building and strengthening a network of support⁴ that can endure into their adult lives. For rangatahi Māori especially, this role will actively support them to develop their cultural identity through a variety of avenues.

Transition Workers will take a youth-led approach that provides the support and access to resources to enable rangatahi to increasingly lead decisions about things that affect them and have increasing responsibility for themselves.⁵

Transition Workers may come from a range of backgrounds. They will share a passion for working with rangatahi and be empathic, resourceful and have a 'can-do' attitude.

Transition Workers should have:

- a relevant qualification e.g. youth work, health, teaching, social work, or human services (Level 6 or above). Exceptions may be made for people with significant relevant experience. A social work qualification or registration is not a requirement when recruiting for this role
- experience working with youth or vulnerable people
- ability to build rapport and trust with rangatahi and whānau
- demonstrable knowledge and skill about tikanga Māori, te reo Māori, Te Tiriti o Waitangi

⁴ This will give regard to mana tamaiti principle (iv)

⁵ This will give regard to mana tamaiti principle (i)

- ability to build and maintain positive relationships with professionals to support access to services for rangatahi
- an understanding of the impact of trauma, adolescent brain development and youth development approaches
- an understanding of disability, mental health, substance misuse and the impact these can have on the life of rangatahi
- behaviour management/conflict resolution skills
- An ability to recognise and respond to concerns regarding abuse and neglect, along with a knowledge and understanding of the Oranga Tamariki Act

Recruitment of staff

When recruiting staff, the Provider will ensure appropriate safety checking of all staff in accordance with the [Children's \(Requirements for Safety Checks of Children's Workers\) Regulations 2015](#). As part of this process, the Provider will:

- receive and assess the written application from each applicant
- coordinate and conduct a panel interview with each applicant
- complete and obtain a satisfactory police criminal check on each applicant
- contact all character and professional referees and receive, check and hold on file their written comments
- request information about the applicant from the Purchasing Agency's client management tool CYRAS (**requests to be sent to:** NGO Caregiver Vetting Services, MSD HR Shared Services team, PO Box 1556, Wellington 6140; Email: NGO_Caregiver_Vetting@ot.govt.nz) with the fully informed consent of the applicant using the Authority to Release Information form, which can be obtained from your Purchasing Agency's Contract Manager
- complete a disclosure statement which requires the Person to disclose all circumstances in which they have been involved in the care or supervision of Children or Young People (including sports coaching, youth group involvement, and teacher aide work) and authorise the Provider to obtain information from former employers or organisations
- contact a range of the organisations where the applicant was involved in the care or supervision of children or young people

The Provider shall ensure that no applicant is employed if:

- the applicant has a conviction for a specified offence under Schedule 2 of the [Children's Act 2014](#) (unless a core worker exemption is held in accordance with the Children's Act 2014)
- there is information from the Purchasing Agency, character or professional referees, or a Police criminal check that indicates they would be inappropriate as a staff member working with Children or Young People

The Provider will undertake Police vetting reports on each employee at least every three years to ensure that they are able to continue to be involved in a position that requires the care and supervision of Children or Young People.

Supervision and training

The Partner is responsible for the quality of professional supervision, the support the Transition Worker receives and their access to appropriate training and development opportunities.

Supervision is a compulsory requirement of the service as outlined below:

- All Transition Workers must receive no less than one hour per fortnight of formal, one-to-one professional supervision
- For new workers, supervision and/or mentoring should be weekly for at least the first six months of their employment
- Professional supervision must be provided by a qualified and experienced person with proven skills and experience in supervision. Evidence of their skills and experience will be required as part of the Social Sector Accreditation process

Management of vacancies and back-up for Transition Workers

The Partner will ensure professional back-up of the Service if the Transition Worker is on extended leave, is undergoing training or there is a vacancy.

The Partner will ensure that the back-up strategy and contact person is communicated to the rangatahi and Oranga Tamariki Social worker (if the young person is still in care).

The Partner will ensure that any Transition Worker vacancy is suitably and promptly filled.

Oranga Tamariki may seek to recover funding from a Partner if a vacancy of more than six continuous weeks occurs – a determination on whether recovery is appropriate will be situation dependant and undertaken in consultation with the Partner.

Case loads

The average case load per FTE is expected to be 15 rangatahi⁶. This ratio will likely fluctuate with some rangatahi wanting or requiring higher than average input, while others will be lower. In the case of rangatahi with high, or multi-layered support needs we would expect them to have a Transition Worker allocated to them, with a lower-case load ratio to provide enough time for the additional support that may be required. To ensure the appropriate level of service is provided and maintained, we expect partners employing Transition Workers to have ongoing dialogue with Oranga Tamariki about caseloads and level of need of referred rangatahi.

If your Transition Workers are coming to capacity, please let your Oranga Tamariki Advisor know.

A significant and ongoing case load that is higher or lower than the average would provide an opportunity to review caseloads and the number of FTE funded.

⁶Based on the average across the need spectrum

5. SERVICE ACTIVITIES

This section provides detailed information on service activities (referral/admission, assessment, planning, advice, and assistance etc.), the roles and responsibilities required to be undertaken by Partners and Oranga Tamariki and how both parties will partner to deliver the Service.

Roles and responsibilities

The service model supports rangatahi to achieve independence and can be broken down into the following stages:



[Appendix 3](#) provides an overview of Oranga Tamariki and Partners' roles and responsibilities during the referral, allocation, and transition stages. Oranga Tamariki and Partners will work in partnership to successfully implement this process. Click [here](#) for a description of Oranga Tamariki partnership principles.

NOTE: The activities highlighted with an * in the tables in this section are required to meet the legislative requirements of sections 386AAA to 386C, and s7AA – refer www.legislation.govt.nz.

Oranga Tamariki activities described in this section will also meet Oranga Tamariki policy, operational guidance, and practice guidance.

Partner activities described in this section will meet Partners' policy and practice standards.

Service referral

Rangatahi are referred to the Service from the Oranga Tamariki Site through the Regional Referral Process⁷ to determine who is best placed to support them. Please see a copy of the Service Referral form in [Appendix 4](#).

Transfer request

If rangatahi move out of area, the Partner will seek consent to refer them to another Transition To Adulthood Partner. The Partner will send the [Transfer Request](#) form and the original [Service Referral](#) form to the Transition Assistance Helpline (transitionsupport@ot.govt.nz), which will refer the rangatahi through the Regional Referral Process. If the rangatahi does not consent to this, the Partner will send a [Service Closure](#) form to the Transition Assistance Helpline, outlining the reason for exit.

The transfer request and service closure forms are available through [Appendix 5](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

Life skills assessment

A life skills assessment is required to identify the support needs of the rangatahi, their strengths and aspirations. The purpose of transition planning is to assist eligible rangatahi in care or custody over the age of 15 years to acquire the knowledge, skills, relationships, resources and supports they need as they move towards adulthood.

⁷ Each region will determine the appropriate referral process that will suit the particular geographical requirements

A life skills assessment must be completed for rangatahi over the age of 15. This will help them and the people supporting them to identify and focus on the skills they will need to grow and develop as they move towards adulthood. This assessment must consider developmental, cultural and/or disability needs of the rangatahi.

The outcome of the life skills assessment must be recorded in the transition plan for the rangatahi. This will outline the steps necessary to strengthen the life skills of the rangatahi, and how they will be supported throughout.

Please see the link to Life Skills Tool [HERE](#), and guidance in relation to Life Skill development [HERE](#).

Transition planning

Transition plans should reflect the goals, aspirations and support needs of the rangatahi. Plans will include:

- life skills development
- living arrangements
- health and wellbeing
- networks of support including whānau, cultural and community groups
- education, training, employment or volunteering
- contact and support arrangements

Plans will be goal-oriented, task-focused, and time-framed. Planning is an ongoing process, reflecting changes to the support needs of the rangatahi and their evolving goals and aspirations. Plans will be reviewed and updated as appropriate at least every six months, or more often as required.

