

**From:** [Kathy Puketapu](#)  
**To:** ["Nominations"; "@.."; "@.."; "@..";](#)  
["ODI \(WHAIKAHA\)"](#)  
**Cc:** [Grievance Panel Coordinator \(OT\); Rachel Pettigrew](#)  
**Subject:** Residence Grievance Panel Vacancies - Call for Agency Nominations  
**Date:** Wednesday, 29 October 2025 5:38:31 pm  
**Attachments:** [image001.png](#)  
[Oranga Tamariki Residence Grievance Panel Member Position Profile.pdf](#)

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## IN-CONFIDENCE

Kia ora koutou

I am writing to you for potential candidates on your nomination database who would be interested in being considered for a Oranga Tamariki Residence Grievance Panel role for:

- Te Maioha o Parekarangi (Youth Justice) residence in Rotorua.

Oranga Tamariki currently operates eight residences for tamariki and rangatahi and the ninth residence is operated by Barnardos under contract to Oranga Tamariki. Three residences provide care and protection placements, five residences provide youth justice placements, while one provides placements for the harmful sexual behaviour programme. Residences provide a safe and secure environment for tamariki and rangatahi, while providing both individual and group programmes for residents.

Tamariki and rangatahi in residences have a statutory right to access the grievance procedure to lodge complaints as set out in the Oranga Tamariki (Residential Care) Regulations 1996. This provides a forum for tamariki and rangatahi placed in residences to voice their concerns and to have their complaints addressed.

An independent Grievance Panel for each residence is appointed by the Minister for Children to oversee grievances made by tamariki and rangatahi and carry out any subsequent investigations. Each panel is comprised of two community members and one tangata whenua member who is nominated by the local iwi from the location of the residence.

### **Important notes:**

- As this role includes the Grievance Panel Members visiting the tamariki and rangatahi at the residence, they must reside in the area in which the residence is situated.
- The candidate is not able to apply if they are an Oranga Tamariki employee or hold a contract with Oranga Tamariki.

### **What Grievance Panel Members will bring.**

- The ability to connect with tamariki and rangatahi in a professional manner.
- Reliability and flexibility to fit in with tamariki and rangatahi schedules.
- Inquisitory skills with an ability to analyse and interpret information to establish facts, which will assist in understanding the bigger picture and identify opportunities for improvement.
- The ability to differentiate between an advocacy role and the role of a grievance panellist, which upholds the integrity of the voice of the tamariki and rangatahi through the grievance process.
- Excellent report writing skills.
- Excellent level of computer literacy skills, including the ability to use Microsoft Word and Excel.

There is no specific term of appointment for a Grievance Panel Member, however, there is a tenure review after the first three years and then every subsequent two years. The hours of work are casual and can be from 5 to 10 hours per month. Fees for the role are set at \$360 per

day (pro rata) for members (\$45 per hour) and \$499 per day (pro rata) for the Chair (\$62.40 per hour) in accordance with the Cabinet Fees Framework. The Chair position rotates around the panel.

- **If you do have any potential candidates, they can apply online with their CV and covering letter.**

Click [here](#) to view the job advert. Applications close Friday, 21 November 2025. *Please share this position with any potential candidates or your own network.*

- **For more information see the Grievance Panel Member Position Description attached.**

If you have any questions about the role, please contact

[XXXXXXXXXXXXXXXXXXXXXXXXXXXX@XX.XXX.X.XX](mailto:XXXXXXXXXXXXXXXXXXXXXXXXXXXX@XX.XXX.X.XX).

Thank you in advance.

Ngā mihi

Kathy

**Kathy Puketapu**

**National Grievance Panel Coordinator**

**Senior Advisor | Governance**

Level 16 The Aurora Centre, 56 – 66 The Terrace, Wellington |

PO Box 546, Wellington 6140

☎ T: **s9(2)(g)(ii)** | **s9(2)(g)(ii)**

✉ E: [XXXXX.XXXXXXXXXX@XX.XXXX.XX](mailto:XXXXX.XXXXXXXXXX@XX.XXXX.XX)





