

# Evaluating the voluntary information sharing provisions of the Oranga Tamariki Act 1989

Findings from Survey One



SYNERGIA

The Oranga Tamariki Evidence Centre works to build the evidence base that helps us better understand wellbeing and what works to improve outcomes for New Zealand's children, young people and their whānau.

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# Contents

<b>Executive Summary .....</b>	<b>2</b>
Introduction.....	2
Survey approach.....	2
Key findings.....	2
Next Steps.....	3
<b>Introduction .....</b>	<b>4</b>
<b>Methods .....</b>	<b>5</b>
Survey design .....	5
Approach to analysis .....	5
Limitations .....	5
<b>Survey respondents.....</b>	<b>7</b>
<b>Awareness and understanding of the new provisions.....</b>	<b>8</b>
Understanding rights and powers to share information.....	9
Information Sharing Helpline .....	10
<b>Requesting and sharing information .....</b>	<b>11</b>
Challenges to receiving information under the Oranga Tamariki Act 1989 .....	12
Reasons for not obtaining requested information under Family Violence Act 2018 .....	12
Forms to request information .....	12
Receiving requests for information .....	14
Reasons for not sharing information requested under Oranga Tamariki Act 1989.....	15
Consultation with tamariki.....	15
<b>Factors that supported or challenged engagement with the new provisions ..</b>	<b>18</b>
Supporting factors.....	18
Challenges .....	18
<b>Respondent’s ideas for improvements .....</b>	<b>20</b>
<b>Key Insights.....</b>	<b>21</b>

# Executive Summary

## Introduction

This report presents a descriptive analysis of an online survey on the voluntary information sharing provisions in the Oranga Tamariki Act 1989 and the Family Violence Act 2018 that came into force on 1 July 2019 (the new provisions). The survey was designed to identify the use and understanding of the new provisions. The survey was sent to relevant Oranga Tamariki staff, other government agencies, and non-government agencies working in the child welfare and protection sector; these contacts were provided to us by Oranga Tamariki and were contacts that they had previously engaged with on the new provisions. This provided us a 'biased sample' to help gauge how those who were more likely to have engaged with the provisions were finding them.

The survey was designed by Oranga Tamariki and implemented by Synergia and is part of a wider evaluation being undertaken by Synergia and commissioned by Oranga Tamariki. The survey represents the first piece of formative feedback and will inform ongoing engagement from Oranga Tamariki in relation to the new provisions.

## Survey approach

The survey was disseminated via SurveyMonkey and was sent out via email and the Oranga Tamariki staff intranet. The survey was made available from 24 February 2020 until 11 March 2020.

This survey was designed to understand people's current understanding and use of the new provisions, as well as factors that supported or challenged this. Respondents were also asked about any consultation with tamariki and whānau, and ideas for improving people's understanding and use of the new provisions.

The key limitation of the survey was the overall number of responses, particularly from people working outside of Oranga Tamariki. This made it difficult to identify insights across the child welfare and protection sector.

## Key findings

Some of the key findings were:

- There was a good awareness of the new information sharing provisions under the Oranga Tamariki Act 1989, however, there was less confidence in how to use the Act in practice.
- Respondents reported a need for more education and training particularly on how to apply the new provisions.

- Respondents found Oranga Tamariki’s engagement in supporting people to understand the new provisions valuable, particularly the pre-implementation consultation process.
- There was a lack of awareness of the information sharing helpline.
- Respondents found consulting with tamariki and whānau difficult and wanted clearer guidance on how to keep tamariki and whānau safe when consulting them in relation to information sharing.

## **Next steps**

The subsequent phases of the evaluation will involve key stakeholder interviews with Oranga Tamariki staff, other government agencies and NGOs, and the development of case examples. These case examples will provide opportunities to share how the new provisions are being used in practice, what factors are supporting/challenging this, as well as identifying opportunities for improvement.

# Introduction

This report presents the results of an online survey designed to gauge the levels of use and understanding of the voluntary information sharing provisions (new provisions) in the Oranga Tamariki Act 1989 and the Family Violence Act 2018 which came into force on 1 July 2019. These new provisions are designed to enable safe and appropriate information sharing to ensure everyone working with tamariki can collaborate in the best interests of the child.<sup>1</sup> The survey ran from 24 February 2020 until 11 March 2020.