Summary of Oranga Tamariki responsibilities
✓ <u>Lead responsibility</u> for all rangatahi support needs, assessment activities (including the life skills tool) while still in care or custody of the Chief Executive
✓ <u>Lead responsibility</u> for all planning including transition planning and coordination of transition planning hui, or other agreed planning hui process (including obtaining official documentation, bank account, accommodation and ensuring the tamariki is aware of their entitlements) to identify transition needs while rangatahi are still in care or custody of the Chief Executive
✓ Responsible for ensuring Transition Workers are invited to transition planning, including the transition planning hui.
✓ <u>Lead responsibility</u> for monitoring and reviewing plans while still in care or custody of the Chief Executive
✓ <u>Lead responsibility</u> for facilitating participation for whānau, caregivers and significant others' in the assessment and planning processes while still in care or custody of the Chief Executive ⁸
Summary of Partner responsibilities
✓ Supports any assessment and transition planning activity while the rangatahi is still in care, including: <ul style="list-style-type: none"> • Supporting the rangatahi to participate in assessment and planning processes and helping to facilitate them to have an active say in their plans and decisions that relate to them.⁹

⁸ This will give regard to mana tamaiti principle (i)

⁹ This will give regard to mana tamaiti principle (i)

<ul style="list-style-type: none"> Supporting implementation of the transition plan, by assisting rangatahi to access services, providing practical support and skills development.¹⁰
<ul style="list-style-type: none"> ✓ Assisting rangatahi to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults (s7AA¹¹)
<ul style="list-style-type: none"> ✓ <u>Lead responsibility</u> for transition planning and any required assessments once care or custody orders are discharged¹². <ul style="list-style-type: none"> Responsible for developing, implementing, monitoring and reviewing transition plans. Where further assessment is required to inform the plan, then the Transition Worker will support the rangatahi to access the appropriate service and assessments.

Advice and assistance

Advice and assistance includes:

- the delivery of information to rangatahi on their entitlements and support to access these entitlements (such as transition support entitlements from Oranga Tamariki, Work and Income and those that are available to all New Zealanders through other government agencies such as enrolment with a Primary Health Organisation, Housing New Zealand, DHB-funded mental health services, etc.).
- service coordination and brokerage.

Brokerage activities

Brokerage is linked to the implementation of the Transition Plan. Through service coordination, advocacy and role modelling, the Partner supports rangatahi to achieve their goals. Brokerage involves identifying and supporting rangatahi to navigate and gain access to a range of supports and services.

Summary of Oranga Tamariki responsibilities
<ul style="list-style-type: none"> ✓ While in care or custody of the Chief Executive, Oranga Tamariki has the <u>lead responsibility</u> for ensuring the rangatahi is supported to receive the advice and assistance necessary to become increasingly independent.
<ul style="list-style-type: none"> ✓ <u>Lead responsibility</u> for ensuring that the advice and assistance provided before a rangatahi leaves care or custody of the Chief Executive includes: <ul style="list-style-type: none"> a copy of the record relating to important events and achievements in their life when they leave care or a long-term youth justice residential placement, and information about where they can access that record in the future; and assistance to develop any life skills that the rangatahi may need to help them become independent; and assistance to obtain official documentation before they reach the age of 18 years, including— <ul style="list-style-type: none"> photo identification (for example, a passport or a driver's licence); and a certified copy of their birth certificate; and an IRD number; and a bank account; and

¹⁰ This will give regard to mana tamaiti principle (v)

¹¹ This will give regard to mana tamaiti principle (iv)

¹² Statutory orders are discharged, so the rangatahi is no longer in the care or custody of the Chief Executive

- verifying their identity online to enable them to access key government services; and
- information to ensure that the rangatahi is aware of the legal requirement to enrol on the General or Māori Electoral Roll once they reach the age of 18 years; and
- information and assistance before the age of 18 to understand how to access health, housing, employment, financial, and legal services independently after they leave care or custody.

Summary of Partner responsibilities

- ✓ Once discharged the Partner has the lead responsibility for the provision of advice and assistance (s386B(1)(a) and (b)) to enable the rangatahi to become increasingly independent, including:
 - providing emotional support
 - promoting cultural identity
 - mentoring, role-modelling
 - brokerage and navigation of services as per transition plan
 - supporting rangatahi to learn how to identify and access services themselves
 - advocating with agencies for the rangatahi to ensure access to services they need

Financial assistance

Rangatahi (or, if appropriate, their caregiver or other person) may be provided with financial assistance needed to achieve independence, but only after considering what other financial assistance is available to them and considering whether the rangatahi has multi-layered needs. Payments of financial assistance are limited to the funds allocated under this agreement.

Transition Workers will assess each request/need of the rangatahi on an individual basis, and:

- give special consideration to whether the rangatahi has multi-layered needs
- assess current financial entitlements
- comply with any operational policy, practice guidance and delegation limits provided by Oranga Tamariki
- guide their decision-making on granting or declining the request of the rangatahi for financial assistance by using the handy guide and **Financial Decision-Making Framework** attached as [Appendix 6](#)

As per the legislation (s386 B (4)) the payment MUST be made directly to the rangatahi, unless the Transition Worker considers it appropriate to pay all or any of it to the caregiver of the rangatahi or another person.

What happens if the rangatahi spends their allocation on non-compliant costs?

Rangatahi may make poor choices and each individual situation will need to be assessed case-by-case. Transition Workers must continue to support rangatahi regardless of any poor decisions they make, and help them to learn from their mistakes. The Transition Worker should use their discretion and judgement in these types of situations and look for ways to provide support that reduces the risk of the rangatahi misusing the funds.

What if we need to fund something that exceeds allocation?

Your funding will be calculated per FTE. However, the amount required will vary depending on the rangatahi. You may purchase anything that meets the criteria as per the [Financial Decision-Making Framework](#) until you have exhausted your funds.

Should you receive a financial assistance request from the young person that you do not have sufficient funds to support, please contact the Transition Assistance Helpline team (0800 55 89 89). The Transition Assistance Helpline can also support young people with more expensive items, which would otherwise require a large portion of the Partner's financial assistance allocation.

How do we report financial assistance expenditure?

The Partner will document all requests for assistance, the circumstances, amount, and the decisions taken, and report on these quarterly. The Quarterly reporting template is available through [Appendix 8](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

Summary of Oranga Tamariki responsibilities
<p>✓ <u>Lead responsibility</u> for meeting the needs of the rangatahi and providing financial assistance to support the transition plan, while still in care or custody of the Chief Executive</p>
<p>✓ Support the purchase of essential items for rangatahi when moving into an independent living arrangement. When leaving care, rangatahi are entitled to receive a discharge grant of at least \$1,500 which is accessible for them until their 21st birthday. This grant can be accessed through either:</p> <ul style="list-style-type: none"> • The Oranga Tamariki Site, while rangatahi are still in care or custody of the Chief Executive • The Oranga Tamariki Transition Assistance Helpline, once rangatahi has been discharged from care or custody of the Chief Executive <p>Note, this grant does not pertain to rangatahi who are eligible solely through Youth Justice orders.</p>
<p>✓ <u>Lead responsibility</u> for providing financial assistance to the rangatahi to the age of 25 who request support and are not actively engaged with a Partner, through the Transition Assistance Helpline team.</p>
Summary of Partner responsibilities
<p>✓ <u>Lead responsibility</u> for providing financial assistance (s386B(b)) to the rangatahi, who are discharged from care or custody and actively engaged with the Service (as per the Financial Decision-Making Framework)</p>
<p>✓ Support the rangatahi to spend their discharge grant to purchase the essential items they need to live in an independent living arrangement.</p>
<p>✓ Report quarterly on financial assistance delivered and associated costs (as per Appendix 8).</p>

Placements and accommodation

While under orders, Oranga Tamariki has lead responsibility for placements and accommodation of the rangatahi. The transition plan of the rangatahi before they are discharged from care or a long-term youth justice placement should outline where they will live when they leave care and any support they will receive in relation to their accommodation.

Once discharged, Partners have the lead responsibility for supporting the rangatahi to find and negotiate accommodation that is appropriate to their wishes and needs. This may be living with family, a boarding arrangement or flatting in housing provided by private landlords and social housing Partners.

It is recommended the Partner contact the Transition Assistance Helpline (0800 55 89 89) if they develop concerns regarding the care or living arrangements for rangatahi engaged in their service who are under the age of 18, and have been discharged from the care or custody of Oranga Tamariki.

Remaining / returning to live with a caregiver

An eligible care-experienced rangatahi can choose to remain living with their existing or another agreed caregiver, after they turn 18 years old. This applies to Oranga Tamariki and Care Partner caregivers. This arrangement must be mutually agreed between the young person and caregiver, and approved by either Oranga Tamariki or the relevant Care Partner. This entitlement is available to young people until they turn 21 years of age, even if they have decided to live independently once they turn 18 years old.

