



26th February 2026

Minister for Children
Minister Responsible for the Monitor
Chief Executive, The Independent
Children’s Monitor

National Office
PO Box 31036
Lower Hutt 5040

Dear Minister Chhour, Minister Upston and Mr Jones

Thank you for the opportunity to once again review and provide a response to the 2024/25 Experiences of Care in Aotearoa Report.

We appreciate the ICM’s recognition of the work that Open Home Foundation does. We are proud to read that all foster parents talked positively about the support they received from the Open Home Foundation, and we acknowledge that we could not do this work without them. We are also pleased to see that most tamariki spoke positively about their social workers, which speaks to the time and care our staff take with tamariki and rangatahi in care.

We are pleased to read that the ICM agrees with the view that our approach to compliance with the NCS regulations and continuous improvement is maturing and we are keen to see this continue.

Areas of focus for us over the next period will be;

Responding to allegations, including promptness of the response, correctness of recording, appropriate steps being taken and plans being updated	A review to be undertaken on OHF’s allegations process. Training to be updated to ensure our Signs of Safety approach is applied to care.	June 2026 – Principal Advisors, trainers and Regional Managers Practice.
Visits to Foster Parents	A plan to be created to support Service Centres who have foster parents that they are struggling to engage with	June 2026 – Regional Managers Practice.

Education	Review how OHF interacts with education providers and expectations around this	Ongoing – Continuous Improvement Team
Annual dental checks for tamariki	Create system alerts in OSCAR as well as work with Foster Parents to ensure they are planning dental visits	Quarterly – Continuous Improvement Team Ongoing – Foster Parent Social Workers.
Tamariki being consistently provided with information about their rights and how to make a complaint	All Tamariki to be given a copy of “My Rights” and have casenoted that there has been a conversation regarding how to make a complaint	By June – Continuous Improvement Team and Regional Managers Practice

Thank you again for the opportunity to review and to make comment to the Experiences of Care in Aotearoa report.

Kind regards



Don Irwin
Chief Executive



Trish McConnell
Board Chair