



Information Sheet

Allegation Support Non Government Agency (NGO)

Sometimes an allegation of abuse or neglect is made against a foster carer who is fostering through an Agency other than Child Youth & Family. Child Youth & Family are the statutory body and will need to investigate.

Fostering Kids New Zealand Allegation Support will:

1. Take your initial 0800 call and assign an Allegation Support Worker to support you until you receive the final outcome from your agency.
2. Communicate with Child Youth & Family and other key people to monitor policy and practice standards during the investigation process.
3. Encourage Child Youth & Family to complete the investigation within their time frames.
4. Collect general statistical information and records relating to allegation/investigation processes.
5. Provide you with information and support to enable you to make decisions and guide you through each step of the investigation process.
6. Help you prepare for any meetings or interviews and attend these with you if you wish.
7. Offer independent and unbiased information in a professional manner.
8. Be appropriately trained and supervised.
9. Maintain the highest level of confidentiality.
10. Promote best practice and suggest training options that could help prevent further allegations.



You have the right to have a Support Person of your choice with you in ALL dealings with Child Youth & Family and your Agency. You also have a right to an Interpreter if required.

What happens when an allegation is made?

1. Child Youth & Family receives a “Report of Concern” with an allegation against an agency caregiver.
2. A Child Youth & Family Social Worker is allocated to carry out a Child Family Assessment or investigation, for the child or young person.
3. The Child Youth and Family Social Worker informs the Agency Caregiver, if appropriate, of the allegation, and advises them their Agency will be informed as part of the investigation process.
4. The Child Youth & Family Supervisor advises the Agency of the allegation.
5. Child Youth & Family will conduct an investigation.
6. Summary of relevant information is given to the Agency via a face-to-face meeting with a Senior Child Youth & Family staff member and by a formal letter.
7. The Agency meets with the caregiver to inform the caregiver of the outcome of the investigation and to review the caregiver status and any remedial actions.
8. It is the Agency’s responsibility to decide the continued approval status of their caregiver.
9. The agency reports the outcome of the caregiver re-assessment to Child Youth & Family.

During an Investigation you can expect Child, Youth & Family to:

1. Treat all allegations as a priority and investigate as soon as possible.
2. Have a process for investigating allegations which is time limited with clear beginning and end points.
3. Be professional and thorough, respectful toward you, fair and keep an open mind.

4. Make final decisions only after all the relevant information has been gathered and assessed and the investigation is complete.
5. Ensure you are given information and offered support during the investigation.
6. Inform you of the Fostering Kids New Zealand Allegation Support process, provide information and contact details **Freephone 0800 693 278**.
7. Inform you if the matter is referred to Police.

During Child, Youth & Family Investigation process:

1. Two Social Workers will carry out the investigation; this cannot be the child's Social Worker.
2. The Social Worker will consider the safety of all the children in the home and will make a decision as to whether or not the child/ren are removed from your care during the investigation.
3. The Social Worker will keep you informed of the progress of the investigation.
4. You will be interviewed and your Agency and/or Fostering Kids Support Worker will be able to support you during this time.
5. Family/Whanau, Professionals and others involved with the child may also be interviewed.
6. Following the investigation, a report will be written by the Social Worker and given to their supervisor to be approved.
7. This summary of relevant information will be given to the Agency via a face to face meeting with a senior Child Youth and Family staff member.
8. The Agency reviews the caregiver status to determine their continued approval status and any actions that may be required.

Once the investigation is completed

1. The person who made the allegation will be advised the matter has been investigated and told if further action has been taken (not the details of the further action)
2. If the allegation made against you is unfounded, Child Youth & Family will inform all parties, the matter will be closed and no further action will be taken.
3. If the allegation is founded your Agency will decide whether to revoke your caregiver approval or recommend further training.

Following an investigation you have the right to:

1. Receive a written letter from your Agency outlining the allegations made against you and the outcome of the investigation.
2. Be informed of your current foster carer status and any recommendations made.
3. Apply for any information written about you through the Privacy Act 1993.

You also have the right to make a complaint:

1. Regarding any aspect of Child Youth & Family investigation through their official complaints process
2. Regarding the management and support of your Agency through their complaints process
3. About the Fostering Kids Allegation Support Service through our complaints process, contact 0800 693 323 for details
4. Appeal to the complaints process through the Ombudsman. The Ombudsman can be contacted on 0800 802 602 or PO Box 10152, Wellington. The Ombudsman can make recommendations, however they are unable to reverse any decisions.

Contact Information for the Critical Support Service:

Critical Support Manager: Maureen Roche

Freephone 0800 693 278 | Phone: 04 566 0169 | Fax: 04 566 0295

Email: criticalsupport@fosteringkids.org.nz



You can access the Child, Youth & Family Services Practice Centre www.practicecentre.cyf.govt.nz/

Investigation Process When an Allegation is Made Against Caregivers of a Non-Government Organisation (NGO) – With Section 396 status

*This excludes Child Youth and Family caregivers