This arrangement must be formalised in a 'Living Arrangement Agreement'. Oranga Tamariki or the Care Partner is responsible for recruiting and supporting approved caregivers and monitoring Living Arrangement Agreements.

The Transition Worker will help the rangatahi to negotiate a Living Arrangement Agreement (using the template supplied by Oranga Tamariki) with their approved caregiver. The Transition Worker will then encourage the rangatahi to meet their ongoing obligations under the Living Arrangement Agreement e.g. paying board at agreed intervals, maintaining house rules etc.

Summary of Oranga Tamariki responsibilities
✓ <u>Lead responsibility</u> for placements / accommodation for rangatahi whilst under statutory care or custody of the Chief Executive
✓ <u>Lead responsibility</u> for advising rangatahi of their entitlements to remain / return to living with a caregiver
✓ <u>Lead responsibility</u> for arranging the assessment of a caregiver if the rangatahi wishes to remain / return to living with a caregiver
✓ <u>Lead responsibility</u> for providing ongoing training and support to caregivers
✓ <u>Lead responsibility</u> for monitoring the living arrangements against a set of agreed standards or any regulations if they exist
✓ <u>Lead responsibility</u> for providing financial assistance to meet the reasonable costs of the living arrangement
Summary of Partner responsibilities
✓ <u>Lead responsibility</u> for supporting rangatahi to find safe and stable accommodation, once they have been discharged
✓ Support the rangatahi to negotiate an Entitled to Remain or Return Living Arrangement Agreement (s386AAE) with the caregiver and support them to meet their obligations under the arrangement
✓ When necessary, support the rangatahi to engage in the review process for their Living Arrangement Agreement
✓ When necessary, advise the Transition Assistance Helpline regarding changes to the Living Arrangement Agreement or if the support needs of the rangatahi have changed.

Maintaining contact

The Partner must take reasonable steps to maintain contact with the rangatahi until they reach 21 years of age to ensure they can receive their advice and assistance entitlements and become increasingly independent.

When determining the level of contact it is important to consider:

- if a rangatahi wants contact

- the needs of the rangatahi
- the age and maturity of the rangatahi

The Partner must aim to meet the rangatahi face to face at least once every two weeks¹³, unless otherwise agreed with the rangatahi. A conversation must be held with a rangatahi to identify their wishes about the level of contact before changes in frequency/forms of contact occur. Where there are sound reasons for less frequent contact (such as age, maturity, needs or wishes of the rangatahi), the reasons must be recorded in a Transition Plan. Between face-to-face meetings, regular contact can be maintained through channels such as text messaging, phone calls, Facebook Messenger and email as agreed with the rangatahi.

The Transition Worker must record all attempts of contact made, even if contact is not established, and key information on what was discussed when contact responses are received. Rangatahi can say no to the Partner maintaining contact with them. In these circumstances the Partner must offer other options such as:

- link them to a different Transition Worker.
- refer them to another Partner (where available) through the transfer process, referenced [here](#).
- advising of the options of reducing frequency of contact.
- advising of no need to respond to contact.
- confirming that they are OK and no further actions required.
- a third-party or Transition Assistance Helpline to contact if they need future advice or support.

Summary of Oranga Tamariki responsibilities
✓ <u>Lead responsibility</u> for visiting the rangatahi (while the rangatahi is still under care orders) and the caregiver separately at the frequency specified in a care plan
✓ <u>Lead responsibility</u> for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances
Summary of Partner responsibilities
✓ <u>Lead responsibility</u> for making reasonable efforts to maintain contact (s386C(1),(2) and(3)) with rangatahi who have left care or custody to the age of 21 years
✓ Responsible for meeting the rangatahi face-to-face at least fortnightly, unless otherwise agreed in the transition plan. The needs of the rangatahi will be a key consideration when agreeing to a plan for regular contact
✓ Responsible for recording all contacts and attempts at contact made.
✓ Responsible for reporting to Oranga Tamariki regarding the Maintain Contact status of rangatahi in their service.
✓ Responsible for reporting to Oranga Tamariki when rangatahi 'opt-out' of receiving ongoing proactive contact and support prior to 21 years.
✓ Must ensure, where a rangatahi is adamant, they do not want to engage in the service and want no ongoing contact that the rangatahi knows they can re-engage with the service at any time up until they are 21.

¹³ More frequent visits may be required for multi-layered needs young people, or young people in crisis.

Department of Corrections

Where rangatahi are in an adult correctional facility – interface with the Department of Corrections.

Some rangatahi will be under an order managed by the Department of Corrections due to their offending before they were 18. Others may also offend subsequently after their 18th birthday and either receive an adult community-based sentence, or a sentence of imprisonment (and subsequent probation services).

In both these cases, the Partner will continue to support the rangatahi. The Transition Worker will need to link with either a Case Manager or Probation Officer of the rangatahi to ensure that the needs of the rangatahi are understood and met, as appropriate, and to agree roles and responsibilities.

Transition Workers will negotiate access and frequency of access to the rangatahi if they are in prison. They will also share relevant information to ensure the rangatahi can continue their transition to adulthood during their community-based sentence or post release from imprisonment. This includes working with providers contracted by the Department of Corrections in undertaking rehabilitation and reintegration services.

The Transition Assistance Helpline (0800 55 89 89) is available to support the Partner should they hold concerns regarding the wellbeing of the rangatahi throughout the duration of their adult community-based sentence, or a sentence of imprisonment. The Transition Assistance Helpline may also be able to support the Partner to negotiate regular contact with the rangatahi either through phone calls or visits. The Partner must first ensure they have the consent of the rangatahi before they call the Transition Assistance Helpline for advice or assistance on their behalf.

Exiting the Service

Rangatahi can exit the service in a number of ways, including:

- reaching 21 years of age and 'graduating' from the service
- not wishing to have any further contact ('opt-out')

If rangatahi wish to opt out of the service prior to completion, the Partner will ensure the steps outlined in the [Maintaining Contact](#) section have been followed.

The Partner will provide a closure form to the Transition Assistance Helpline when a rangatahi is exited from the service (transitionsupport@ot.govt.nz).

The service closure form provides a summary of engagement between the rangatahi and the Partner. A detailed closure form enables the Transition Assistance Helpline to maintain contact with the rangatahi and to understand any outstanding support needs of the rangatahi. The Partner will send the [closure form](#) to the Transition Assistance Helpline (transitionsupport@ot.govt.nz).

The Service Closure form is available through [Appendix 5](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

If a rangatahi who was previously closed from the service chooses to return and is reallocated to a Transition Support Worker, the Partner will inform the Transition Assistance Helpline to update their records and understand who is responsible to maintain contact with the rangatahi (transitionsupport@ot.govt.nz).

Graduating from the Service

At least six months before their 21st birthday, the Partner will focus on what supports the rangatahi may need after they turn 21 years old and ensure the rangatahi and their support network are aware of how to access these supports. This will include ensuring rangatahi know they can use the

Transition Assistance Helpline (0800 55 89 89) for advice and assistance until their 25th birthday. The Partner will support the rangatahi to reflect on their progress, celebrate their achievements and reinforce the skills and knowledge they have developed.

Before the rangatahi turns 21 years old, the Partner will provide a closure form to the Transition Assistance Helpline (transitionsupport@ot.govt.nz). The Service Closure form is available through [Appendix 5](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

Continuation of service process

There may be exceptional circumstances that mean rangatahi require assistance when they turn 21 years for a limited period. The Partner must request an approval for a continuation of service to remain working with a rangatahi who has turned 21 years old. The continuation request is made by submitting the [Continuation of Service Request form](#) to the Transition Assistance Helpline (transitionsupport@ot.govt.nz)

The Continuation of Service Request form is available through [Appendix 7](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

Throughout the continued service period, the Partner will work alongside the rangatahi to complete tasks or goals specific to the young person’s transition plan. Should the rangatahi require ongoing support beyond the agreed period, the Partner will refer the rangatahi to services that can provide in-depth and ongoing adult support.

