



Information Sheet

Allegation Support Child, Youth and Family Caregivers

If you have had an allegation made against you, what can you expect during the investigation process

Fostering Kids New Zealand Allegation Support will:

- Take your initial 0800 call and assign an Allegation Support Worker to support you until the CYFS investigation is completed.
- Make a referral to our Allegation Support Lawyer if required.
- Communicate with CYFS and other key people to monitor policy and practice standards during the investigation process.
- Encourage CYFS to complete the investigation as soon as possible.
- Collect and maintain general statistical information and records relating to allegations and investigation processes.
- Provide you with information and support to enable you to make decisions and guide you through each step of the investigation process.
- Help you prepare for any meetings or interviews and attend these with you if you wish.
- Offer independent and unbiased information in a professional manner.
- Be appropriately trained and supervised.
- Maintain the highest level of confidentiality.
- Promote best practice standards and suggest training options that will help prevent further allegations from occurring.
- Support you throughout the investigation until you receive the Final CYFS Report.

PLEASE REMEMBER: You have the right to have a Support Person of your choice with you in ALL dealings with CYFS. You also have a right to have an Interpreter if you require.



During an Investigation you can expect Child, Youth & Family Services 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 NZ Allegation Support Process, provide information and contact details **Freephone 0800 693 278**.
7. Inform your Caregiver Liaison Social Worker.
8. Inform you if the matter is referred to Police. You can then contact Fostering Kids and seek legal advice if you wish.

During Child, Youth & Family Services Investigation process:

9. Two Social Workers will carry out the investigation; they cannot be the child's Social Worker or the Caregiver Liaison Social Worker.
10. The Social Worker will consider the immediate safety of the child involved in the allegation and will make an informed decision as to whether or not the child is removed from your care during the investigation.
11. The Social Worker will keep you informed of the progress of the investigation.
12. You will be interviewed and allowed time to respond.
13. Family/Whanau members, Professionals and others involved with the child may also be interviewed.
14. Following the investigation, a Draft Report will be written and given to the Manager. This Draft Report should contain the specific allegations (subject to Police approval), the findings of the investigation, any action to be taken and whether or not it is recommended you continue to provide foster care to children.
15. A Draft Report should be provided to you no later than 20 working days from the day of allegation so you can read it and respond. Contact your Foster Care Federation Support Worker if you don't. A further 10 working days are provided to allow you to respond to the report and for any changes to be made.
16. The decision regarding Caregiver status is finalised by the Site Manager following the input from the Caregiver.
17. Final letter sent to Caregiver signed by the Manager outlining - Final decision, rationale, and any further actions.

Once the investigation is completed you have the right to:

1. Receive a written report outlining the allegations made against you, the investigation process and outcome.
2. Be informed of your current foster carer status and any recommendations made.
3. Have a face to face meeting with CYFS Manager and/or Practice Leader and Supervisor.
4. Request CYFS review the investigation.
5. Make a complaint about CYFS using the complaints procedure.
6. Appeal to the complaints process through the Ombudsman on 0800 802 602 or PO Box 10152, Wellington. The Ombudsman is able to review the investigation and process.
7. Make a complaint to Fostering Kids NZ National Office on 0800 693 278.
8. View any information written about you through the Official Information Act.
9. 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)
10. If the allegation made against you is unfounded, CYFS will inform all parties, the matter will be closed and no further action will be taken.
11. CYFS will record information concerning the investigation and outcome on the child's file and your file.



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 Child Youth and Family Caregivers

- This excludes Non Government Agency Caregivers

Investigation completed

Draft Outcome Report to Practice Leader
Includes findings of investigation and recommendations regarding the Caregiver status.

Option given to Caregiver to receive report before meeting with Social Worker.

Draft Outcome Report shared with Caregiver, with Caregiver input received and considered. This is done by investigating Social Worker and Supervisor.
Timeframe – 20 working days from notification receipt

Caregiver status to be reviewed in consultation with Caregiver, Supervisor and Caregiver Social Worker, Child's Social Worker and Supervisor.

Caregiver/s provides feedback

Amended Outcome Report provided to Caregiver with a covering letter to include:

- Opportunity to meet with Practice Leader to discuss findings and recommendations
- Signature of Practice Leader
- Statement regarding ongoing support of Caregiver (if revocation is not recommended)

Caregiver declines opportunity for meeting

Practice Leader meets with Caregiver to discuss recommendations – considers Caregiver views and input.

Decision regarding Caregiver status finalised by Practice Leader following input from Caregiver

Final Letter sent to Caregiver signed by Practice Leader outlining:

- Final Decision
- Rationale
- Any further actions

Timeframe – Within 30 working days from notification receipt.