Te Mana Whakamaru Tamariki Motuhake | Independent Children's Monitor

Whakawhānui/ Whakatūhura Kawa

Purpose

The purpose of this kawa is to outline our monitoring obligations and our monitoring approach. This kawa applies across all our work.

We identify key areas of focus

Whakawhānui is about understanding our functions and responsibilities and developing monitoring approaches that shape and drive our engagement and assessment activity. It's about exploring and understanding our operating environment from a people, process, and system perspective, to help identify key areas of focus for assessment.

We also identify the communities we will visit and understand the questions we will ask and why we ask them. This practice reflects Whakatūhura, which is about connecting our work to people and places and asking key questions to guide our enquiry.

We support improved outcomes for tamariki and rangatahi in care

Our purpose is to monitor the agencies that have custody of tamariki and rangatahi, to check that what they are doing is leading to improved outcomes for tamariki and rangatahi, and that they are supporting tamariki and rangatahi to reach their potential and thrive.

When we carry out our monitoring work, we need to understand:

- agencies' compliance with the National Care Standards[1]

- whether the monitored agencies are supporting improved outcomes for tamariki and rangatahi, particularly for tamariki and rangatahi Māori and their whānau and disabled tamariki and rangatahi and their whānau

- what in the system is supporting positive outcomes for tamariki and rangatahi.

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[1] The National Care Standards Regulations set out the standard of care every tamariki and rangatahi needs to do well and be well, and the support that caregivers can expect to receive.

We are led by our Outcomes Framework

Our Outcomes framework represents our perspective of what matters for tamariki, rangatahi and whānau, now and into the future.

Our outcomes-based approach draws on Māori and tamariki-centred models of health and wellbeing, and upholds the important role of whānau, hapū and iwi in achieving positive care experiences and life outcomes for tamariki and rangatahi.

Our Outcomes framework is focused on building on the strengths of Māori and incorporates notions of responsibility and reciprocity to help ensure tamariki, rangatahi and whānau are active participants in achieving and maintaining their own wellbeing.

The outcomes and indicators reflect the context of our work, and a state of wellbeing that that tamariki and rangatahi can enjoy.

The Framework has six outcomes:

- Manaakitanga
- Whanaungatanga
- Rangatiratanga
- Aroha
- Kaitiakitanga
- Mātauranga.

We have mapped the National Care Standards Regulations against these outcomes. This enables us to measure, monitor and demonstrate whether the quality of care and experiences of tamariki and rangatahi in care, are improving to the extent we expect them to improve for all tamariki and rangatahi in Aotearoa.

Mapping the National Care Standards (NCS) Regulations to the Monitor's Outcomes Framework | High level view

Outcomes and indicators

	Whanaungatanga	Rangatiratanga	Aroha	Manaakitanga	Kaitiakitanga	Mātauranga
	Tamariki and rangatahi have strong, healthy and positive relationships and connections with their family, whānau, hapū, iwi and people around them.	Tamariki and rangatahi, alongside their whānau, are involved, empowered and supported to become self-determining, and leaders in their own lives.	Tamariki and rangatahi feel loved, supported, safe and cared for and are capable of receiving kindness through love and giving love to others.	Tamariki and rangatahi have positive reciprocal relationships based on genuine care, generosity and respect. Parents, caregivers and whānau have what they need to meet the needs of tamariki.	Tamariki and rangatahi feel protected, and are kept safe by having all aspects of their wellbeing acknowledged, nurtured and supported.	Tamariki and rangatahi are learning and developing their skills and knowledge about themselves, their culture, their potential, their future, and their role/place in this world.

Indicators:

Whanaungatanga
- Tamariki and rangatahi feel they are a valuable part of a family, whānau or group.
- Tamariki and rangatahi have meaningful relationships and friendships and feel connected to supportive social networks.
- Tamariki and rangatahi are connected to, and strong in, their culture, language, beliefs and identity, including whakapapa and tūrangawaewae.
- Whānau, hapū, iwi, caregivers, parents and families have the skills and knowledge, and access to resources, to provide quality care for tamariki and rangatahi.
- Whānau are actively making plans to transition their tamariki and rangatahi back to a stable home where their basic needs will be provided.

