



Kei te rongo koe?
Are you listening?



Our Voices on the State of Care



VOYCE - Whakarongo Mai
July 2025



VOYCE's first State of Care Report & 6 Promises Scorecard

6 Promises for tamariki and rangatahi in care:

Promise 1

I promise to take care of you and make sure you have the things you need.

E kī taurangi ana au kia whakahōnore ā mātua nei, kia whakarato ki a koe.

Promise 2

I promise to make sure you have safety and stability in your life.

E kī taurangi ana au kia noho mātāmua te pūmautanga i roto i tō oranga.

Promise 3

I promise to help you with your education goals and dreams.

E kī taurangi ana au kia whakarato i te tautoko ki a koe e whai ai koe, e whai wāhi ai hoki koe ki ō whāinga me ō wawata mātauranga

Promise 4

I promise to support you with healthcare when you need it.

E kī taurangi ana au kia whai wāhi koe ki ngā ratonga hauora e tika ana mōu i te wā e tika ana.

Promise 5

I promise to listen and include you when decisions are made about you.

E kī taurangi ana au kia mātua whai wāhi atu koe ki ngā whakatau e pā ana ki a koe kei noho ana koe ki ngā pūnaha tiaki.

Promise 6

I promise to help you feel confident in who you are, and learn about your whakapapa, culture and language.

E kī taurangi ana au kia whanake i tō tuakiri, kia mōhio ki tō whakapapa, kia whakatipu hoki i tō mana motuhake.

Are these promises being kept?

6 Broken Promises

None scored over 5/10

Worst results:

- Safety – physical and emotional
- Stability
- Mental health

Better results:

- Feeling loved and cared for
- Connection with family
- Understanding rights

Promise 1	You promised to take care of me and make sure I have the things I need	4.5 / 10
	We feel loved and cared for.....	6.8 / 10
	We have the things we need, when we need them.....	3.5 / 10
	We have trusting relationships with kaimahi and get the support we need from them ³	4.3 / 10
	When we leave care, we feel well supported and have what we need.....	3.6 / 10
Promise 2	You promised to make sure I have safety and stability in my life	1.9 / 10
	We are safe.....	0.8 / 10
	We have a safe and stable place to live.....	1.6 / 10
	We have the chance to develop trusting connections; we feel settled.....	3.3 / 10
Promise 3	You promised to help me with my education goals and dreams	3.6 / 10
	We attend school.....	3.5 / 10
	We have the support we need and want to do well in school and study.....	3.7 / 10
	We feel hopeful about the future; we get to have hopes and dreams.....	3.5 / 10
Promise 4	You promised to support me with healthcare when I need it	2.6 / 10
	We have good mental health and wellbeing.....	1.3 / 10
	We have access to the health and wellbeing services we need and want.....	3.9 / 10
Promise 5	You promised to listen and include me when decisions are made about me	4.2 / 10
	We understand our rights, and we're supported to speak up.....	4.6 / 10
	We are kept informed and can have a say in the things that matter to us.....	4.0 / 10
	We feel heard.....	4.0 / 10
Promise 6	You promised to help me feel confident in who I am, and learn about my whakapapa, culture and language	3.6 / 10
	We know who we are and where we come from.....	3.0 / 10
	We are connected with our whānau and families.....	5.5 / 10
	We feel accepted and supported to grow and express our identity.....	2.4 / 10

Why this report is important (& different)

- Better care needs more than oversight and monitoring.
- We looked at what matters to rangatahi, not just what matters to the care system.
- Kia tika, kia pono – we honour the stories already told.
- It was co-written with two care-experienced rangatahi and is filled with the voices of hundreds of others.

“It’s [OT oversight system] not monitoring the experiences of young people, it’s monitoring the compliance of the system.”

“Politicians say ‘this is a system’. This is not a system. This is how I lived. The state becomes our parents, and the system becomes our childhood.”

“People do not understand how powerful my words are – they come from experience – often trauma... this is real life we are sharing or contributing. It is the most emotionally expensive thing we have to offer... I am entrusting someone to do something meaningful with my words.”



What does this mean for you?

As part of this report, we asked rangatahi atawhai what it would look and feel like if the 6 promises were being kept. Here's what they told us:

- Take the time to know us so you can understand our needs
- Show us we can trust you by following through on what you say
- Integrate our voices and insights into your practice and processes
- Create accessible pathways for us to participate in ways that work for us
- Undertake trauma informed, disability, and cultural consciousness training
- Work with kaimahi in adjacent spaces to wrap around us
- Listen to what we say and what we don't say
- Utilize ethical frameworks like *Kia Tika*, *Kia Pono* in your engagements with us
- If something is outside the scope of your mahi, connect us with services or people who can fill the gap
- Encourage us to dream, set goals and plan for a future beyond our current situation, just as you would with any other child





We encourage you to think about these insights in the context of your own mahi, and how you might apply these learnings in practice to strengthen outcomes for tamariki and rangatahi in care.



Kei te rongo koe? is a taonga, it is filled with our voices, experiences and suggestions. It's an invitation to understand us better, and a resource to help you do better by us now and into the future. But it is also a challenge. When we run our scorecard again in 2027, we want to see real change. We want to see the 6 Promises become a reality for all tamariki and rangatahi atawhai, and we all have a part to play.