Transfer process

If rangatahi move out of area, the Partner will seek consent to refer them to another Transition To Adulthood Partner. The Partner will send the [transfer request](#) form along with the original [referral form](#) to the Transition Assistance Helpline (transitionsupport@ot.govt.nz), which will refer the rangatahi through the Regional Referral Process. If the rangatahi does not consent to this, the Partner will send a [closure form](#) to Transition Assistance Helpline, outlining the work undertaken with the rangatahi, goals achieved, key support people and reason for the exit.

The transfer request form is available through [Appendix 5](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

Summary of Oranga Tamariki responsibilities	
✓	Assess the Partner’s closure form to ensure it contains all relevant information.
✓	Responsibility to update the record of the rangatahi with their exit summary, on receipt from the Partner.
✓	Facilitate the referral of a rangatahi to an appropriate Partner upon receipt of the transfer request where the rangatahi has moved out of the area.
Summary of Partner responsibilities	
✓	Ensure the steps outlined in the Maintain Contact section have been followed if the rangatahi opts out of the Service prior to completion.
✓	Responsibility to provide a summary report to Oranga Tamariki, on the exit of the rangatahi from the service outlining the work undertaken, goals achieved, key support people and reason for exit.
✓	Responsibility to provide referral information to the Transition Assistance Helpline, if the rangatahi moves out of area and consents to being referred to another Partner.
✓	Responsibility to ensure the rangatahi is aware of their entitlements to request advice and assistance up until their 25 th birthday (s386A (2) (c), s.386A (4) and s.386B)).

6. REPORTING REQUIREMENTS AND INFORMATION SHARING

What data needs to be collected for reporting?

To determine if the Service is making a difference Oranga Tamariki requires the Partner to collect data that will help to inform how much was done, how well it was done and whether the Transition Outcomes were achieved.

Information sharing

Any information we collect on a routine basis is collected via forms, included as appendices 5, 7 and 8 of these service specifications.

Oranga Tamariki will:

- request and share information in line with the Oranga Tamariki Act information sharing provisions
- ensure that rangatahi have all the information and assistance they need to:
 - understand the type of information that will be shared about them, who it will be shared with, and in what circumstances
 - express their views about their information being shared
 - understand the consequences of the decision in relation to sharing
- ensure responsibilities for particular tasks are agreed in the plan in conjunction with rangatahi

Partner obligations under the Privacy Act

In supplying reporting information to Oranga Tamariki, Partners are required to comply with their own obligations under the Privacy Act 2020, by ensuring that where personal information is collected from clients in the delivery of the service, the client be informed:

- that information is being collected
- the purpose for which it is being collected
- the intended recipients of the information
- the agency collecting the information
- the agency holding the information
- if the collection of the information is authorised or required under law
- the particular law
- whether it is voluntary or mandatory
- the consequences of refusing
- the right to access and correction of the information

What information is Oranga Tamariki sharing with Partners?

Oranga Tamariki will share the information as highlighted in the referral form (attached as [Appendix 4](#)) including fixed data points such as rangatahi name, date of birth and CYRAS ID and freeform data points that cannot be classified in detail, such as an All About Me plan and / or life skills assessment required to identify rangatahi for referral.

Where appropriate Oranga Tamariki will also collect and share information where required to support rangatahi transferring from (or to) Transition Partners through a transfer request form – available

through [Appendix 5](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

What information is Oranga Tamariki seeking from Partners?

The Transition Support Service has a legislative obligation with the [Oranga Tamariki Act 1989](#) to provide advice and assistance [386\(b\)](#) and to maintain contact with rangatahi up to the age of 21 [386\(c\)](#).

386(b) requires information sharing by way of financial assistance reporting from the Partner through sharing back with the agency the rangatahi CYRAS ID and individual spend.

386(c) To ensure Oranga Tamariki is able to maintain contact with eligible rangatahi, Oranga Tamariki will ask for information through the closure form – available through [Appendix 5](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

There may at times be a requirement to share information regarding individual rangatahi to ensure that Oranga Tamariki records remain accurate and up to date, for example, rangatahi contact details and / or confirmation of Transition Worker engagement.

How will this information be stored?

Any information you give us will be stored securely in the Oranga Tamariki Client Management System.

What reports are required by Oranga Tamariki?

To meet our obligations under the Oranga Tamariki Act 1989, reporting by Partners is required to meet contractual obligations and ensure accountability to Government for the funding provided under the Outcome Agreement.

All reporting by Partners is to be sent to the Relationship Manager as specified in the Outcome Agreement, and to the Transition Support Services email address (transition@ot.govt.nz). The reporting template is available through [Appendix 8](#) and online at the following link: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

The following reports are required:

- [A.](#) Quarterly Maintain Contact Report
- [B.](#) Quarterly Service Report
- [C.](#) Quarterly Financial Assistance Report
- [D.](#) Six-monthly Narrative Report
- [E.](#) Quarterly Incident Report

Quarterly Maintain Contact Report

The Partner agrees to complete a quarterly maintain contact report as described in [Appendix 8](#). This quarterly maintain contact report must be supplied within ten working days of the start of the calendar month following the end of the quarter. Oranga Tamariki has an obligation under section 386(c) of the Oranga Tamariki Act 1989 to maintain contact with Transitions eligible young people between the ages of 18–21 years old. The Partner is responsible for maintaining contact while they are engaged with the young person. The quarterly maintain contact report will provide confirmation that the young person is still engaged with your service.

Quarterly Service Report

The Partner agrees to complete a quarterly service report as described in [Appendix 8](#). This quarterly service report must be supplied within ten working days of the start of the calendar month following the end of the quarter. Quarterly Financial Assistance Report

Quarterly Financial Assistance Report

The Partner agrees to complete a quarterly financial assistance report as described in [Appendix 8](#). This quarterly financial assistance report must be supplied within ten working days of the start of the calendar month following the end of the quarter. Oranga Tamariki has an obligation under section 386(b) of the Oranga Tamariki Act 1989 to provide advice and assistance to Transitions eligible young people. The Partner is responsible for the delivery of advice and assistance for the duration of their engagement with each individual young person. The quarterly financial assistance report will detail Partner financial assistance provided to distinct young people engaged with their service who are between the ages 18–21 years old.

Serious and Significant Incident Processes

For young people **not** in care or custody

When a serious incident occurs and the young person is **not in the care or custody** of the Chief Executive, the Partner will follow their organisation's process and procedures, and immediately inform The Transition Assistance Helpline (0800 55 89 89) within 24 hours of the Serious incident.

A serious incident while young people **are not** in care can be defined as:

- Death of a rangatahi
- Serious injury to an employee from a rangatahi
- Allegation of harm, or inappropriate behaviour against a rangatahi, by an employee
- Allegation of inappropriate behaviour or assault against an employee by rangatahi

For young people **in** care or custody

When a serious incident occurs while the young person **is in the care or custody** of the Chief Executive, the Partner will follow their organisation's process and procedures, and immediately inform the Oranga Tamariki Social Worker by phone within 24 hours of the Serious incident. It is important that the Partner talks to someone directly; please do not email or leave a voicemail message. If the Oranga Tamariki Social Worker is unavailable or is not known, then contact their Social Worker Supervisor or call the National Contact Centre (0508 326 459) and ask to speak to the duty Social Worker at the site of the rangatahi.

A serious incident while young people **are in** care can be defined as:

- Serious injury or illness of a rangatahi requiring hospitalisation
- Attempted suicide or selfharm by a rangatahi (of any level of attempt)
- Any assault (physical violence and/or sexual assault), or any other offence, committed by or alleged to have been committed by a rangatahi
- Rangatahi is hospitalised due to selfharm or medical illnesses, conditions or injuries
- An allegation arises of historical assault or offence by or against a rangatahi
- Serious wilful damage to property by a rangatahi

- Inappropriate sexual behaviour by or to a rangatahi
- Rangatahi charged with a serious offence
- Serious injury to an employee from a rangatahi
- Death of a rangatahi
- Serious injury to an employee from a rangatahi
- Allegation of harm, or inappropriate behaviour against a rangatahi, by an employee

Quarterly Serious Incident Reporting

In addition to the above serious incident processes, the Partner is required to complete the Quarterly Incident Report on their next reporting quarter for **all young people** on their caseloads if any of the below serious incidents occur:

- Death of a rangatahi
- Allegation of harm, or inappropriate behaviour against a rangatahi, by an employee
- Allegation of inappropriate behaviour or assault against an employee by rangatahi
- Serious injury to an employee from a rangatahi

The Quarterly Serious Incident Report is available through [Appendix 8](#).

