

Schedule 2

Oranga Tamariki/District Health Board Liaison Social Worker

1. Purpose

This schedule sets out the agreement between the District Health Board (DHB) and Oranga Tamariki—Ministry for Children (Oranga Tamariki) relating to the role of the Oranga Tamariki/DHB liaison social worker.

The parties agree to reflect the terms of this agreement in their own policies and procedures.

2. Parties to the Agreement

The parties to the agreement are the District Health Board and Oranga Tamariki—Ministry for Children.

3. Background

This schedule is attached to the *Memorandum of Understanding between Oranga Tamariki—Ministry for Children, the New Zealand Police and the District Health Boards*, and is to be read and implemented in conjunction with that memorandum.

This schedule operates alongside the:

- DHB policies and procedures for child protection/suspected child abuse, neglect or harm
- Oranga Tamariki policies and procedures for suspected child abuse, neglect or harm. In addition, this schedule is to be implemented in conjunction with the Oranga Tamariki/DHB liaison social worker/practice leader addendum to the Practice Leaders' position description
- *Child Protection Protocol: Joint Operating Procedures (CPP)* agreed between Oranga Tamariki and the New Zealand Police.

Outcomes for children experiencing (or being assessed for possible) child abuse, neglect, or harm are improved with systemised, effective interagency collaboration.

These positions were established following a pilot in 1998 and from 2010 the position was established in each DHB.

This schedule recognises that each party has expert staff with clearly defined roles and responsibilities, e.g. DHB Child Protection Services, VIP Coordinators, Health Social Workers, Oranga Tamariki/DHB liaison social worker. It is expected that both parties will work together to support case management and intervention programme development, implementation and evaluation.

This Schedule replaces the 2012 version of Schedule 2 Oranga Tamariki/DHB Liaison Social Worker.

4. Purpose of the Oranga Tamariki/DHB Liaison Social Worker

The Oranga Tamariki/DHB liaison social worker will contribute to improved outcomes for children experiencing (or being assessed for possible) abuse, neglect and or harm by working in partnership with health services staff to deliver two key objectives:

- To ensure that Oranga Tamariki and DHB work together for all children when there are care and protection concerns.
- Early identification of, and appropriate response for children at risk of abuse, neglect, or harm.

The Oranga Tamariki/DHB liaison social worker will work in collaboration with DHB staff to consider and address:

- specific case issues, ensuring that action is taken to support the best possible outcome for children and young people
- strategic issues, looking at how systems and processes can be enhanced to support the best outcomes for children and young people.

In fulfilling the objectives of this role the Oranga Tamariki/DHB liaison social worker will:

- take responsibility for leading Oranga Tamariki social work practice in the DHB environment, in conjunction with the Oranga Tamariki site practice leader
- work with DHB staff so that all children or young people who are known to Oranga Tamariki and have contact with the hospital receive an effective collaborative service
- work in a way that promotes the principles of Whānau Ora; by demonstrating cultural sensitivity when engaging with children and their whānau; promoting the use of te reo and recognizing the partnership with whānau/hapu/iwi as appropriate in addressing issues
- ensure that children and young people admitted with child protection concerns receive a quality service from Oranga Tamariki. This means that they will know when a child or young person is admitted with actual or suspected abuse and oversee the Oranga Tamariki process to ensure good social work practice. They will support the Oranga Tamariki social worker for the child or young person to address any barriers that may hinder this, including ensuring that Oranga Tamariki upholds its responsibilities outlined in agreements with Health, ensuring that Multi-agency Safety Plans are developed prior to discharge and that these plans are of good quality
- be available to share information and expertise with DHB staff to enable child abuse, neglect or harm to be identified as early as possible
- provide support and liaison for the case so that appropriate follow through occurs at a site level when:
 - DHB staff decide to refer a family to Oranga Tamariki and then ask for the Oranga Tamariki social worker's support
 - the Oranga Tamariki/DHB liaison social worker is a participant in the decision to refer a family to Oranga Tamariki
- build strong, functional relationships with staff across the DHB to enhance the relationship between Oranga Tamariki and DHB staff and facilitate close collaboration
- be the Oranga Tamariki liaison point within the DHB and be familiar with current Oranga Tamariki policy, child protection best practice and social work theory
- be available to work with Oranga Tamariki and DHB staff to resolve interagency issues or disputes
- have a strategic view of how Oranga Tamariki and the DHB work together and develop, in conjunction with Oranga Tamariki and DHB, plans for continuous improvement.