**ORANGA  
TAMARIKI**  
Ministry for Children

## RESIDENCE GRIEVANCE PANELS

### POSITION PROFILE AND INFORMATION BRIEF

|                         |                                                                                                                                                                                             |
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| <b>Title:</b>           | Grievance Panel Member                                                                                                                                                                      |
| <b>Location:</b>        | Residence within the panellist's region                                                                                                                                                     |
| <b>Accountable to:</b>  | Minister for Children, through Oranga Tamariki–Ministry for Children                                                                                                                        |
| <b>Accountable for:</b> | Oversight and monitoring of the Grievance Process at Oranga Tamariki Youth Residences                                                                                                       |
| <b>Hours of Work:</b>   | 5 – 10 hours per month                                                                                                                                                                      |
| <b>Remuneration:</b>    | \$360 – \$499 per 8-hour day pro rata                                                                                                                                                       |
| <b>Term of Office:</b>  | Terms of office are open-ended and at the discretion of the responsible Minister. A tenure review is carried out within the first three years of appointment and every two years thereafter |

#### ORANGA TAMARIKI RESIDENCE GRIEVANCE PANELS

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Oranga Tamariki Residences</b> | <p>Residential services provided by the Oranga Tamariki–Ministry for Children are a serious intervention in the lives of children and young people. Care and Protection placements are made for children and young people who require an intensive care environment.</p> <p>Youth Justice placements are for young people who have been remanded by the Court into the custody of the Chief Executive because they are not able to be safely placed in the community, or for young people who have been sentenced to Supervision with Residence through the Youth Court. A residential placement is only considered when no safe community alternative is available.</p> <p>Oranga Tamariki, currently operates eight residences around the country and a ninth residence is operated by Barnardos under contract to Oranga Tamariki (Auckland (3), Palmerston North, Rotorua, Wellington, Christchurch (2) and Dunedin. Residences provide a safe and secure environment, while providing both individual and group programmes for residents. Programmes focus on individual change and growth through specialist education services, programmes targeted to individual needs, clinical services, cultural programmes and physical activities. Every child or young person placed in a residence has an individual care plan which is jointly developed through field social workers, families and residential social workers. In the case of young persons admitted in terms of a sentence of Supervision with Residence, the plan is approved by the Youth Court.</p> |
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| <b>Residence<br/>Grievance Panels</b>                     | <p>Each residence has in place a grievance procedure Whāia te Māramatanga (WTM) as set out in the Oranga Tamariki (Residential Care) Regulations 1996. This provides an essential forum for young people to voice their concerns and to have their complaints dealt with fairly to ensure that Oranga Tamariki meets its legal obligations to provide a safe and rehabilitative environment for young people. Every child and young person placed in a residence has the right to access the grievance procedure to lodge a grievance and the right to advocacy.</p> <p>A Grievance Panel is appointed to oversee grievances lodged as part of this procedure. Each panel member is appointed by the Minister for Children on the nomination of the Chief Executive of Oranga Tamariki, following consultation with the Principal Youth Court Judge, the Principal Family Court Judge, and the Children's Commissioner. Each panel is comprised of two community members and one tangata whenua member who is nominated by the local iwi from the location of the residence.</p> |
| <b>Function and duties<br/>of the Grievance<br/>Panel</b> | <ul style="list-style-type: none"> <li>• Monitor compliance with the grievance process.</li> <li>• Conduct reviews that have been referred to the Grievance Panel in accordance with the outlined procedures.</li> <li>• Conduct reviews of any decisions made by the residence manager with regards to grievances made to them by a child or young person in the residence.</li> <li>• Provide a quarterly report in writing including information on:             <ul style="list-style-type: none"> <li>○ compliance with the grievance procedure</li> <li>○ reviews or investigations carried out in the previous quarter.</li> </ul> </li> <li>• Reports at other times as deemed appropriate.</li> <li>• Investigate any grievances made regarding the Residence Manager.</li> <li>• Facilitate the residents' knowledge of the grievance process.</li> <li>• Any other functions imposed on it by the grievance procedure.</li> </ul>                                                                                                                                     |

### KEY RELATIONSHIPS AND ACCOUNTABILITIES

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Key Stakeholders</b>                 | <ul style="list-style-type: none"> <li>• Chief Executive, Oranga Tamariki</li> <li>• Principal Youth Court Judge</li> <li>• Principal Family Court Judges</li> <li>• Children's Commissioner</li> <li>• Chief Ombudsman</li> <li>• Independent Monitor of the Oranga Tamariki System.</li> </ul>                                                                                                  |
| <b>Key Functional<br/>Relationships</b> | <ul style="list-style-type: none"> <li>• Children and young people in residential care</li> <li>• Other grievance panel members</li> <li>• Residence manager, Oranga Tamariki</li> <li>• Residence staff, Oranga Tamariki</li> <li>• National Grievance Panel Co-ordinator, Oranga Tamariki</li> <li>• Residence Grievance Co-ordinator, Oranga Tamariki</li> <li>• External advocates</li> </ul> |