Six-Monthly Narrative Report

The Partner agrees to complete a six-monthly narrative report as described in [Appendix 8](#). The six-monthly narrative report provides important context for the information provided through the quarterly service report. These narrative reports are due on the 5th of December and 10th of July of each Financial Year.

Reporting concerns

While a rangatahi is under care or custody (and if the Partner considers that a rangatahi has any of the following issues or their behaviour gives cause for concern) it is appropriate to talk to the caregiver of the rangatahi and the Oranga Tamariki Social Worker. Some issues of concern are listed below but this is not an exhaustive list.

Concern	Action
Not attending appointments or programmes when the Partner expects them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi has a pattern of missing planned sessions	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi displaying behaviour that is concerning	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker

Rangatahi appear to be under the influence of drugs or alcohol	Contact the caregiver of the rangatahi or the Oranga Tamariki Social Worker and supervise until someone comes for them
Rangatahi has suicidal ideation or reveals they have self-harmed	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi becomes seriously unwell	Contact the caregiver of the rangatahi and apply / seek appropriate medical assistance.

National Contact Centre

Where there is an immediate concern, it is important that the Partner talks to someone directly to ensure they are aware of the concern; please do not leave a voicemail message. The Partner is responsible for determining the appropriate Oranga Tamariki Social Worker. It is important that the Partner talks to someone directly; please do not email or leave a voicemail message. If the Oranga Tamariki Social Worker is unavailable or is not known, then contact their Social Worker Supervisor or call the National Contact Centre (0508 326 459) and ask to speak to the duty Social Worker at the site of the rangatahi.

Transition Assistance Helpline

The Transition Assistance Helpline (0800 55 89 89) operates Monday to Friday from 8:30am to 5:00pm, with emergency support provided through the National Contact Centre outside office hours. Transition advisors at the Transition Assistance Helpline are available to provide advice and assistance to rangatahi and to those supporting them (whānau and family, caregiver, community support, professionals) up until their 25th birthday.

7. PARTICIPATION AND THE VIEWS OF RANGATAHI

It is expected that the Partner will work to actively receive feedback on their services from the rangatahi they are working with. The voice of rangatahi in the development, delivery and review of services is vital to ensure that services continue to adapt to meet their emerging needs.

Access to independent services

Rangatahi have a right to access independent services and support to express their views about matters important to them relating to their own circumstances and general matters relating to the processes and services they have experienced under the Act.

The Partner and the Oranga Tamariki Social Worker/Co-ordinator must ensure that the rangatahi knows about the relevant independent services and how to access them and has the support they need to express their views.

Independent services include the Oranga Tamariki [Feedback mechanism](#), the grievance process within residences (Whāia Te Māramatanga), connection and advocacy service VOYCE – Whakarongo Mai and the Children’s Commissioner’s Child Rights Advice Line.

Information sharing

In line with the Privacy Act principles and a consent-based approach, the Transition Worker and rangatahi will discuss and document what information can be shared with other agencies, including the level and type of information for sharing. The focus will be on ensuring that the needs and goals of the rangatahi are known and understood, and that agencies can collaborate in the supports they provide to the rangatahi.

APPENDIX 1: DEFINITIONS

In these Service Specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined as follows:

- “Accreditation”: The Social Services Accreditation team ensures that providers/Partners have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers/Partners meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under Oranga Tamariki Act 1989) are synonymous and may be used interchangeably
- “Caregiver”: a person providing care to a rangatahi, while in care or custody, or under a support arrangement from 18–21 years
- “Child” and “young person” derive their meanings from Oranga Tamariki Act 1989, and “children” and “young people” shall be construed accordingly (see tamariki below)
- “Identity and cultural needs”: things that help establish and develop the identity of rangatahi including cultural identity, whakapapa, gender identity, sexual orientation, disability needs, spirituality or religion and their language knowledge and practice (National Care Standards, (s)5, 1989)
- “Lead responsibility”: overall responsibility for ensuring the activity happens as required. Other parties may be involved or undertake the activity on behalf of the lead party; however accountability remains with the lead responsible party
- “Mana tamaiti”: the intrinsic value and inherent dignity derived from the whakapapa (genealogy) of a rangatahi and their belonging to a whānau, hapū, iwi or family group, in accordance with tikanga Māori or its equivalent in the culture of the child or rangatahi
- “Missing rangatahi”: any rangatahi whose whereabouts are unknown and there are genuine fears for the safety or concerns for the welfare of that person. NB: Rangatahi will be considered missing until they are located and their wellbeing or otherwise is established
- “Oranga Tamariki”: Oranga Tamariki—Ministry for Children, which is the Purchasing Agency under the Outcome Agreement
- “Oranga Tamariki Site Manager”: the manager responsible for the budget and Oranga Tamariki Social Workers in a given geographic location
- “Oranga Tamariki Site Office”: the local operations site of Oranga Tamariki and “Site” has the same meaning
- “Oranga Tamariki Social Worker”: a person employed by Oranga Tamariki under the Government workforce policy and personnel provisions (Part 5) of the State Sector Act 1988 as a social worker
- “Partner”: the party named in point 2 under Parties to the Outcome Agreement
- “Rangatahi”: any young person aged between 15 and up to 25 years of age
- “Service”: the service as described in these service specifications
- “Tamariki”: children less than 15 years of age
- “Transition Assistance Helpline”: the Transition Support Services dedicated team. Dedicated number: 0800 55 89 89

- “Transition Plan”: a plan developed with the rangatahi by the Social Worker (while in care or custody) or the Partner (once discharged) that details the goals the rangatahi would like to achieve, what support they need, how this will be provided, who will take responsibility, and the timeline required to achieve the outcome
- “Whakapapa” in relation to a person: the multi-generational kinship relationships that help to describe who the person is in terms of their mātua (parents), and tūpuna (ancestors), from whom they descend
- “Whanaungatanga” in relation to a person: (a) the purposeful carrying out of responsibilities based on obligations to whakapapa: (b) the kinship that provides the foundations for reciprocal obligations and responsibilities to be met: (c) the wider kinship ties that need to be protected and maintained to ensure the maintenance and protection of their sense of belonging, identity, and connection

APPENDIX 2: TRANSITION OUTCOMES

Transition Outcomes	Lead Role ¹⁴	Description	Supporting role ¹⁵	Description
More rangatahi have safe and stable living arrangements	Under care or custody CE			
	Oranga Tamariki	Lead responsibility for ensuring that appropriate placements are available that meet the needs of rangatahi.	Partners	N/A
	Discharged			
	Partners	Lead responsibility for supporting rangatahi to find appropriate accommodation.	Oranga Tamariki	Support Partners by working to identify and address barriers to access and service gaps, across government and community services.
More rangatahi have the life skills they need to thrive as adults	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for the needs assessment, life skills assessment, transition planning and the provision of services, resources etc to meet the needs of the rangatahi.	Partners	Support Oranga Tamariki to coordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their plan.
	Discharged			
	Partners	Lead responsibility for the ongoing transition planning and support to develop lifeskills.	Oranga Tamariki	Not unless responding to a request for support or providing this function in lieu of Partner availability.
More rangatahi are healthy and recovering from trauma	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for the provision of services, resources etc to meet the needs of rangatahi.	Partners	Support Oranga Tamariki to coordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their plan.

¹⁴Lead role: Overall responsibility for achieving this outcome.

¹⁵Supporting role: Supports the partner, who has the lead role to achieve the outcome.

	Discharged			
	Partners	Lead responsibility for connecting rangatahi to the services, resources etc to meet their needs.	Oranga Tamariki	Support Partners by working to identify and address barriers to access and service gaps, across government and community services.
More rangatahi have a trusted adult in their lives and are engaged with family, cultural and community groups	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for supporting relationships between the rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened. Lead responsibility for supporting relationships between the rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Partners	Support Oranga Tamariki to establish, build and maintain positive connections for the rangatahi to family, culture and community.
	Discharged			
	Partners	Lead responsibility for supporting relationships between the rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened. Lead responsibility for supporting relationships between the rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Oranga Tamariki	Not unless responding to a request for support or providing this function in lieu of Partner availability.
More rangatahi are in education, employment or volunteering	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for meeting the educational and vocational needs of the rangatahi.	Partners	Support Oranga Tamariki to coordinate and enable rangatahi to access the services, resources etc that meet their needs to achieve their education and employment goals.
	Discharged			
	Partners	Lead responsibility for supporting rangatahi to achieve their educational and employment goals.	Oranga Tamariki	Support Partners by working to identify and address barriers to access and service gaps, across government and community services.