The Oranga Tamariki/DHB liaison social worker has key relationships with DHB staff, including the child protection/violence intervention programme staff, Health Social Workers and Gateway assessment team.

The Oranga Tamariki/DHB liaison social worker is an Oranga Tamariki employee, based in the DHB, who performs the duties and responsibilities contained in the Oranga Tamariki/DHB liaison social worker addendum to the Practice Leaders' position description (available upon request).

The Oranga Tamariki/DHB liaison social worker role is a strategic one, designed to enhance the working relationship between Oranga Tamariki and DHB staff in our joint aim to protect vulnerable children. The Oranga Tamariki/DHB liaison social worker is not the Oranga Tamariki key worker, this role remains within sites.

The decision by a DHB to notify Oranga Tamariki remains within the DHB team. The role of the Oranga Tamariki/DHB liaison social worker is to support the decision-making process.

5. Information Disclosure

Information disclosed between the parties will be disclosed in compliance with any relevant legislation, including the Oranga Tamariki Act 1989, the Health Act 1956 and the Privacy Act 2020 (including any codes issued under that Act) as applicable.

6. Oranga Tamariki/DHB Liaison Social Worker Work Plan

Within the objectives of the role the activities undertaken by the Oranga Tamariki/DHB liaison social worker will vary depending on the need of the DHB and the Oranga Tamariki site.

The Oranga Tamariki/DHB liaison social worker, DHB manager and Oranga Tamariki manager will jointly develop a work plan-which outlines the goals they wish to achieve and the activities the Oranga Tamariki/DHB liaison social worker is expected to undertake to achieve these goals.

The work plan may include:

- the regular meetings the Oranga Tamariki/DHB liaison social worker will attend
- interagency training
- developing key relationships and planned activities to build and maintain these relationships
- joint projects.

An example plan is available upon request.

7. Terms of Placement

An Oranga Tamariki/DHB liaison social worker position has been established for every DHB. The size of each position (full time, 1 FTE or part time 0.5 FTE) is determined by Oranga Tamariki.

Oranga Tamariki will ensure this role is filled with a suitably qualified Oranga Tamariki employee¹ and that recruitment is managed to ensure consistency of service.

Each Oranga Tamariki/DHB liaison social worker is to be seconded, the secondment is time limited with a maximum time limit of two years. This secondment can be increased by up to a further 12 months with agreement from both parties. Time limits are to ensure that employees fulfilling these roles have current and up-to-date knowledge of best practice.

The Oranga Tamariki/DHB liaison social worker is an employee of Oranga Tamariki. To support them within the DHB setting, each Oranga Tamariki/DHB liaison social worker will have a parallel, informal, reporting line to a manager/senior clinician within the DHB (referred to as the DHB manager in this document).

Oranga Tamariki is responsible for all employee needs including completing their performance assessment, supporting their supervision, professional development and addressing any performance issues. The Oranga Tamariki manager will involve the DHB manager in these processes.

Permanency

The Oranga Tamariki/DHB liaison social worker on secondment may be transitioned to a permanent position if there is agreement between Oranga Tamariki and the DHB that this would be in the best interests of both parties and that both parties agree that the criteria as specified below have been met.

The incumbent in the Oranga Tamariki/DHB liaison social worker role would also need to agree to the change in their employment status and conditions.

The Oranga Tamariki and the designated DHB Manager must each agree that the following criteria (1-7) below have been met before the Oranga Tamariki/DHB liaison social worker position can be made a permanent appointment.

Criteria

1. The incumbent must have held the role of Oranga Tamariki/DHB liaison social worker for at least 12 months.
2. The incumbent in the role of Oranga Tamariki/DHB liaison social worker must have had no period of absence (for leave or any other reasoning) lasting more than seven weeks in total (based on pro-rata FTE) in the previous 12 months (e.g. two two-week periods of annual leave; ten days sick leave included).
3. The quarterly meetings between DHB and Oranga Tamariki staff have occurred as outlined in section 9 of the schedule:
 - a. there is evidence that at least three meetings have been held in the last 12 months
 - b. the most recent meeting was within the last three months
 - c. there is a written workplan that is current and agreed by all parties.
4. A joint performance review will have been undertaken within the last three months (as per section 9 of this Schedule; led by Oranga Tamariki with participation by the designated DHB Line Manager). Feedback will be sought from at least the following key DHB staff (including but not limited to the Lead Paediatrician for Child Protection Alert System; Child Health Manager; Child Protection Coordinator and or VIP Coordinator;

¹Set at Practice Leader level.

