



# How we plan for a monitoring visit

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## Purpose

The purpose of this tikanga is to describe planning for a monitoring visit and set out how we prioritise who which professionals and agencies we talk to as part of our monitoring work. The visits must follow our monitoring cycle and take no longer than 14 weeks to complete. This tikanga applies once we have determined the communities we will be monitoring.

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## Roles and responsibilities

The monitoring visit manager is accountable for the monitoring visit. They lead the planning of a visit with support from the monitoring team. They make sure all milestones are met within the agreed timeframes, and that everyone has what they need to do their job. The key activities and tasks are outlined in the **14-week schedule**.

The monitoring visit manager starts planning for a monitoring visit at least four-weeks before the 14-week schedule begins.

Prior to or during those four weeks the monitoring visit manager will:

- let the Oranga Tamariki Relationship Manager and leadership teams of other agencies know the key dates, when the visits will begin and how we have organised how engagements with these agencies will happen
- confirm with Open Home Foundation (OHF) who the OHF contact person will be. Advise OHF who the Aroturuki Tamariki contact will be for the visit
- let Health, Education, and Police regional staff know that we will be visiting their communities
- involve senior monitors who will be leading the visits

- start to engage the team in conversations about existing relationships in the community and see if anyone in the team is suited to be the initial contact
- schedule key dates for monitoring activities as per the monitoring schedule
- have begun planning on the key agencies we will be visiting and made initial contact through the regional engagement plan
- identify who will reach out to each agency to start planning the logistics such as dates, times and locations
- once the list of agencies is confirmed, consider if any could be potential connectors
- begin the planning on Te Pātaka and complete the required recording tasks

During weeks one to four of the 14-week monitoring schedule, the monitoring visit manager will work with their team to:

- plan engagements and enter these in Te Pātaka
- complete the planning and submit this to the Chief Monitor for approval
- make sure any assessments required for home visits are completed and approved
- finalise the itinerary for the visit.

The key roles and responsibilities for managers and leads are outlined in our roles and responsibilities resource.

When determining the matching of the team and relevant pairs or groups to the community, monitoring visit managers consider the diversity in teams, including experience and length of time at Aroturuki Tamariki. Any pair or group must include at least one experienced senior monitor to role model, coach and keep people safe.

Monitoring visit managers distribute tasks equitably across their teams, and staff wellbeing is factored into the planning. Our Life/work balance kawa and tikanga provides guidance on how we look after our staff and their wellbeing when working additional hours during a monitoring visit.

## **Engaging with tangata whenua (mana whenua)**

Prior to visiting each community, as part of our tikanga, we must engage with tangata whenua (mana whenua) to advise we will be working in their rohe. This may have occurred as part of executive engagement or as part of socialisation by the regional manager and/or

their team. Engagement must occur prior to visiting the community for the monitoring visits to uphold the mana of each community we visit and to meet our performance obligations. Before opening an engagement on Te Pātaka, the monitoring visit manager must make sure the mana whenua section is completed either by them or their delegate. This may mean, if they have not completed the engagement themselves, checking Te Pātaka to see what, if any engagement has happened and summarising this into the mana whenua section. The monitoring visit manager can also check with the Chief Advisor Māori and Community Engagement to see if any engagement has occurred. The monitoring visit manager (or visit lead) will record details of this kōrero, including who was engaged with, what was discussed, and the date and time (and location) this took place, and any others.

It is important that we record both details of our engagement with mana whenua and the tikanga of the community that we are visiting so we can tailor our engagements to reflect the kawa and tikanga of each community we visit and those we are engaging with.

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## **How to identify and prioritise who we talk with in our monitoring work**

### **Agencies**

Our monitoring role requires us to monitor specific agencies, including Oranga Tamariki, other agencies with custody of tamariki, the New Zealand Police, and other agencies with delegated powers under the [Oranga Tamariki Act \(1989\)](#), therefore we must engage with kaimahi from those agencies.

This includes:

- social workers, both care and protection, caregiver and youth justice, FGC coordinators, kairaranga-a-whānau, staff in residences and group homes and special care arrangements, site and regional leadership
- frontline police officers, non-sworn police staff, youth aid, child protection teams and family violence initiatives,
- kaimahi from agencies with custody of tamariki and rangatahi

Next, we prioritise those agencies who have the care of tamariki and rangatahi, on behalf of those agencies with custody. This includes residences, group homes, remand homes, family homes and specialist or bespoke placements (1:1 placements).