The survey was designed to identify people's understanding and use of the new provisions. It was available to all Oranga Tamariki staff and sent to government agencies, and non-government agencies working in the child welfare and protection sector who Oranga Tamariki had previously engaged with on the new provisions. This provided us a 'biased sample' to help gauge how those who were more likely to have engaged with the provisions were finding them.

The insights from the survey were designed to inform Oranga Tamariki's ongoing engagement with the sector in terms of training and/or other support to understand and use the new provisions. The survey also provides a baseline to enable Oranga Tamariki to track changes in the understanding and use of the provisions over time. The survey findings will also inform the next phase of evaluation activity, which is likely to involve key stakeholder interviews to support rapid feedback on the ongoing understanding and use of the new provisions.

This survey was designed by Oranga Tamariki and implemented by Synergia. The survey represents the first piece of formative feedback from the sector and will contribute to the wider evaluation of the new provisions. Overall, the evaluation is designed to support Oranga Tamariki in understanding:

1. How the sector was prepared to respond to the changes?
2. What has supported and challenged preparation?
3. How is information being shared across the sector and how are the new provisions influencing this?
4. Are the new provisions being implemented as intended?
5. What is supporting and challenging the sector from sharing information?
6. How are whānau being engaged in the information sharing process?
7. What ideas are there for improvements?

The survey was designed to reflect the evaluation questions, and the key findings from the survey are presented in this report.

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<sup>1</sup> Information Sharing. Oranga Tamariki website. [www.orangatamariki.govt.nz/working-with-children/information-sharing/](http://www.orangatamariki.govt.nz/working-with-children/information-sharing/)

# Method

Oranga Tamariki designed the survey, and Synergia reviewed and disseminated the survey via SurveyMonkey. This survey was sent to child welfare and protection sector stakeholders, such as NGOs, other government agencies, and staff in Oranga Tamariki.



The survey was sent out in two different ways:

- Oranga Tamariki provided emails of the child welfare and protection sector stakeholders and Synergia sent the survey link.
- Internal staff were provided with a survey link via the staff intranet (Te Pae).

The survey was live from 24 February 2020 until 11 March 2020.

## Survey design

The survey took around 5-10 minutes to complete and asked a mix of open and closed ended questions relating to:

- Awareness and understanding of the new provisions
- Awareness and use of the information sharing helpline
- Involvement in requesting information to be shared
- Involvement in receiving a request for information
- Consulting with whānau and tamariki to supporting information sharing.

## Approach to analysis

This report presents a descriptive analysis of the data. The charts present summarised data for all survey respondents. Because the number of responses were low for particular sub-groups, such as organisation or staff role, the number of respondents is presented as the use of percentages alone could be misleading.

We have analysed all responses and broken the data down by place of employment to identify any major differences, or whether data was skewed by the larger number of Oranga Tamariki respondents. In most cases, there was no distinct difference. It is important to note the low number of respondents from other agencies makes it hard to make clear comparisons.

## Limitations

The key limitation for the survey relates to the small number of responses, particularly for people working outside of Oranga Tamariki. This makes it difficult for

the findings to provide insights in the experience with the new provisions across the child welfare and protection sector.

There were a few stakeholders who sent emails to Synergia and Oranga Tamariki stating that they did not feel able to answer the survey because they had not used the new provisions yet. To increase responses for the follow-up survey, the introduction should note that people do not need to have used the new provisions to complete some aspects of the survey.



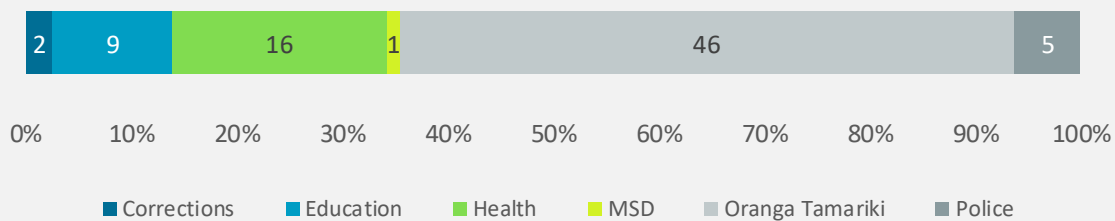
# Survey respondents

In total, there were 143 responses. The response rate cannot be calculated, as the survey was also sent out via a newsletter, and we do not know how many people responded to the survey through this link.

Out of the 280 emailed invitations to child welfare and protection sector stakeholders, 63 responded. There were also an additional 12 responses from people who were referred by others to do the survey. An extra 68 responses came through an internal survey link on the Oranga Tamariki intranet page Te Pae.