Reduced disparities in outcomes and experiences for rangatahi Māori and their whānau	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for ensuring the service is equitable for all Māori rangatahi and delivers the same outcomes for rangatahi Māori and their whānau.	Partners	Support Oranga Tamariki in providing an equitable service to rangatahi Māori and their whānau.
	Discharged			
	Partners	Lead responsibility for ensuring the service is equitable for all rangatahi Māori and delivers the same outcomes for rangatahi Māori and their whānau. Lead responsibility for providing information to Oranga Tamariki to enable it to carry out its reporting and monitoring functions.	Oranga Tamariki	Lead responsibility for reporting and monitoring the outcomes of the service including being able to report by ethnicity to evidence a reduction in disparities.
Rangatahi feel more listened to and understood	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for ensuring the voice of rangatahi is collected and included as a key input to ongoing service design and improvement. Lead responsibility for providing opportunities for rangatahi to freely express their views on matters affecting them, and ensuring any views expressed are taken into account.	Partners	Support Oranga Tamariki in passing on feedback from rangatahi if provided. Support rangatahi to have an active say in matters affecting them.
	Discharged			
	Partners	Lead responsibility for ensuring the voice of the rangatahi is collected and included as a key input to ongoing service design and improvement.	Oranga Tamariki	Lead responsibility for providing opportunities for rangatahi to freely express their views on matters affecting them, and ensuring any views expressed are taken into account.

APPENDIX 3: SERVICE STAGES

Overview of referral, admission, placement and transition stages

Stage	Activity	Oranga Tamariki	Partner
Referral to the Service	Referral of rangatahi to the Service	Provide appropriate referral information via Oranga Tamariki regional process.	Provide appropriate referral information via the Transition Assistance Helpline should the rangatahi move to another area or wish to change Partners.
	Referral discussions and allocation	Oranga Tamariki and Partner joint process to review referral information, seek more information where required and allocate to Partner best placed to meet the needs of the rangatahi, where there is more than one Partner in the region. Where there is only one Partner this would be a direct referral discussion.	
	Initiation of Service	Confirmation and recording of Partner details. Social Worker to meet with Transition Worker to provide any further information needed and make initial introduction to rangatahi.	Confirmation of referral, allocation of Transition Worker. <ul style="list-style-type: none"> • Initiates contact with social worker to organise acceptance meeting. • Meet with rangatahi to introduce service and role.
Preparation <i>(in care or custody)</i>	Assessment and Planning	Lead responsibility for assessment and planning, including the life skills assessment. Lead responsibility for all planning including transition planning and coordination of FGC (including obtaining official documentation, bank account, accommodation and ensuring the rangatahi is aware of their transition entitlements). Responsible for ensuring Transition Workers are invited to transition planning, including the FGC or planning hui. Lead responsibility for monitoring and reviewing plans.	Support rangatahi voice and participation in assessment and planning processes. Support implementation of transition plan.

Stage	Activity	Oranga Tamariki	Partner
		Lead responsibility for facilitating whānau, caregivers and significant others' participation in the assessment and planning processes.	
	Advice and Assistance	Lead responsibility for ensuring the rangatahi is supported to receive the advice and assistance necessary to become increasingly independent (as per Care Standards Regulation 75).	Support access to services, provide practical support and skill development to rangatahi, as per transition plan. Assist rangatahi to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults.
	Placements	Lead responsibility for placements / accommodation for rangatahi while under statutory care or custody of the Chief Executive. Supporting the rangatahi to establish where they will live immediately after care or custody orders are discharged.	
	Financial Assistance	Lead responsibility for meeting needs of rangatahi and providing financial assistance to support transition plan. (Before leaving care rangatahi are entitled to receive a discharge grant of at least \$1,500 which remains accessible to them through to their 21st birthday.) Note, this grant does not pertain to rangatahi who are solely on Youth Justice orders	Support the rangatahi to spend their discharge grant to purchase the essential items they need to live independently.
	Contact	Responsible for visiting the rangatahi and the caregiver separately at the frequency specified in a transition plan. Responsible for ensuring that the final transition planning document before discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances.	Minimum monthly contact (or more as required) to develop a relationship and support implementation of the transition plan.

Stage	Activity	Oranga Tamariki	Partner
Transition <i>(post-care or custody up until the age of 21)</i>	Assessment and Planning	Not unless responding to a request for support or providing this function in lieu of Partner availability.	Lead responsibility for assessment and planning once orders are discharged.
	Advice and Assistance	<p>Lead responsibility for providing advice and assistance to rangatahi to the age of 25 who request support through the National Call Centre (and are not actively engaged with a Partner).</p> <p>Responsible for identifying barriers to access and gaps in service provision that are impacting rangatahi leaving care.</p> <p>Responsible for advocating at a systems level for better access to services for care leavers through other government and community agencies.</p>	<p>Lead responsibility for the provision of advice and assistance to rangatahi they are actively engaged with, including:</p> <ul style="list-style-type: none"> • providing emotional support • mentoring, role-modelling • brokerage and navigation of services as per transition plan • supporting rangatahi to learn how to identify and access services themselves • advocating with agencies for the rangatahi to ensure access to services they need.
	Financial assistance	Lead responsibility for providing financial assistance to rangatahi to the age of 25 through the Transition Assistance Helpline that request support (and are not actively engaged with a Partner).	Lead responsibility for providing financial assistance to rangatahi that are actively engaged with the Service (as per financial assistance guidelines).
	Contact	<p>Lead responsibility for visiting the rangatahi (while the rangatahi is still under care orders) and the caregiver separately at the frequency specified in a care plan.</p> <p>Lead responsibility for ensuring the final transition planning document before discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances.</p>	<p>Lead responsibility for making reasonable efforts to maintain contact with rangatahi to the age of 21 years.</p> <p>Responsible for meeting the rangatahi face-to-face at least every two weeks, unless otherwise agreed in the transition plan.</p> <p>Responsible for recording all contacts and attempts at contact made. Responsible for reporting to Oranga Tamariki when rangatahi 'opt-out' of receiving ongoing proactive contact and support prior to 21 years.</p>
	Accommodation	Responsible for identifying barriers to access and gaps in service provision that are impacting rangatahi leaving care.	Lead responsibility for supporting rangatahi to find safe and stable accommodation.

Stage	Activity	Oranga Tamariki	Partner
		<p>Responsible for advocating at a systems level for better access to accommodation for care leavers through other government and community agencies.</p> <p><u>Entitlement to remain / return to care</u></p> <p>Lead responsibility for finding a caregiver if the rangatahi wishes to remain / return to care under s386AAD.</p> <p>Lead responsibility for monitoring support arrangements and providing ongoing training and support to caregivers.</p> <p>Lead responsibility for providing financial assistance to meet the reasonable costs of the living arrangement.</p>	<p><i>(Note this is not accountability to house rangatahi, but responsibility to help them locate and access options available).</i></p> <p><u>Entitlement to remain / return to care</u></p> <p>Support the rangatahi to negotiate 'Living Arrangement Agreement' (under s.386AAE) if they wish to remain / return to care and support them to meet their obligations under this agreement.</p>
Post-Transition <i>(up to the age of 25 years)</i>	Advice and Assistance	Lead responsibility for responding to requests for advice and assistance through the Transition Assistance Helpline from eligible young adults.	Responsibility to provide proactive support in relation to referral from Oranga Tamariki or direct contact from young adult.
	Financial assistance	Lead responsibility for providing financial assistance to young adults that request support.	Responsibility to refer on to Oranga Tamariki when contacted directly by young adult.
Exiting the Service	Exit	<p>Assess the Partner's closure summary report (located within closure form) to ensure it contains all relevant information.</p> <p>On receipt of information from the Partner, update the rangatahi record with the reason for exit and summary from closure form.</p> <p>Where rangatahi has moved out of the area, facilitate the referral of a rangatahi to an appropriate Partner on receipt of the consent of the rangatahi and referral information from the Partner.</p>	<p>Responsibility to provide a completed closure form to Oranga Tamariki, on exit from the service of the rangatahi.</p> <p>Responsible for ensuring the rangatahi is aware of their entitlements to request advice and assistance to their 25th birthday. Ensure the steps outlined in the <u>Maintaining Contact</u> section have been followed if the rangatahi opts out of the service prior to completion.</p>

APPENDIX 4: REFERRAL FORM

As of September 2024, the Service Referral Form has been updated. This paper version reflects the updates made to the Service Transfer and Service Closure forms. Please note this Referral Form must be completed by either an Oranga Tamariki Social Worker, a section 396 Care Partner Social Worker, or an Oranga Tamariki Transitions Advisor in order to be accepted by a Transition To Adulthood Partner. The Service Referral Form has been provided within Appendix 4 as a reference document to support Partners when accurately completing the Transfer Referral form.



