



Open Home Foundation Progress Report under section 30A of the Oversight of Oranga Tamariki System Act 2022

Agency and report details

Agency	Open Home Foundation
Chief Executive	Don Irwin
Date original response provided under section 30	26 February 2026
Date progress report due under section 30A	26 June 2026
Date of this progress report	26 June 2026
Contact person for this report	Sarah Lewis – Principal Advisor Therapeutic Care

1. Summary

So far we have seen overall progress across all 5 identified areas, however since it has only been 4 months since the 2024/25 report was released much of the progress will not be reflected until the next reporting round.

One of the challenges that we face is the on-going reporting/monitoring that we are required to go through, we have a small team that work in this area alongside their substantive roles, each year the reporting requirements grow (Aroturuki Tamariki, Oranga Tamariki and Te Kāhui kāhu), which takes us away from doing what we need to do to improve outcomes.

We see a value in the majority of monitoring and reporting and are proud of how far we have been able to come in this area, we value the fact that through the required monitoring we have a better understanding of where our practice gaps are, we remain committed to improving outcomes for tamariki/rangatahi in care in Aotearoa.

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?
[Matter 1] Responding to allegations, including promptness of the response, correctness of recording, appropriate steps being taken and plans being updated	Continuing	Some progress	Monitoring undertaken - changes observed	Yes [Dec 2026]	No

[Matter 2] Visits to Foster Parents	Continuing	Some progress	Monitoring undertaken - changes observed	Yes [Feb 2026]	No
[Matter 3] Education	Continuing	Some progress	Monitoring undertaken – changes observed	Yes - Feb 2026	No
[Matter 4] Annual dental checks for tamariki	Continuing	Some progress	Monitoring undertaken – changes observed	Yes - Dec 2026	No
[Matter 5] Tamariki being consistently provided with information about their rights and how to make a complaint	Continuing	Some progress	Monitoring undertaken – changes observed	Yes - June 2027	No

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

Matter 1 : Allegations

Relevant finding(s) from the Monitor's report	"In its response to our 2023/24 Experiences of Care in Aotearoa report, Open Home Foundation acknowledged that work needed to be done on recording more clearly and accurately when there are allegations of abuse or neglect. However, this year, its data shows that both the correctness of information recording and its rate of taking appropriate steps in response to allegations have declined. More attention is needed on responding to allegations of abuse".
Actions the agency said it would take	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.
Original time frames / milestones	June 2026
Status at date of progress report	Continuing
Progress since original response	An initial training on care concerns and allegations has been presented to one service centre. This still needs to be refined and presented to more service centres. A review into the allegations process has begun and is continuing. Open Home Foundation abuse and care concerns policies are under review and have been put out for consultation with staff.
Monitoring undertaken by the agency	All allegations of abuse are closely monitored by the Principal Advisor Therapeutic Care.
Changes or progress identified through monitoring	No progress yet identifiable – we hope to see this work reflected in allegations in the next review period
Evidence / supporting material	Review of allegations documentation including ROCs made, case notes and other file records.

Risks, issues, or barriers	We have identified that further work is required around education around care concerns and allegations for all practice staff. We have also identified that for many cases there is a significant delay in OHFs response time due to waiting for OT to complete their required actions.
Further work required to complete the actions	Review into allegations to be completed. Training to be presented to each SC.
When the further work will be completed	Review – Dec 2026, trainings – by Feb 2026.
Changes the agency is hoping to see from these actions	All allegations to follow policy and process with tamariki having updated plans that then reflect the allegation.
When the agency hopes to see those changes	We would like to see this reflected in next year's ICM reporting.
Next steps	As above. We hope that this year's ICM reporting will give us more detail about further changes needed.
Updated time frames / milestones	June 2027
Matter 2: Visits to Foster Parents	

Relevant finding(s) from the Monitor's report	"This year's data shows that, while there has been improvement, visits to foster parents occur at the planned frequency only 50 percent of the time (up from 38 percent). Only a quarter (24 percent) of those who were not visited at the required frequency were visited at least every eight weeks, down from 29 percent last year. Open Home Foundation has acknowledged that this is an area of concern. As in previous years, it told us that funding constraints and workforce issues are barriers to addressing this and achieving higher compliance. There has been improvement in the frequency of foster parent social worker visits, but this is still low".
Actions the agency said it would take	"A plan to be created to support Service Centres who have foster parents that they are struggling to engage with"
Original time frames / milestones	June 2026
Status at date of progress report	Continuing. At progress report, 37 families who had a "usual placement" had been visited bi-monthly. 12 had not. This shows we are at 75 percent compliance.
Progress since original response	All Service Centres have been part of 3 monthly "ARA" reviews where we have identified when FP have missed a bi-monthly visit. All Foster Parents have received a letter reminding them that the Care Standards require bimonthly visits.
Monitoring undertaken by the agency	Ongoing monitoring through regular file reviews.
Changes or progress identified through monitoring	With increased monitoring we have been able to identify in real time FP who are at risk of not meeting the care standards. RMPs have worked to support PMs around this. We note that some foster parents have received far more than bi-monthly visits in proportion to their expressed needs.