When survey respondents were asked to name their employer, almost 80% said they were a New Zealand government agency worker. Most of these respondents were from Oranga Tamariki (58%). The breakdown of government agency workers can be seen below in Figure 1.

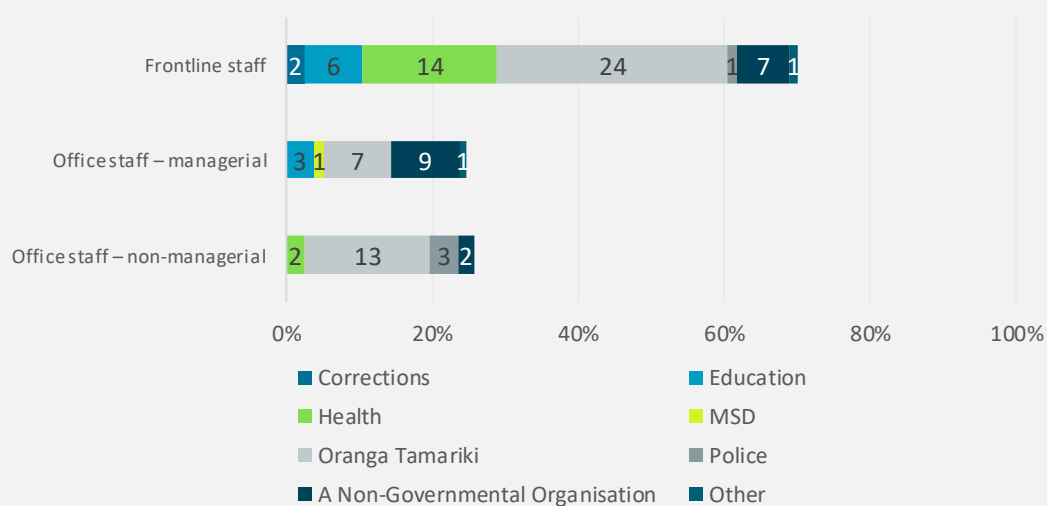
Figure 1: Breakdown of government agency respondents (n=79)



Most respondents came from Auckland (25%), Wellington (24%) and Northland (22%), with some from Canterbury (12%) and only small numbers from the other regions. The majority of respondents were also frontline workers employed by Oranga Tamariki.

Figure 2 below shows a summary of the respondents' roles and their employers.

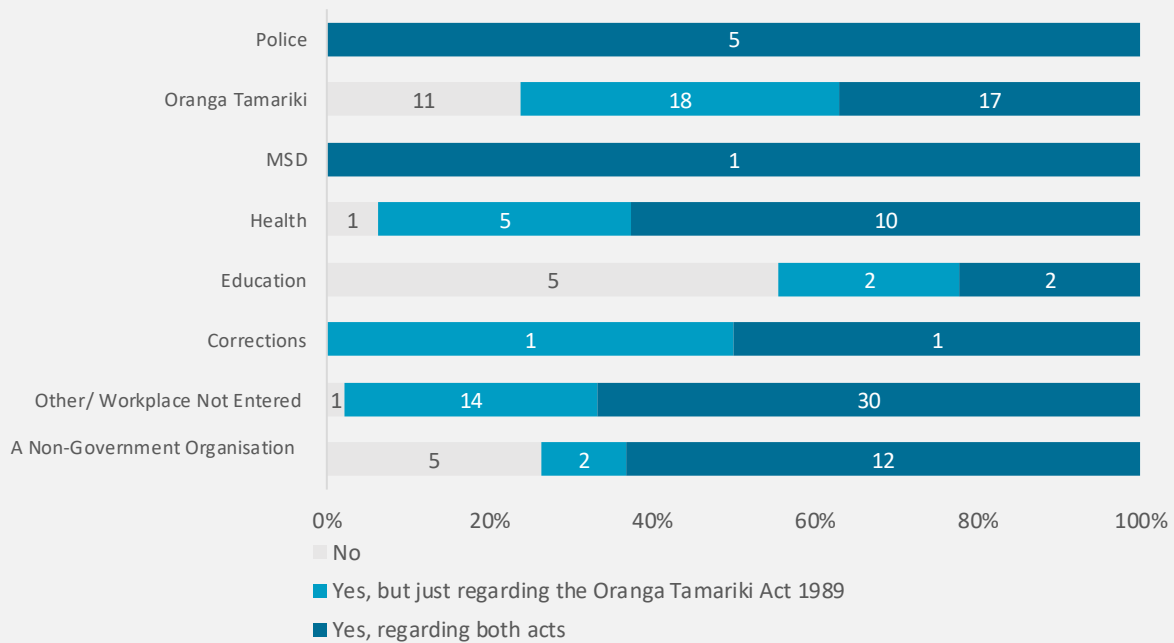
Figure 2: Respondents' roles and employers (n=97)