Transitions: Referral for a Transition Worker

Rangatahi can choose to have a transition worker to support them, in a way that works for them. A transition worker will keep in touch with a rangatahi to:

- give advice and assistance as they move into their adult life
- help them to develop new skills
- assist them to access adult services and community supports
- help them with relationships and connections
- support them with their goals and needs.

Transition workers are not Oranga Tamariki staff, they work for transition partners, which are Iwi-Māori or community organisations that will support rangatahi as they transition from care into adulthood.

REFERRAL FOR TRANSITION WORKER

Rangatahi must consent to a referral for a transition worker, and this referral form should be completed with them.

The referral form will provide information to the transition provider about the rangatahi to help match a transition worker with the needs and aspirations of the rangatahi. If you have any questions about this form or Transition Support Services, please contact the transition assistance helpline on 0800 55 89 89. Please send the completed referral form to the transition assistance team on transitionsupport@ot.govt.nz

RANGATAHI INFORMATION

Full Name		Gender Identity	
Date of Birth		Age	
Ethnicity		Iwi, hapū, marae, village	
Date entered custody		Care or custody status	

Date of referral		CYRAS Number	
Address		Phone	
Other contact details			
Area / Region (for Transition Worker allocation)			

Referrer	
Role / relationship to rangatahi	
Contact details	

RANGATAHI VIEWS

To be completed with rangatahi

How would you describe your current situation?

- Where are you living? Who are you living with?
- What are you doing during the day?
- Who are the important people to you? Who supports you?
- Do you have any important dates or events coming up?

.....

What would you like to share about your transition from care into adulthood?

- What are you looking forward to?
- What support do you need from your transition worker?

.....

What is important for your transition worker to know about you?

What would help them to support and work with you?

This may include your personality, values, interests, gender identity, sexual orientation or ethnicity.

.....

RANGATAHI SUPPORT NEEDS

To be completed by referrer

What does the transition provider need to be aware of when working with the rangatahi?

This may include communication needs, physical health needs, mental health, behaviours. Please include details of support needs and how this may present when working with the rangatahi.

.....

Does the rangatahi have diagnosed support needs?

What other agencies are or should be involved in providing support?

Please include details of diagnoses, how this may present when working with the rangatahi and contact details for professionals involved (including NASC and Regional Disability Advisor). Supporting documents may be provided, if relevant.

.....

Are there any risks, safety concerns or issues that the transition provider needs to be aware of?

Please include information such as: triggers for this rangatahi, risks posed by current living arrangements, drug and alcohol use, medications/allergies, negative associations (gang, co-offenders), etc.

.....

Is there information around the history of Oranga Tamariki involvement that the transition provider needs to be aware of?

This may include care arrangement history, key life events, how rangatahi came to be in care/custody.

.....

Are there any important dates or events coming up for the rangatahi in their transition to adulthood?

This may include transition planning hui, court dates, expected date of exit from care or release from a youth justice residence.

.....

Where is this rangatahi at on their journey from care into adulthood?					
Indicate the skills and readiness of the rangatahi for their adult life:	Support needed to get ready				Ready for adult life
					
Whānau and relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being healthy and well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study and work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Money	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- See [Life skills tool](#) for more information on what is needed to get ready for adulthood.
- Where there is an indication that the rangatahi needs a lot of support, please ensure to provide detailed information for the transition worker.

TRANSITION INTO ADULTHOOD PLAN

Please attach to the referral the following documents (if recently completed):

- [Life skills tool](#) AND
- Transition plan AND/OR [All About Me plan](#) (Transition section)

Otherwise, please complete the following table around support needed to transition into adulthood.

SUPPORTS FOR TRANSITIONING INTO ADULTHOOD

To be completed with rangatahi

		What are your goals?	How are you being supported now?	What support will you need in the future?
Whānau and relationships	<ul style="list-style-type: none"> • Who can support you? • Whānau and family, caregiving whānau • Friendships and important people • Safe, positive relationships • Cultural identity and whakapapa • Dating and partner relationships • Parenting • Boundaries • Social media and online safety • What to do when things aren't going well with people? 	•	•	•
Being healthy and well	<ul style="list-style-type: none"> • Physical health: food, sleep, being active, hygiene • Doctor • Dentist • Vaccinations • Disability support needs • Hauora and cultural health practices • Gender identity and sexuality • Sexual health and family planning • Mental health and emotions • Drug and alcohol use, addictions 	•	•	•
Home	<ul style="list-style-type: none"> • Whānau, flatting, boarding, staying with a caregiver, supported accommodation, student accommodation? • Cooking • Shopping • Cleaning • Driver's licence • Safety at home • Rights and responsibilities (tenancy, driving) 	•	•	•

Study and work	<ul style="list-style-type: none"> • What you enjoy, are good at and are interested in learning? • Apprenticeship, employment, volunteering, polytechnic, university, wānanga? • CV, cover letter and applications • StudyLink and student loans • Rights and responsibilities (as a worker, contracts) 	•	•	•
Money	<ul style="list-style-type: none"> • Ways of making money (income) • Choosing how to spend your money • Budgeting and paying bills • Benefits and financial support • Borrowing money (debt: loans, credit cards, buy-now-pay-later) • Gambling and scams • Saving and Kiwisaver • Understanding tax & IRD 	•	•	•
Community support	<ul style="list-style-type: none"> • Transition worker and Transition helpline • Work & Income, StudyLink, Kāinga Ora • Legal support • Marae, hapū, iwi • Culture and religion • Community groups • Sports, gaming, hobbies and interests • Public transport 	•	•	•

RANGATAHI CONSENT TO REFERRAL AND SHARING OF INFORMATION

- We want to support you as you are discharged from care and move into your adult life. Oranga Tamariki is responsible to keep in contact with you and offer you support. A transition worker is one way that you can receive this support.
- By giving consent, you are agreeing that you would like to work with a transition partner and the sharing of relevant information that will help them to support you. The transition partner will receive this referral form; you can have a copy if you want one.
- The transition partner will only tell Oranga Tamariki that they are working with you and what financial assistance they give you. They will not share any further personal information without checking with you first, or as required under the Privacy Act 2020.
- When the transition partner stops working with you (when you turn 21 years old, or no longer want to work with them), they will send Oranga Tamariki a closure form to let them know they have finished working with you.
- You can get advice and support from the transition assistance helpline at any time (0800 55 89 89) until you turn 25.

Signed:

Date:

Rangatahi:

If the document has not been signed by the rangatahi, please record how consent was given.

.....

APPENDIX 5: TRANSFER FORM & SERVICE CLOSURE FORM

As of September 2024, the Service Transfer Form, and Service Closure Forms have been updated. These versions reflect the updates made to the Service Referral form. All three forms have been updated to track the support needs and progress of the young person throughout their Transition To Adulthood journey. This service specification no longer includes the paper versions of the Service Transfer form, or the Service Closure form. Instead, the updated versions are available online on the Oranga Tamariki website – Service providers / Information for providers and partners / Provider service reporting – and here: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

APPENDIX 6: FINANCIAL ASSISTANCE DECISION-MAKING

FRAMEWORK & FINANCIAL SUPPORT FOR RANGATAHI

The [TSS Financial assistance decision making framework](#) underpins all Transition Support Service financial support under section 386B of the Oranga Tamariki Act 1989. The Oranga Tamariki Practice Centre Provides Guidance in relation to the [Achieving Independence Grant](#) and [Life Skills Development](#) for rangatahi.



