



# MINISTRY OF SOCIAL DEVELOPMENT

*Te Manatū Whakahiato Ora*

Bowen State Building, Bowen Street, PO Box 1556, Wellington 6140 • Telephone: 0-4-916 3300 • Facsimile: 0-4-918 0099

- 9 SEP 2014

Mr Lance Lavery

[fyi-request-1267-94b6126f@requests.fyi.org.nz](mailto:fyi-request-1267-94b6126f@requests.fyi.org.nz)

Dear Mr Lavery

Further to the Ministry's email of 15 August 2014, I am now providing you with a formal response to your request, under the Official Information Act 1982, seeking information regarding Child, Youth and Family policies and procedures.

As you have previously been advised, the information you have requested is publicly available on Child, Youth and Family's Practice Centre website at: [www.practicecentre.cyf.govt.nz](http://www.practicecentre.cyf.govt.nz).

The Practice Centre website holds all social work practice information, including policies and resources. It covers:

- Child, Youth and Family's Practice Vision
- Service Pathway – which gives an overview of the various areas of work
- Practice Frameworks – a high-level picture of Child, Youth and Family's approach to social work practice
- Practice Policy
- Supervision and learning - including professional supervision, learning and development, practice sessions and registration.

As the information you have requested is publicly available, your request is refused under section 18(d) of the Official Information Act.

I understand that you declined an offer from Kylie Anderson from the Porirua Site to assist you in accessing the information you seek through the Practice Centre website. If you change your mind, please contact Ms Anderson on (04) 916 2112.

We are committed to providing excellent service for families, the children and young people that we work with. If you are not happy with the service you have received, we would like to know about it so we can put it right for you and learn from it. To make a formal complaint you can email us at: [complaints@cyf.govt.nz](mailto:complaints@cyf.govt.nz). You will be contacted within one week of your complaint being received and we will try to resolve your complaint within six weeks.

If you are not satisfied, following the outcome of a formal complaint, you can ask for a review by the Chief Executive of the Ministry of Social Development's Advisory Panel. To apply for a review, you can write to:

National Manager  
Review Secretariat  
Ministry of Social Development  
PO Box 1556  
Wellington 6140.

Further information about the Child, Youth and Family complaint process and the Chief Executive's Advisory Panel is available at: [www.cyf.govt.nz/about-us/our-service-commitment/index.html](http://www.cyf.govt.nz/about-us/our-service-commitment/index.html)

I am sorry I could not be more helpful on this occasion. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman  
Office of the Ombudsman  
PO Box 10-152  
WELLINGTON 6143

Yours sincerely



Bernadine Mackenzie  
**Deputy Chief Executive, Child, Youth and Family**