Evidence / supporting material	Case notes and file reviews of foster parents who provide the child's usual placement. Ongoing conversations with PMs and RMPs.
Risks, issues, or barriers	Service centres experiencing gaps in the Foster Parent Social Worker role, some foster parents who remain reluctant to engage in visits.
Further work required to complete the actions	Ongoing education with Foster Parents, FPSWs and PM's about the importance of bi-monthly visits.
When the further work will be completed	June 2026
Changes the agency is hoping to see from these actions	We would like to see all FP visited bi-monthly in the next review period.
When the agency hopes to see those changes	June 2027.
Next steps	With the recent appointment of a care practice advisor we will be working to develop next steps to maintain this momentum.

Matter 3: Education

Relevant finding(s) from the Monitor's report

"Compliance with requirements to obtain updates about attendance and to engage with the education provider has shown improvement this year but remains well below full compliance. More needs to be done to address these areas of persistently low compliance in the past three years."

Actions the agency said it would take

Review how OHF interacts with education providers and expectations around this

Original time frames / milestones

Ongoing

Status at date of progress report

OHF have changed our internal requirements from face to face engagements with school to social workers being able to obtain updates over the phone or by other means. We have continued to seek attendance updates. We note that, much like written updates where schools provide this twice a year in report forms, that attendance updates are not provided each term by schools as a matter of course. At the date of progress report, we are still working with service centres to increase attendance updates. Our engagement with schools is growing but there is still work to be done in this area.

Progress since original response

All foster parents have been emailed and advised that we are required to report on attendance at school and any concerns raised as well as our intention to be in contact with each child's school once a term.

Monitoring undertaken by the agency	File review
Changes or progress identified through monitoring	While we are seeing more connections with education and updates on attendance, this is not always once a term. We are seeing fewer tamariki with no engagement in these matters
Evidence / supporting material	Case notes and file review
Risks, issues, or barriers	In some cases foster parents have most of the communication with school; we are working to grow our own involvement. It can be difficult to get attendance information – at times social workers engage with schools but as there are no attendance concerns this is not specifically noted. Engaging with schools every term can place more pressure on social workers and on schools.
Further work required to complete the actions	Ongoing monitoring and work with SC around ways to engage with education.
When the further work will be completed	Ongoing
Changes the agency is hoping to see from these actions	We would like to see all social workers engaging once a term with teachers (including gathering information on attendance).
When the agency hopes to see those changes	Ongoing
Next steps	Continued monitoring and communication.

Matter 4: Dental**Relevant finding(s) from the Monitor's report**

“Like last year, the exception to this consistently good compliance with National Care Standards health regulations relates to annual dental check ups for tamariki and rangatahi aged over 2. This year, a similar proportion of tamariki and rangatahi aged over 2 had an annual dental check. Considering the long-term impacts of poor dental health, we will continue to look for compliance with the requirement for annual dental checks.”
The dental visits were identified at 62 percent.

Actions the agency said it would take

Create system alerts in OSCAR as well as work with Foster Parents to ensure they are planning dental visits

Original time frames / milestones

Quarterly/ongoing

Status at date of progress report

At progress report, 46 tamariki had had their annual dental visit. 21 had not. 1 rangatahi had refused dental care. This is a current compliance of 67 percent, which shows improvement but that there is still work to do. All staff have been reminded via email that tamariki need an annual dental check, as well as reminders on our internal notice board. All foster parents have been emailed to remind them that tamariki require an annual dental visit.

Progress since original response

We have seen an increase in visits. We have not yet created a system alert on OSCAR but it has been added to the list for alerts.

Monitoring undertaken by the agency

Each file has been checked for evidence of a dental visit.

Changes or progress identified through monitoring

Increased dental visits being booked.

Evidence / supporting material	Found in case notes.
Risks, issues, or barriers	One visit was cancelled by a dentist. On another occasion we were told that a child was to be seen at school through the dental service, but this was missed.
Further work required to complete the actions	System alerts still to be added
When the further work will be completed	December 2026
Changes the agency is hoping to see from these actions	All tamariki to see their dentist over the next review period to be supported in their dental care.
When the agency hopes to see those changes	June 2027
Next steps	
Matter 5: Tamariki being consistently provided with information about their rights and how to make a complaint	

Relevant finding(s) from the Monitor's report	"Some required information is consistently not provided to tamariki and rangatahi when they enter care, including about their rights to give feedback and to make a complaint and about advocacy services that are available to them. Compliance needs to be improved in these areas."
Actions the agency said it would take	All Tamariki to be given a copy of "My Rights"
Original time frames / milestones	June 2026
Status at date of progress report	Ongoing. 16 tamariki have had it case noted in the past year that they have been given a copy of this.
Progress since original response	Policy around this is currently being considered. We are looking to rewrite the information given to tamariki and ensure that we review this annually with them.
Monitoring undertaken by the agency	Case note review
Changes or progress identified through monitoring	Some tamariki have had their Statement of Rights clearly explained.
Evidence / supporting material	Seen in case notes.
Risks, issues, or barriers	We continue to consider what would be meaningful to talk to children annually about in this area.
Further work required to complete the actions	New booklet to be reviewed and policy created around it.
When the further work will be completed	June 2027

Changes the agency is hoping to see from these actions

All tamariki engaged in conversations about their rights.

When the agency hopes to see those changes

June 2027 – we would like to see this reflected in the next ICM.

Next steps

New booklet to be reviewed and policy created around it.

4. Explanation of any changes to the original response

No changes from original response.