Site budget	Transitions budget	
<p>Care costs Responsibility for any financial support required by rangatahi while in care (e.g. board, health, education, food), including Transition preparation costs, comes from the site budget.</p>	<p>Discharge Grant All rangatahi transitioning from care into their adult lives, must be supported with at least \$1,500 to help buy the essential items they need to set up their home / living arrangement after care. This grant is available until rangatahi turn 21 years old. (See Oranga Tamariki Practice Centre: Discharge grant practice guidance, also known as the Achieving Independence Grant).</p> <p>Use the discharge grant:</p> <ul style="list-style-type: none"> - when rangatahi are moving to an approved independent living arrangement (while in care = Site cost) or when setting up their home / living arrangement at or after their discharge from care (after discharge = Transition's cost). - for purchasing essential home items such as furniture, kitchen items, linen, cleaning supplies - in discussion / supported decision-making with rangatahi on what they need and what they should consider when purchasing goods (see Oranga Tamariki Practice Centre: Supporting rangatahi to develop their life skills). 	<div style="background-color: #2e8b57; color: white; border-radius: 50%; padding: 10px; text-align: center; width: fit-content; margin: 0 auto;"> Transition assistance helpline 0800 55 89 89 </div>  <p>Financial assistance 21-25 yrs Eligible rangatahi can get advice and assistance, including financial assistance, up until 25 years of age.</p> <p>If a rangatahi aged 21-25 years requests financial assistance to purchase essential items, and did not previously access the discharge grant, this will be considered in the financial assistance decision making.</p>
<p>Financial assistance for other needs Eligible rangatahi can get advice and assistance, including financial assistance, which can be requested for other needs outside the discharge grant (e.g. health, education, food). Financial assistance can be accessed through their Transition Worker or the Transition assistance helpline. (Rangatahi who have only been in Youth Justice custody are not entitled to the Discharge Grant, but can still get equivalent support under Financial assistance)</p>		
<p>The TSS Financial assistance decision making framework underpins all Transitions financial support</p>		

APPENDIX 7: CONTINUATION OF SERVICE REQUEST FORM

As of October 2024, Transition To Adulthood Partners are required to submit a Continuation of Service Request form to the Transition Assistance Helpline (transitionsupport@ot.govt.nz) when they wish to continue working with a young person after they turn 21 years old.

The Continuation Of Service Request Form is available on the Oranga Tamariki website – Service providers / Information for providers and partners / Provider service reporting – and here: [Provider service reporting | Oranga Tamariki – Ministry for Children](#)

APPENDIX 8: PROVIDER RETURN REPORTS

As of October 2024, this service specification no longer includes the paper versions of the Quarterly Service Report, the Quarterly Financial Assistance Report, the Six-monthly Narrative Report, or the Monthly Significant or Serious Incident Report. Instead, there is a more comprehensive online version of the Provider Service Reporting on the Oranga Tamariki website – Service providers / Information for providers and partners / Provider service reporting – and here:

[Provider service reporting | Oranga Tamariki – Ministry for Children](#)

The Transition To Adulthood Quarterly Service Report, Quarterly Financial Assistance Report, Six-monthly Narrative Report, and Monthly Serious Incident Report have been merged into a single spreadsheet with five separate sheets, including the addition of the Quarterly Maintain Contact Report. This format streamlines reporting by providing a single location for all returns required as outlined in the Outcome Agreement. This spreadsheet also contains a Quick Guide and Data Dictionary to assist the Partner when entering the required information.

All reporting by Partners is to be sent to the Relationship Manager as specified in the Outcome Agreement, and to the Transition Support Services email address (transition@ot.govt.nz).

(A) Data Dictionary

The following defines the measures used in Transition to Adulthood reporting, to expand on the meaning behind the measure. This will also ensure consistency across Partners and Oranga Tamariki. These measures will be used to celebrate the successes the transitions rangatahi have achieved and understand the challenges they are facing, so that we can provide additional supports where it is needed most.

Total number of rangatahi receiving service

A rangatahi is considered to be receiving service if:

- they are assigned to a Transition Worker as at the end of the reporting period, and
- that Transition Worker has made contact with them in the past 3 months (note this does not imply that one contact every 3 months is a sufficient level of contact).

Note: If contact has been attempted unsuccessfully (e.g. the rangatahi did not answer the call or reply to a text) that rangatahi **should not** be included. If a young person has exited the service they should not be included, and the [closure form](#) should be completed.

All the measures below are based on the rangatahi receiving service, meaning if they do not count as receiving service they should not be included in the counts.

Total number of rangatahi who opted out during the reporting period

Collecting the number of rangatahi who have opted out during the reporting period will enable us to look in CYRAS where closure forms have been used to understand if there are positive / negative reasons for opting out. This data will be used for service improvement.

Total number of rangatahi actively engaged in education, training, employment or volunteering

Below are examples of situations that would and would not count as education, training, employment, or volunteering. While it is not possible to give an exhaustive list, these should provide a guide that informs a decision on individual cases.

These are some examples of what **would** count as education, training, employment, or volunteering:

- Enrolled in a course at University, Polytech, or other education provider, including online courses that result in a certificate
- Taking part in an internship
- Gainful employment in which the rangatahi has a contractual arrangement, including casual and fixed-term contracts
- Work/volunteering that is regular and ongoing, such as babysitting a friend's child for two hours every day after school or volunteering at the SPCA every Thursday

Note: There is no minimum number of shifts/hours for any of these examples. The only requirement is the situation is ongoing in the medium/long term and appropriate for the young person's needs.

The following cases **would not** count as education, training, employment, or volunteering:

- Any of the above examples where the rangatahi is not engaged and is missing more than half their classes or shifts without good reason
- Any one-off jobs or casual work that is paid under the table, such as ad-hoc jobs for family/friends. Examples include lawn mowing for grandparents or babysitting for a single evening. While we recognise this type of work provides valuable experience, it does not represent ongoing stable employment.

Timeframe that this education, training, employment or volunteering should occur in:

- Consider the status at the end of the 3-month reporting period. For example, if they were employed at the beginning of the reporting period but have since lost their job, they would **not count**.
- If the rangatahi has not yet started the job/course, but is confirmed to start within the next reporting period (e.g. contract has been signed, course enrolment completed) they are considered to be actively engaged and **can be included in this count**.

Total number of rangatahi in safe and stable living arrangements

We would like to understand more about the proportion of transitions rangatahi who have experienced homelessness, as well as the proportion being held in custody. Both will aid planning with the Ministry of Housing and Urban Development (HUD) and Department of Corrections, who also provide support for these rangatahi. To do this, we are asking you how many of the rangatahi you are working with are in stable living arrangements, and how many are in custody. All remaining rangatahi who are not in either of these counts will be considered to be experiencing homelessness. If you have a rangatahi in a living situation that you do not believe fits any of these three groups (stable living, in custody or homeless) please get in touch with your Oranga Tamariki Advisor.

"Safe and stable living" refers to accommodation that is medium to long term and appropriate to the needs of the rangatahi. This will differ depending on whether or not the rangatahi is still in care. Some examples include:

- Boarding/Flatting/Private rentals
- Supported accommodation/Social Housing
- Staying with friends/family through choice
- Living in Foster care or an Entitlement to Remain or Return (ETRR) placement

- Living in alternative accommodation, such as a caravan/mobile home, if that is their choice and it is appropriate to their situation
- Living in a medical facility that is appropriate to their situation, such as a mental health facility or a supported home for people with disabilities.
- Are **not** in custody

Timeframe for stable accommodation:

- Consider their status as at the end of the reporting period. For example, if they were in a rental property at the beginning of the period, but have since become homeless, they would **not count**.
- If the rangatahi has stable accommodation they are due to move into within the next reporting period (e.g. they have signed a lease for a flat) and have somewhere to stay temporarily in the meantime (e.g. on a friend's couch) they **can be included in the count**.

Total number of rangatahi in Custody

This includes all rangatahi in prison or a YJ residence, as at the end of the three-month reporting period. A rangatahi should only be included in either this measure or be considered to be in a stable living arrangement, but not both.

Total number of rangatahi who are a parent

This measure will be used to determine what proportion of the population are parents, which will help with planning future support for young parents. A rangatahi counts as a parent:

- regardless of whether the child is in their care
- if they are pregnant or they are a parent (biological or otherwise) to an unborn child
- if they are a co-parenting a partner's child
- if they have custody of a child that is not their biological child