Rangatiratanga
- Tamariki and rangatahi are willing participants and contribute positively in different environments.
- Tamariki, rangatahi and whānau are engaged and feel their voices, opinions and perspectives help to shape their plans, aspirations and pathways to success.
- Tamariki and rangatahi are engaged in and able to share their culture and cultural activities with others.
- Tamariki and rangatahi show strength and courage, and are positively building on their potential.
- Tamariki and rangatahi are open for others to support and help them to empower themselves.

Aroha
- Tamariki and rangatahi are socially, emotionally, spiritually and physically safe from harm.
- Tamariki and rangatahi are able to share their views of what it means to be or feel loved.
- Family and whānau are well connected, supportive and involved in their child's wellbeing and transitioning out of care.
- Tamariki and rangatahi have everything they need to demonstrate reciprocity.
- Whānau are able to provide a stable and harm-free home environment.

Manaakitanga
- Tamariki, rangatahi and whānau are empowered and confident to ask for support when needed.
- Tamariki and rangatahi have access to people or services that are inclusive and supportive of diversity.
- Tamariki have their needs met, including a good standard of material wellbeing, quality housing, food, security, and access to technology and other resources that support them to thrive.
- Tamariki and rangatahi experience and engage in safe, bully- and discrimination-free environments and surroundings.
- Tamariki and rangatahi have warm, stable, healthy and secure relationships between themselves and others.

Kaitiakitanga
- Tamariki, rangatahi and whānau have their health needs supported and maintained so they are able to be healthy in mind, body and spirit.
- Tamariki, rangatahi and whānau have access to the best possible health care to support their on-going hauora.
- Tamariki, rangatahi and whānau have access to people and services to help build self-esteem, resilience and sustain emotional wellbeing.

Mātauranga
- Tamariki and rangatahi are engaged in learning and meaningful daily activities.
- Tamariki, rangatahi and whānau are positively engaged in activities that support their holistic health and social-wellbeing.
- Tamariki and rangatahi have the social and emotional skills to communicate, navigate and transition into different stages of their lives.
- Tamariki and rangatahi are learning life-skills that show self-control and build self-confidence.
- Tamariki and rangatahi achieve a level of literacy and numeracy skills to their greatest potential.
- Tamariki, rangatahi and whānau have equitable access to learning and development opportunities.
- Tamariki and rangatahi Māori are able to navigate two cultures so that they can become more successful in both worlds.
- Tamariki and rangatahi are open and able to navigate different cultures.
- Tamariki and rangatahi have high expectations of themselves and others.

National Care Standards (NCS) Regulations

	Whanaungatanga	Rangatiratanga	Aroha	Manaakitanga	Kaitiakitanga	Mātauranga
Part 1 (Regs 7-29) Needs assessments, plans, and visits to, and collection of information about, children and young persons	10, 12, 18, 20	7, 10, 18, 24, 29	10, 18, 27	7, 8, 10, 18, 24, 27	7, 10-11, 13, 18	7, 10-11, 13, 18
Part 2 (Regs 30-43) Support to address child's or young person's needs	30-32, 34	30-31, 34, 43	30-31, 33	30-31, 34-35	30, 35	30, 34, 36-42
Part 3 (Regs 44-65) Caregiver and care placement assessment and support	44, 57, 62-63, 65	44, 57, 62-63	44-45, 50-51, 57	44-45, 51, 57-58, 60-62	44, 57	
Part 4 (Regs 66-70) Supporting children and young persons to express their views and contribute to their care experience		66	67, 69, 70		66	66
Part 5 (Regs 71-76) Supporting children and young persons during care transitions	74-75	73-76	72-75	72, 74-75	73, 75-76	75-76

Mapping the National Care Standards (NCS) Regulations to the Monitor's Outcomes Framework | High level view | October 2021

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Version 1.0: 24 March 2022

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We use the Outcomes Framework to inform our engagement and assessment activity

When we gather information from different groups of people, our focus is to do so in a consistent way. For example, whether we are talking with tamariki, rangatahi or adults, we ask the same prompts (our questions), although the way we ask the questions differs.