Our next priority groups include the following:

- Iwi and Māori services who have a strategic partnership arrangement with Oranga Tamariki
- Māori services who work with tamariki and rangatahi who are involved with Oranga Tamariki
- Agencies providing programmes for rangatahi who have offended and have a contract with Oranga Tamariki
- Agencies providing a transition service and have a contract with Oranga Tamariki
- Child, Adolescent and Families mental health services
- Agencies supporting tamariki and rangatahi with a disability
- Multi-agency initiatives or collectives working with tamariki and rangatahi who are involved with Oranga Tamariki
- Relevant kaimahi from schools, alternative education providers and early childhood education providers
- Relevant kaimahi working in health services

Managers identify from their regional engagements any multi-agency initiatives as well as any information on local initiatives from the **About Communities**. Alongside this, information from the previous share back reports and previous About Communities is used to guide decisions on which other agencies may be included in the community visit, as well as those areas that we need to dig deeper in to, to see what has changed or what is different this time (How we use our pātai pākiki tikanga).

### **Tamariki, Rangatahi, Whānau and Caregivers**

Our uepū outline those we engage with across the various interventions in the Oranga Tamariki Act. We do not have to talk with all uepū in all our community visits. Our planning as outlined above provides direction on which uepū we engage with in each community.

When planning which agencies we are engaging with, think about tamariki, rangatahi, whānau and caregivers who are connected to these groups that we can speak with. For further information on working with a community connector, follow the [How we engage with Connectors tikanga](#).

The monitoring visit manager and the team determine who will reach out to the agencies. Sometimes it might be best that the monitoring visit manager makes initial contact with a

stakeholder; other times, a team member may already have an existing relationship and is better placed to reach out.

For more information on these groups and the Oranga Tamariki system, please visit the following links:

- Oversight of the Oranga Tamariki System Act
- Oranga Tamariki Act
- Oranga Tamariki Practice Centre

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## Plan engagements

### Tamariki, Rangatahi, Whānau and Caregivers

Our next step is to plan when and where an engagement takes place. When we plan engagements with tamariki and rangatahi we ask for the following information from the agency connecting them with us:

- the age, ethnicity, and languages of the tamariki and rangatahi we will talk with
- something they like to do or any hobbies to support our initial kōrero
- whether they have a disability or other needs that impact on their ability to engage with us
- how best to communicate with the tamariki, if tamariki is non-verbal and requires assistive technology to communicate
- what tools/toys will help us to engage well
- things that may trigger a trauma response
- whether tamariki would require a trusted adult or support person

These questions help us to meet their communication needs and address any accessibility issues.

If a connector is supporting our engagements with tamariki and rangatahi, ask them to provide this information before we visit and guide us around how best to engage.

### Agencies

We have the option to conduct one-to-one or group hui engagements. The How we use our pātai pākiki tikanga and our How we note take tikanga provides more details about how to plan engagements and record information.

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## Finalise the visit schedule

Finalising the visit schedule is about confirming dates and times people can meet with us. Once we have confirmed with people and organisations that are willing to engage in kōrero, send them the information they need so that their participation is informed, and so they understand our kaupapa. See Ngā Kete for this information.

The safety and wellbeing of our kaimahi is of paramount importance. When considering visiting people in private homes, we must follow the Visiting Communities Safely tikanga.

The visit schedule is shared with the team coordinator, so they can arrange gift cards, travel, accommodation, car hire, venue bookings and catering. The **business expenditure policy** outlines this process.

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Rauemi - supporting documents and resources
<a href="#">Life/work balance kawa and tikanga</a>
<a href="#">Ngā Kete</a>
<a href="#">Visit Responsibilities resource</a>
<b>14-week schedule</b>
<a href="#">Whanaungatanga kawa</a>
<a href="#">Oversight of Oranga Tamariki System Act 2022</a>
<a href="#">Oranga Tamariki Act</a>
<a href="#">Oranga Tamariki Practice Centre</a>