



Agency Progress Report under section 30A of the Oversight of Oranga Tamariki System Act 2022

Agency and report details

Agency	Barnardos Aotearoa
Chief Executive	Matt Reid
Date original response provided under section 30	03 February (updated 05 March 2026)
Date progress report due under section 30A	06 June 2026
Date of this progress report	22 June 2026
Contact person for this report	Matt Reid

1. Summary

Barnardos assessed that no specific actions were required of Barnardos, arising from the *Experiences of Care in Aotearoa 2024/25* report.

We remain committed to continuous improvement, best practice, and ensuring the voices of tamariki, rangatahi, and whānau continue to guide and shape our services. We also continue to learn from and respond to the recommendations set out in *Whanaketia: Through pain and trauma, from darkness to light – the Final Report of the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions*. As part of our ongoing work, we are undertaking work to strengthen our quality assurance processes, review participation policies, and contributing to the Royal Commission work programmes. This work is ongoing as at the date of this progress report.

2. Status of matters addressed in the original response

	Matter from original response/original commitment	Status at date of progress report	Summary of progress since original response	Monitoring undertaken and changes observed	Further work required and by when	Has anything changed from the original response?
1.	Continuous Improvement and Best Practice Design of an improved Barnardos Quality Assurance Framework, inclusive of specific indicators for Care Services.	Continuing	Significant progress	No monitoring undertaken	Yes – 01 July 2026	No

2.	Tamariki, Rangatahi and Whānau Voice Review, design and implementation of improved tamariki and rangatahi voice policy and process.	Continuing	Significant progress	No monitoring undertaken	01 August 2026	No
3.	Royal Commission – Work Programme Barnardos has accepted applicable recommendations and continues to internally and publicly report on progress.	Continuing	Significant progress	Monitoring undertaken - changes observed	Yes – Next Progress Report: August 2026	No

3. Detailed updates on actions set out in the original response

Matter 1: Continuous Improvement and Best Practice

The key deliverables for this project include researching quality assurance and continuous improvement frameworks, developing an organisational quality assurance ‘mandatory spine’, identifying service-specific layers, and testing and refining the framework through consultation with Best Practice and Innovation (BP&I), Operations, and service representatives. To date, initial research and background work have commenced in partnership with the care consultant, and early design thinking is underway; however, development of the framework and broader consultation remain in progress. The work is on track toward establishing the framework and domains by July 2026, though progress may be influenced by the complexity of aligning diverse service practices, managing consultation scope, and ensuring to address kaimahi concerns around the purpose and intent of quality assurance.

Matter 2: Tamariki, Rangatahi and Whānau Voice

The key deliverables for this project included establishing a working group, engaging kaimahi to shape a shared approach to uplifting tamariki, rangatahi and whānau voices, consulting with the Māori Roopu, and developing an updated Tamariki and Rangatahi Participation Policy. To date, the working group has been engaged, consultation has been undertaken, and the policy has progressed through design and drafting stages. The final draft is now out for consultation, with feedback still to be incorporated before sign-off. Overall, the project is on track to meet the August 2026 deadline, with any potential delays likely to arise from consultation timeframes and incorporating final feedback.

Matter 3: Royal Commission – Work Programme

The key deliverables for this project include progressing Barnardos' organisational response to the Whanaketia recommendations across nine workstreams, with a focus on targeted implementation, policy development, system improvements, and strengthening practice, workforce, and advocacy functions. To date, significant progress has been made, including the rollout of the Child Safeguarding Policy and associated workflows, advancement of workforce and recruitment improvements, completion of several practice policy reviews, and active engagement in advocacy opportunities. Other areas, such as stakeholder engagement and giving effect to Te Tiriti and human rights, have begun with defined approaches and initial actions identified, while data and documentation planning is underway. The programme is progressing well overall, with several workstreams already meeting requirements or embedding changes. The next progress report due in August 2026, available on Barnardos website.