### PERSON SPECIFICATION

|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Desired knowledge,<br/>skills and attributes</b> | <ul style="list-style-type: none"> <li>• An understanding and appreciation of tikanga Māori, and commitment to improve outcomes for Māori.</li> <li>• Ability to relate effectively to children and young people so that their understanding of the grievance process is strong and accurate.</li> <li>• Ability to communicate, interact with and develop effective relationships with a wide range of people in different situations.</li> <li>• Ability to provide direction and leadership to others and work cooperatively to maximise the effectiveness of a team and achieve group objectives.</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• Ability to follow procedures consistently to maintain the integrity of the grievance process.</li> <li>• Experience in report writing and the ability to produce good quality written work in a timely manner. Good level of literacy, numeracy and computer literacy skills, including the ability to use word processing and spread-sheet software; as well as the ability to readily up- skill computer skills as and when required.</li> <li>• Ability to analyse or investigate a matter where needed, applying good judgement to resolve an issue.</li> <li>• Knowledge of, and the ability to apply, the Oranga Tamariki Act 1989, the Oranga Tamariki (Residential Care) Regulations 1996 and other relevant legislation.</li> <li>• Ability to differentiate between an advocacy role for an individual and the role of a grievance panellist, which upholds the integrity of the voice of the child through the grievance process.</li> <li>• Strong track record of honesty and integrity and the ability to model these attributes to the children and young people.</li> </ul> |
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### HOURS OF WORK AND REMUNERATION

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| Hours of Work | <p>The role of a Grievance Panel Member does not have predetermined hours of work.</p> <p>It is estimated that panel members will each spend approximately 5 – 10 hours per month carrying out their duties, depending on the size of the residence. The amount of time spent engaging in panel duties may fluctuate depending on what, if any, issues arise in relation to the oversight of the grievance process.</p>    |
| Remuneration  | <p>Grievance Panel members are paid fees in accordance with the Cabinet Fees Framework. The rate of remuneration is \$360 per day pro rata for a panel member and \$499 per day pro rata for the panel Chair. Grievance Panels operate on the basis of a rotational Chair.</p> <p>Grievance Panel members are also able to claim reasonable travel related expenses and are required to submit payment claim invoices.</p> |

### APPOINTMENTS

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| Expressions of Interest | <p>Nominations and expressions of interest are welcome at any time so that a pool of Grievance Panellists is available as and when vacancies arise.</p> <p>Nominations and expressions of interest should be made by sending a cover letter and current CV to <a href="mailto:Grievance_Panel_Coordinator@ot.govt.nz">Grievance_Panel_Coordinator@ot.govt.nz</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                         |
| Process                 | <p>Expressions of Interest from within the community and candidate nominations from Cabinet are sought for consideration.</p> <p>Potential candidates are asked to complete a pre-appointment disclosure, consent and declaration form.</p> <p>Representatives from the Ministry and stakeholders are involved in the selection process. The selection process includes short listing and an interview process from which the preferred applicants are identified.</p> <p>Police and referee checks, and consultation with key stakeholders is completed.</p> <p>Each panel member is appointed by the Minister for Children. The Minister's intention to appoint a Grievance Panel member is notified to Cabinet through the Cabinet Appointments and Honours Committee.</p> |
| Tangata Whenua member   | <p>The legislation states that each Grievance Panel will consist of at least one tangata whenua member from the area in which the Residence is situated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                                  | <p>Local Iwi are asked to identify a suitable representative for nomination. A letter of endorsement from the local iwi confirming the nomination is required.</p> <p>Once identified, the nominee is then required to undergo the same appointment process as non-tangata whenua representatives.</p> |
| <b>Timeframe for appointment</b> | <p>Once a preferred candidate is identified for a vacancy, the timeline for appointment can take between five to six months, dependant on the rate of completion for each stage of the process.</p>                                                                                                    |
| <b>Resignations</b>              | <p>Panel members can resign at any time. Should a panel member wish to resign, a letter of resignation should be sent to the Grievance Panel Coordinator at <a href="mailto:Grievance_Panel_Coordinator@ot.govt.nz">Grievance_Panel_Coordinator@ot.govt.nz</a>.</p>                                    |