Paediatric Service Social Worker). An additional section will be added to the Oranga Tamariki performance development plan that will allow the designated DHB Line Manager to record feedback.

5. The incumbent effectively undertakes the role, as set out in section 4, including engagement with staff, interagency collaboration and information sharing.
6. There must be a clear plan (that is agreed by all parties) for how currency in the operating processes of Oranga Tamariki of the Oranga Tamariki/DHB liaison social worker will be maintained (e.g. 0.1 of FTE time spent in local office) and demonstrated, especially for those in the role fulltime or those working part time who do not hold a concurrent role within Oranga Tamariki.
7. The Oranga Tamariki line manager and designated DHB line manager for role must each agree to the role becoming permanent based on meeting or exceeding the criteria (1-7).
8. The incumbent in the Oranga Tamariki/DHB liaison social worker secondment must agree that the role becomes permanent.

If the criteria are not met on first review, the option for permanency can be revisited after a period of no less than six months.

The permanency of the role is for the specific appointment only. Any future decision regarding permanency would be based on meeting these criteria for the individual who is seconded into the role.

If at any point, either party identify that the criteria 2, 3, 4, 5 and 6 specified are not maintained then the matter should be addressed using the dispute resolution process outlined in section 15 of the *Memorandum of Understanding between Oranga Tamariki–Ministry for Children, the New Zealand Police and District Health Board*.

8. Funding and Resources

Funding

Oranga Tamariki will determine the hours of employment per week for the Oranga Tamariki/DHB liaison social worker for each DHB and discuss the plan with the DHB manager.

All costs associated with the employment of the Oranga Tamariki/DHB liaison social worker will rest with Oranga Tamariki unless otherwise agreed between Oranga Tamariki and the DHB.

Resources

Oranga Tamariki will provide each Oranga Tamariki/DHB liaison social worker with access to appropriate resources including stationery, computer and mobile phone equipment required to fulfill their role while based within the DHB.

The DHB will provide an office space within an appropriate service area such as Child Protection/Violence Intervention Programme Team/Children's Health Service. The DHB will provide access to a DHB phone line and DHB computer to enable access to internal DHB email and DHB policies and procedures. The DHB will provide a DHB identification card with swipe access to enable admittance to relevant areas of the hospital.

The provision of other equipment and resources, such as office equipment (for example a desk) and access to vehicles, will be determined by agreement between Oranga Tamariki and the DHB.

Reimbursement of Expenses

Unless otherwise specified, reimbursement to the Oranga Tamariki/DHB liaison social worker of any costs incurred while performing their official duties is the responsibility of Oranga Tamariki, in accordance with the provisions of their employment agreement.

9. Recruitment

The designated Oranga Tamariki manager is responsible for recruiting a suitable candidate for the Oranga Tamariki/DHB liaison social worker position in accordance with Oranga Tamariki recruitment policy.

The Oranga Tamariki manager must involve an agreed DHB representative, manager or senior clinician, in the recruitment process.

The Oranga Tamariki manager will ensure that the DHB has sufficient notice of the intention to recruit, to ensure that the agreed DHB representative is able to participate in this process.

The DHB will ensure a suitable manager/senior clinician is available to participate in the recruitment process.

Oranga Tamariki will consult with the DHB regarding a mutually agreed start date and provision of resources.

10. Implementation

Orientation/Induction

Prior to commencement in the role, a formal orientation programme will be agreed for the Oranga Tamariki/DHB liaison social worker. This will be undertaken with a designated DHB staff member. The orientation programme will recognise the differing organisations' culture and approach and include familiarisation with the DHB structure, DHB services, policies and procedures including the Code of Conduct, meetings with key staff and attending key meetings. A record of the completed orientation programme will be provided to both parties.

Contact with Oranga Tamariki Sites

The Oranga Tamariki/DHB liaison social worker is predominantly located within the hospital site(s). Regular face-to-face contact with the local Oranga Tamariki site(s) will be maintained. It is recommended that every Oranga Tamariki/DHB liaison social worker spends some time every week in an Oranga Tamariki site as per work plan.

Interface Meetings - Oranga Tamariki/DHB Liaison Social Worker Work Plan

Regular meetings will be held between the Oranga Tamariki/DHB liaison social worker, Oranga Tamariki manager and DHB manager.