# Awareness and understanding of the new provisions

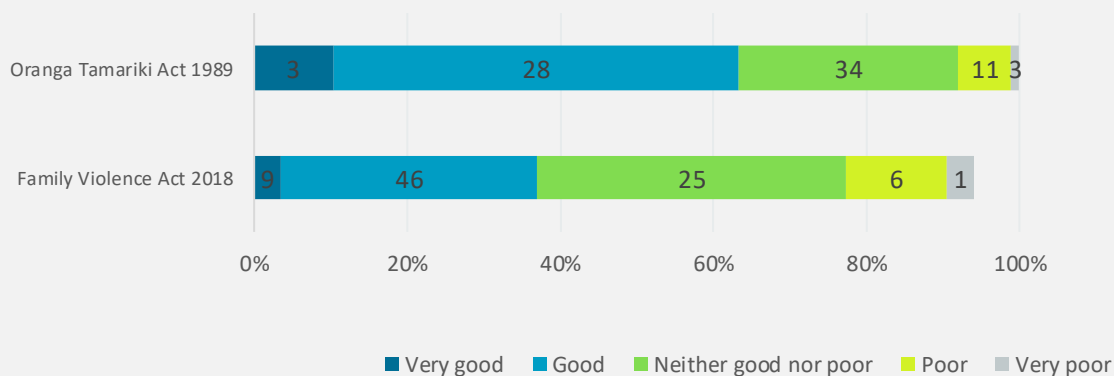
Most respondents were aware of the new provisions relating to the Oranga Tamariki Act 1989 and the Family Violence Act 2018. Only 16% of respondents were unaware of the changes to both Acts (Figure 3).

Figure 3: Respondents' understanding and use of Oranga Tamariki Act 1989 and the Family Violence Act 2018



Many respondents rated their current understanding and use of the new provisions as 'good' for the Oranga Tamariki Act 1989, as shown in Figure 4 below. However, their understanding and use of the Family Violence Act 2018 dropped, with most respondents rating their understanding as 'neither good nor poor'. The difference in the understanding of both Acts could be explored further through subsequent phases of the evaluation.

Figure 4: Current understanding and use of both Acts (n=87)



A greater proportion of Oranga Tamariki respondents rated their understanding of the Family Violence Act 2018 poorly while NGOs rated their understanding of both Acts more highly.

## Understanding rights and powers to share information

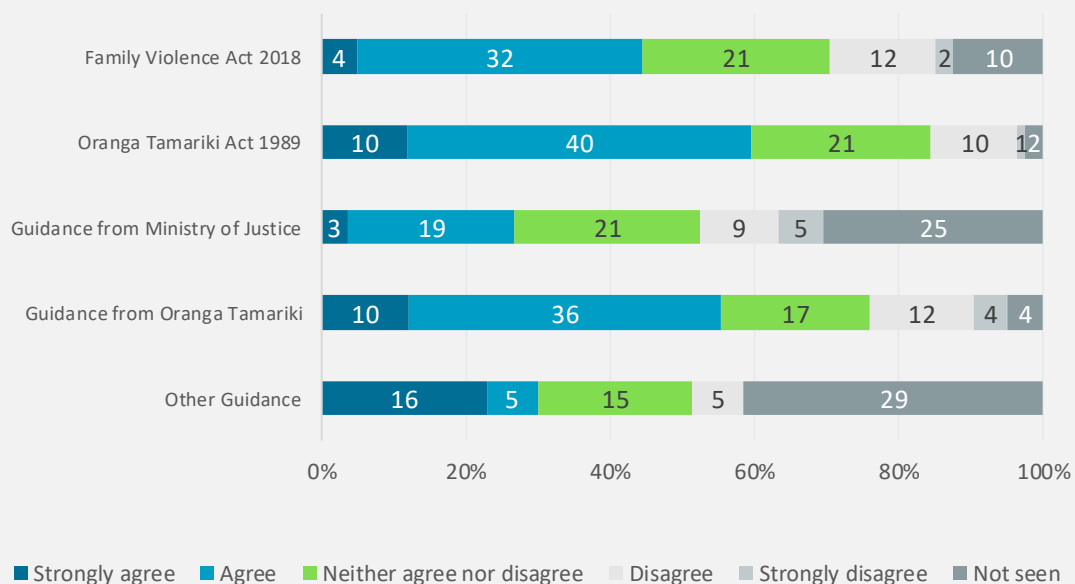
- Most respondents agreed that the information from the Oranga Tamariki Act 1989 and Oranga Tamariki guidance clearly informed them of their rights to share information and enabled them to use the new provisions confidently (sector.

