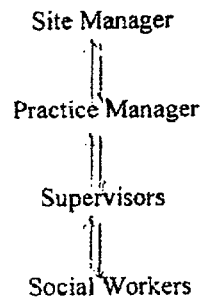


## CHILD, YOUTH & FAMILY

National Management Structure  
(refer P.55 of Let's Stop Abuse Together)

Local Office Structure in Auckland – 8 sites.



Social Workers are grouped in teams (usually 4-5 members), under a Supervisor who allocates the work to be done and is available (and is expected) to be consulted as the inquiry progresses.

An inquiry /notification is first received at our national Call Centre located in Auckland –

0508 FAMILY or 0508 326 429.

You will always be able to speak to a telephonist who then transfers you to a social worker in the centre (no voice mail). This is the process within business hours although eventually it will be available (hopefully) outside these hours.

After hours, weekends & public holidays you still ring the same number and ask to be linked to the after hours social worker who is on call from each office.

All the information is entered into the computer and depending on the criticality of the information, it will either be picked up in the local office the next day, or if it is urgent, a phone call is also made to the local office to highlight the urgency of an investigation which needs to begin the same day.

Two social workers are allocated to investigate the issues (must be care & protection), one of whom will (usually) remain with the case until closure.

The young offenders referred to our Service by the Police have a different process but I am assuming it is care & protection issues that create the most hassle for parents.

The key (main) social worker usually has the ongoing contacts with the family and where difficulties

arise in these contacts, the supervisor should be contacted by the family to endeavour to remove any barriers to open communication.

Should this not help the relationship with the social worker, the Practice Manager can be approached.

The Practice Manager's role (instituted Oct.2000) is to monitor & promote good social work practice in their office, supervise the Supervisors, and mediate where breakdowns in communication occur.

I would always encourage family members (parents/caregivers) to keep in contact with their social worker. Social workers are always working with a number of children & their families at any one time, and can be guilty of not keeping families as informed as they should be, but that should never stop a family from picking up the phone. If the social worker is out leave a message & if there is no response after a reasonable time, ring & ask to speak to their Supervisor.

If there is a difficulty knowing who to ring, the Call Centre will always be able to provide that information.

Outside Child Youth & Family, there are several other avenues to seek redress when you have exhausted every other avenue

Commissioner for Children: This office is based in Wellington & enquiries are probably best addressed in writing in the first instance.

It is the Commissioner's function "to investigate any decision or recommendation made, or any act done or omitted, under this Act in respect of any child or young person in that child's or young person's personal capacity" (Children, Young Persons & Their Families Act, 1989 Sec 410)

Counsel for Child : This is a solicitor who when court proceedings are instituted, is appointed by the Court to specifically look after the child's best interests & his/her opinion carries great weight when a Family Court Judge is considering orders pertaining to a child or young person.

Ask the social worker for the name & phone number of the Counsel, whose costs are paid for by the Department for Courts.

Local Minister of Parliament: Complaints are sometimes made to M.P's when all else has failed or when families do not know who else to turn to.

## CHILD YOUTH & FAMILY

### AUCKLAND OFFICES

Grey Lynn : Site Manager Jesse Henderson Ph. 914 1195

Practice Manager Frankie Felton Ph .914 1141

Royal Oak : Site Manager Akaiti Crummer Ph. 913 1237

Practice Manager Lorinda Harding Ph 913 1230

Takapuna : Site Manager Barbara Thomson Ph 917 5330

Practice Manager Sharon Thom Ph 917 5346

Henderson (Waitakere) Site Manager Suse Sligo Ph 913 0231

Practice Manager Ian Hyslop Ph 913 0229

### SOUTH AUCKLAND OFFICES

Otahuhu : Site Manager Julie Sutherland Ph 912 9179

Practice Manager Annie Visan Ph 912 9165

Otara : Site Manager Pam Lafferty Ph 914 0207

Practice Manager Nora Liutai Ph 914.0242

Manurewa : Site Manager Graeme Vincent Ph 9175671

Practice Manager Colleen Gallagher Ph 9175667

Papakura : Site Manager Carl Morris Ph 917 5605

Practice Manager Stewart Love Ph 917 5573