The frequency of these meetings will be agreed upon by the participants based on the needs of the DHB, Oranga Tamariki and the Oranga Tamariki/DHB liaison social worker. A meeting must be held at least quarterly. The responsibility for convening and hosting these meetings should rotate between the parties.

Items for discussion at these meetings will include (but are not limited to):

- analysis of themes and trends, which includes the identification of any ongoing challenges with strategic working relationships
- review of effectiveness/progress (successes, achievements, issues and risks)
- development of work programme/plan for next period including activities/tasks to be undertaken by the Oranga Tamariki/DHB liaison social worker.

Supervision

The DHB manager will ensure that the Oranga Tamariki/DHB liaison social worker is provided with support within the DHB environment.

Formal supervision of the Oranga Tamariki/DHB liaison social worker will be provided by Oranga Tamariki in line with the Oranga Tamariki supervision policy. The Oranga Tamariki/DHB liaison social worker and Oranga Tamariki manager are responsible for developing an appropriate supervision plan, which includes the identification of the person who will provide the Oranga Tamariki/DHB liaison social worker with supervision.

Monthly Reporting

Monthly reports will be provided to the Oranga Tamariki manager and DHB manager using the Oranga Tamariki/DHB liaison social worker Monthly Report for DHB template.

Performance Assessments/Performance Issues

The Oranga Tamariki manager is responsible for managing and assessing the performance of the Oranga Tamariki/DHB liaison social worker.

Since much of the work undertaken by the Oranga Tamariki/DHB liaison social worker will be within the DHB, the Oranga Tamariki manager will involve the DHB manager in these processes. The process should include the DHB Manager seeking feedback from key DHB staff including but not limited to the Lead Paediatrician for child protection, Child Health Manager, Child Protection Co-ordinator and or Violence Intervention Programme Coordinator and Paediatric Service Social Worker.

Where issues or concerns about performance arise, these will be raised and addressed early on. Any concerns will be discussed openly with the Oranga Tamariki/DHB liaison social worker so that a plan can be developed which focuses on how the Oranga Tamariki manager and DHB manager can best support the Oranga Tamariki/DHB liaison social worker to resolve the identified issues or concerns.

Where the DHB manager holds serious concerns regarding the Oranga Tamariki/DHB liaison social worker's performance of their duties or failure to abide by the policies, protocols and practices of the DHB that are unable to be resolved between the DHB manager and Oranga Tamariki/DHB liaison social worker, the DHB manager will contact the Oranga Tamariki manager with these concerns as soon as practicable.

Where the DHB manager does raise concerns with the Oranga Tamariki manager, the Oranga Tamariki manager will act to address the concerns as soon as possible and will keep the DHB manager informed, as much as is appropriate, of the progress made to address the concerns raised.

Early Termination of the Secondment to the Oranga Tamariki/DHB Liaison Social Worker Role

All secondments may be terminated early by the Oranga Tamariki manager or Oranga Tamariki/DHB liaison social worker in accordance with the secondment agreement. At the

end of the secondment the Oranga Tamariki/DHB liaison social worker will return to their substantive Oranga Tamariki site.

Where a secondment is terminated early, the Oranga Tamariki manager will inform the DHB manager of the early termination as soon as practicable.

Where the DHB manager believes that early termination of a secondment is necessary, the DHB manager will discuss this with the Oranga Tamariki manager. The Oranga Tamariki manager will follow this up with the Oranga Tamariki/DHB liaison social worker, as appropriate.

Resignation of Oranga Tamariki/DHB Liaison Social Worker Permanent Appointment

Where a staff member has been permanently appointed to the Oranga Tamariki/DHB liaison social worker role the Oranga Tamariki manager will inform the DHB manager of the resignation as soon as practicable.

Hours of Work

Hours of work during the placement shall be as agreed with the DHB, but subject to the employee's employment contract and any other terms and conditions of employment.

In order to fulfill the obligations of the position, the Oranga Tamariki/DHB liaison social worker may be required to work after hours and is entitled to appropriate remuneration or time off in lieu for work done in accordance with the provisions of the employee's employment contract.

Annual Leave/Extended Absence

The Oranga Tamariki manager is responsible for managing and approving the Oranga Tamariki/DHB liaison social worker's leave.