Figure 5 and Figure 6).

Around 30% of respondents had not seen the Ministry of Justice guidance. Some of the other guidance seen included:

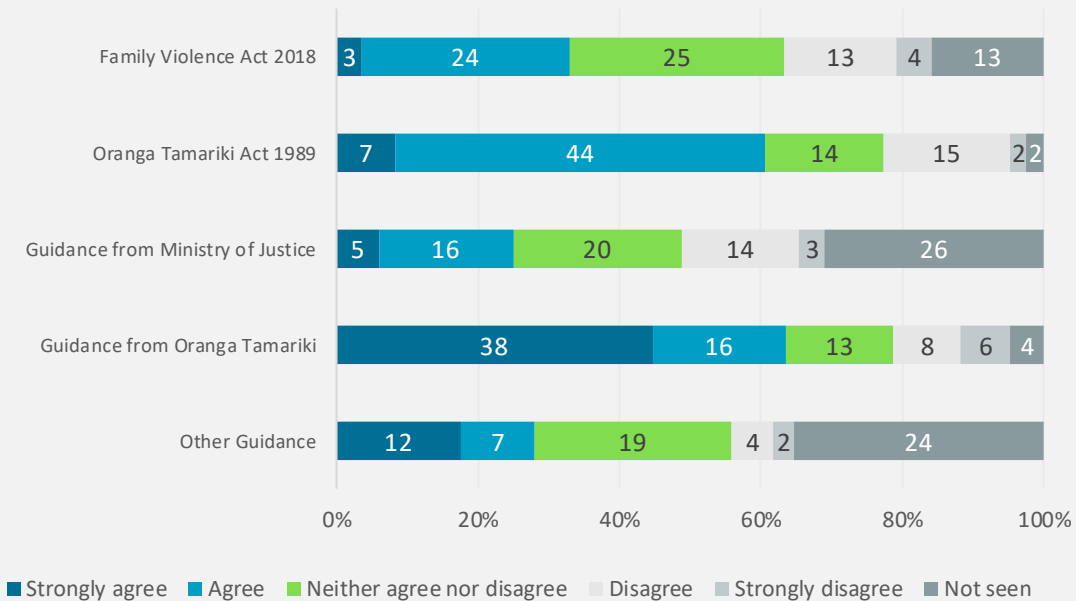
- Internal documents from organisations or government agencies
- Conversations with management teams
- Emails and flyers from people in the sector.

Figure 5: How much respondents agreed that the information clearly informed them of their rights and powers to share information (n=84)



Only 33% of respondents agreed or strongly agreed that they were able to use the information sharing provisions confidently under the Family Violence Act 2018 compared to 60% of respondents under the Oranga Tamariki Act 1989 (Figure 6).

Figure 6: How much respondents agreed that the information enabled them to use the information sharing provisions confidently (n=84)



## Information Sharing helpline



Oranga Tamariki and the Ministry of Justice set up a phone line to respond to questions and support people in understanding and using the new provisions. The phone line was targeted to people working outside of Oranga Tamariki, as internal staff were supported by training, and other resources and activities. This was evident in the data as only 30% (8 out of 35) of Oranga Tamariki respondents were aware of the helpline.

Most people did not know about the helpline and none of the respondents who answered the question said they had used the helpline before. Of the 53 respondents working outside of Oranga Tamariki who answered the question about the helpline:

- **36%** of respondents said they were aware of the helpline but *had not used it*
- **64%** of respondents said they were not aware of the helpline.

The health sector was mostly unaware of the helpline with only 15% (2 out of 15) responding that they knew about it. However, a greater proportion of NGOs was aware of the helpline, with 57% (8 out of 14) indicating they knew of it.