To assess trends in our findings, we have developed the Assessment Matrix. This is a matrix of assessment prompts and methods to obtain and combine data about the six outcomes in our Outcomes Framework and "elements" that underpin how people perform and are supported to meet the National Care Standards Regulations.

We focus on elements which enable people to perform their roles and the barriers that they face, and the "service experience".

Enablers and barriers

We look at three types of enablers to assess what supports people to perform their roles and what barriers they face:

- People — the values, knowledge and skills that people bring to their roles

- Culture and leadership — the physical environment and culture that people work in and the leadership they receive to guide their practice, and

- Tools and resources — the tools and resources (such as policies, practice guidance, supervision, training, funding and professional-development opportunities) that people, including caregivers, receive to perform their role.

Service experience

The service experience element assesses the quality of the service experience for tamariki and rangatahi, their whānau and caregivers, and others who receive services.

We examine:

- "Services and support work well for me" — this assesses how well services are helping people (staff, tamariki and rangatahi and their whānau and caregivers, and other people or groups we talk with) achieve what they need to

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- "Services and support work well together" — this assesses how well services are integrated and helping people achieve the outcomes they need to do their best work or be their best selves.

Assessment Matrix

System dimensions / Outcomes	Culture and Leadership	People	Tools and Resources	Services and support work well for me	Services and support work well together
	Physical environment, culture on site, and leadership provided to guide practice	Values, knowledge, skills, and what people bring to their role	Tools and resources provided, for example policies, practice guidance, supervision, funding, development	"Me" can be the worker, tamariki, rangatahi, whanau, caregiver and any other person or group we talk with – how are the internal or external services working for me to have what I need to achieve	Are the services – internal and external working for me – are they supporting the outcomes I need to either do my best work or for me to be my best person
Whanaungatanga Tamariki and rangatahi have strong, healthy and positive relationships and connections with their family, whānau, hapū, iwi and people around them.					
Rangatiratanga Tamariki and rangatahi, alongside their whānau, are involved, empowered and supported to become self-determining, and leaders in their own lives.					
Aroha Tamariki and rangatahi feel loved, supported, safe and cared for and are capable of receiving kindness through love and giving love to others.					
Manaakitanga Tamariki and rangatahi have positive reciprocal relationships based on genuine care, generosity and respect. Parents, caregivers and whānau have what they need to meet the needs of tamariki.					
Kaitiakitanga Tamariki and rangatahi feel protected, and are kept safe by having all aspects of their wellbeing acknowledged, nurtured and supported.					
Mātauranga Tamariki and rangatahi are learning and developing their skills and knowledge about themselves, their culture, their potential, their future, and their role/place in this world.					

Assessment Matrix | October 2021

We analyse the information we receive to learn about why some things work well and what gets in the way of good practice and positive experiences

Our insights are informed by:

- self-monitoring data provided by agencies[2], which includes demographic data about tamariki in care (most of this data is quantitative data), and

- data we gather from visits and organisations that provide services, and from meeting with tamariki in care, whānau and caregivers (this is qualitative data).

When we combine these sources of information, we gain a richer understanding of the quality of care. It also enables us to learn about why some things work well and what gets in the way of good practice and positive experiences.

Identifying what enables and prevents outcomes helps us understand the root causes of why things are, or are not, happening. When we can identify and validate which system elements are the likely root causes, it allows agencies to focus their attention on the enablers and capabilities that will help them continually improve their services.

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[2] The National Care Standards Regulations require agencies to self-monitor their own compliance with the NCS Regulations.