For all periods of planned leave, the Oranga Tamariki/DHB liaison social worker, Oranga Tamariki manager and DHB manager will agree how appropriate cover for the Oranga Tamariki/DHB liaison social worker will be provided. At a minimum, a suitably qualified alternative contact person will be available by phone for consultation during this time.

In the event that the Oranga Tamariki/DHB liaison social worker requires an extended unplanned absence, Oranga Tamariki will provide a replacement person who is suitably qualified and experienced to fill the role.

11. Transition for Oranga Tamariki/DHB Liaison Social Worker

Prior to the end of a Oranga Tamariki/DHB liaison social worker's secondment or employment, the Oranga Tamariki/DHB liaison social worker, Oranga Tamariki manager and DHB manager will develop a transition plan to enable a smooth handover to the new Oranga Tamariki/DHB liaison social worker.

The agreed transition plan will outline the agreed formal handover process. The transition plan may include shadowing of the incumbent by the new Oranga Tamariki/DHB liaison social worker, attendance by both at core meetings and the incumbent person providing back-up/covering leave once the new Oranga Tamariki/DHB liaison social worker commences in the role and vice versa.

12. Professional Development

The Oranga Tamariki/DHB liaison social worker's development plan and professional development opportunities will be a regular agenda item for discussion at the regular interface meetings between the Oranga Tamariki/DHB liaison social worker, Oranga Tamariki manager and DHB manager.

Where possible, attendance and participation in professional development opportunities will be by agreement of the Oranga Tamariki manager and subject to the convenience of the DHB.

The Oranga Tamariki/DHB liaison social worker will attend any training/presentations which have been identified as mandatory for Oranga Tamariki employees. Wherever practicable, the timing of such training will consider the Oranga Tamariki/DHB liaison social worker's obligations to the DHB.

The Oranga Tamariki/DHB liaison social worker will also undergo, at the instigation and expense of the DHB, such relevant training as may be considered necessary to equip them for their role within the DHB.

13. Health and Safety

During the term of the secondment the Oranga Tamariki/DHB liaison social worker will have two work environments. One within the DHB and one within Oranga Tamariki.

Each agency is responsible for ensuring that their work environment complies with the Health and Safety in Employment Act 1992, and which takes into account the Oranga Tamariki/DHB liaison social worker's physical and psychological wellbeing.

14. Sexual Harassment

The parties agree that any complaints of sexual harassment within the DHB that are made by the Oranga Tamariki/DHB liaison social worker will be investigated and acted upon by the DHB Senior Manager/Human Resource Department Manager or other appropriate official within accepted procedures.

The Oranga Tamariki/DHB liaison social worker has the right to refer the matter to their Oranga Tamariki manager or any other senior Oranga Tamariki manager if they believe their complaint has not been addressed in an appropriate manner or requires support from Oranga Tamariki.

15. Dispute Resolution

If at any point the parties cannot agree on any matter arising out of the processes outlined in this schedule, the matter will be addressed via the dispute resolution procedure.

The dispute resolution procedure is outlined in section 15 of the *Memorandum of Understanding between Oranga Tamariki—Ministry for Children, the New Zealand Police and District Health Board*.

16. Confidentiality

Both parties agree that confidentiality of information gained by the Oranga Tamariki/DHB liaison social worker must be maintained as per the Codes of Conduct and confidentiality policies of Oranga Tamariki and the DHB.

The Oranga Tamariki/DHB liaison social worker will have access to CYRAS and it is their responsibility to ensure that the information stored in it is kept secure at all times.

17. Continuous Quality Improvement

Continuous quality improvement principles underpin all schedules to the *Memorandum of Understanding between Oranga Tamariki—Ministry for Children, the New Zealand Police and District Health Board*. Each local DHB, regional and national meeting will include quality improvement as a standard agenda item (paragraphs 11-13). This could include but is not limited to audit, lessons learnt and formal evaluation research.

18. Process for Review of Schedule

If at any point either party identifies quality improvement issues/trends/initiatives that could enhance the role implementation and or the schedule these matters can be referred through for discussion via the regional and or national meeting process as per section 9 of the *Memorandum of Understanding between Oranga Tamariki—Ministry for Children, the New Zealand Police and the District Health Board*.

This schedule may be reviewed, modified or terminated by written agreement signed by the persons authorized to sign on behalf of the parties as outlined in section 18 of the *Memorandum of Understanding between Oranga Tamariki—Ministry for Children, the New Zealand Police and District Health Board*.