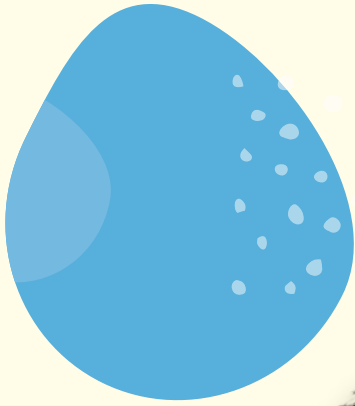


Getting support & making a complaint **in the oranga tamariki system**

There is now strengthened monitoring, complaints processes and advocacy for tamariki (children), rangatahi (young people) and their whānau (family), in the oranga tamariki system.





The oranga tamariki **system**

The 'oranga tamariki system' is responsible for providing services and support to tamariki and rangatahi and their whānau under, or in connection with, the Oranga Tamariki Act.

This includes services like early support, emergency help, care, youth justice and transitions out of care. This also includes work to support whānau wellbeing and reduce risks to tamariki.

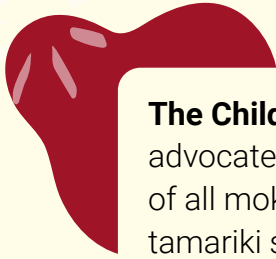
Lots of organisations are involved in the oranga tamariki system. There are government organisations such as Oranga Tamariki, Police, and health and education organisations, iwi, hapū, and Māori social services as well as community organisations.

The agencies overseeing **the system**

Three oversight agencies work together to check that law is being applied correctly, services are being delivered effectively, and that those services are improving outcomes for tamariki and rangatahi.

Aroturuki Tamariki, the Independent Children's Monitor, listens to the voices of tamariki and rangatahi and their whānau in monitoring the performance of the oranga tamariki system. This includes compliance, quality of practice and outcomes, and identifying areas for improvement. Monitoring reports are used by others to advocate for system change.

Find out more at aroturuki.govt.nz
or email info@aroturuki.govt.nz



The Children and Young People's Commission advocates for the interests, rights and wellbeing of all mokopuna, including those in the oranga tamariki system, and where needed, help mokopuna and their whānau navigate the system to resolve problems.

Find out more at occ.org.nz or phone the Child Rights Line on 0800 224 453



The Ombudsman handles complaints about Oranga Tamariki, its care or custody providers, and other government organisations. The Ombudsman also investigates and monitors serious and significant issues.

Find out more at ombudsman.parliament.nz/children-in-care or phone 0800 802 602.



Making a complaint

If you have a concern about Oranga Tamariki or another custody or care provider you can make a complaint.

You can make a complaint with Oranga Tamariki or the provider first. If you're not sure about doing that, or your complaint is about more than one organisation, then you can talk to someone at the Ombudsman.

Making a complaint about Oranga Tamariki

If you have a concern about Oranga Tamariki, call **0508 326 459** or fill in the online form at [orangatamariki.govt.nz/complaints](https://www.orangatamariki.govt.nz/complaints)



Making a complaint about another custody or care provider

Other custody or care providers are contracted by Oranga Tamariki. If you have a concern about one of these providers, you can make a complaint to the provider directly or contact Oranga Tamariki (see previous page).

If your complaint is about the Open Home Foundation, there is a complaints process outlined on their website - ohf.org.nz. This includes phoning **0508 673 646**, or emailing the Practice Manager or the Chief Executive at nationaloffice@ohf.org.nz.

If your complaint is about Barnardos, you can make a complaint to the General Manager - phone **0800 227 627**, email info@barnardos.org.nz or find out more online at barnardos.org.nz/get-in-touch.

How the Ombudsman can help with complaints

If you aren't happy with the response from Oranga Tamariki, or another provider, you can make a complaint to the Ombudsman.

You can contact the Ombudsman on **0800 802 602**, info@ombudsman.parliament.nz or find out more at ombudsman.parliament.nz/children-in-care.

Worried about tamariki or rangatahi?

If you see or hear about tamariki or rangatahi who may be in immediate danger act now, contact the **Police on 111** or **Oranga Tamariki on 0508 326 459**.

Don't look away and don't assume someone else is acting.

Not sure what help you need?

If you're not sure what to do, any of the oversight agencies can help you navigate the system.

The Children and Young People's Commission (from 1 July 2023) **Aroturuki Tamariki**, and the **Ombudsman**.