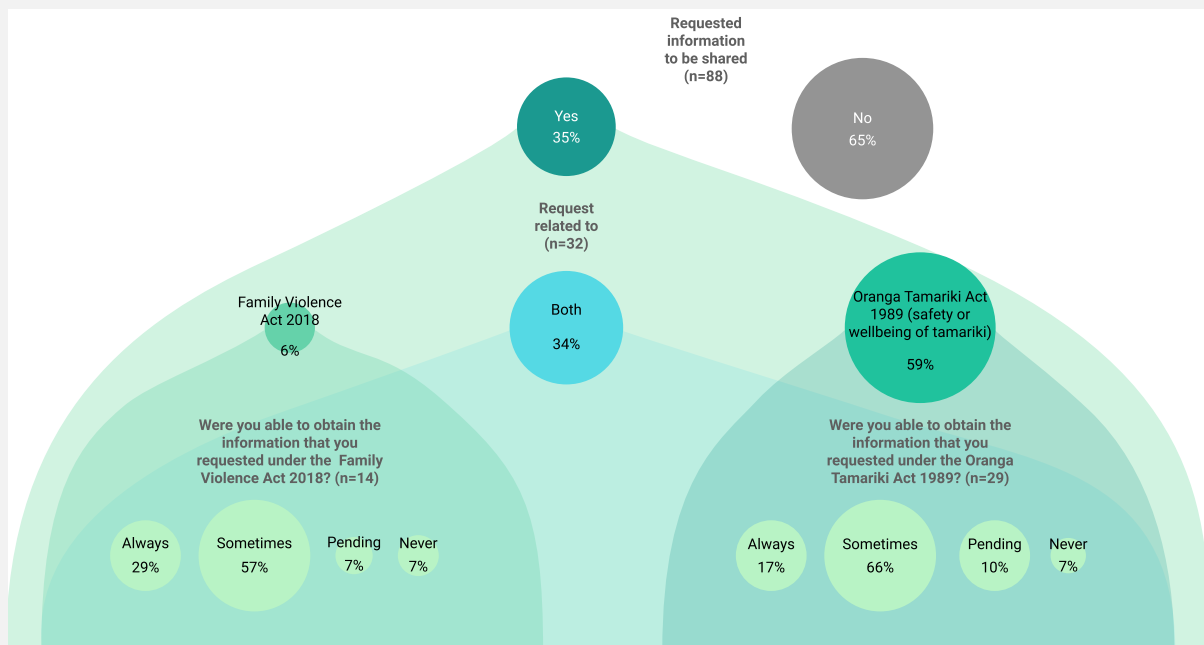
# Requesting and sharing information

This section identifies people’s experiences of requesting information, and receiving information requests under the Oranga Tamariki Act 1989 and Family Violence Act 2018:

- Most respondents requested information under the Oranga Tamariki Act 1989
- Requests relating to just the Family Violence Act 2018 were from respondents in the health sector.

The flowchart (**Error! Reference source not found.**) shows the responses to the survey questions around requesting information under the Oranga Tamariki Act 1989 and the Family Violence Act 2018.

Figure 7: Requesting information under both Acts flowchart



Respondents were asked if they were able to obtain the information requested under each of the specific Acts, most answered with ‘sometimes’:

- 66% under the Oranga Tamariki Act 1989 (n=29)
- 57% under the Family Violence Act 2018 (n=14).

## Challenges to receiving information under the Oranga Tamariki Act 1989

Under the new provisions of the Oranga Tamariki Act 1989, the main challenges with receiving information were:

- Delays in accessing information
- Receiving information but not in the level of detail needed to support their work with whānau and/or tamariki
- No response to their request.



*“social worker did not respond” – NGO stakeholder*

*“the information didn’t return in a timely manner” – Oranga Tamariki staff*

Others noted that they were told information was confidential, not currently available, or given a basic level of information because that’s all that could be released:

*“Often the information wasn’t always updated or available at the time”  
– Oranga Tamariki staff*

*“I was sent information, but it was the absolute bare minimum and of no use to me”  
– Oranga Tamariki staff*

## Reasons for not obtaining requested information under the Family Violence Act 2018

Under the Family Violence Act 2018, the main challenges with accessing information were:

- Delays
- Difficulties in finding the right people to request information from.

As with responses relating to the Oranga Tamariki Act 1989, some respondents noted that information was not received. This was either due to a slow response or no response at all.



*“Just an absence of response at times”  
– Health, government agency*

Some respondents reported that some organisations and staff were difficult to request information from, with some explaining that not all staff understood the new legislation, or did not want to.

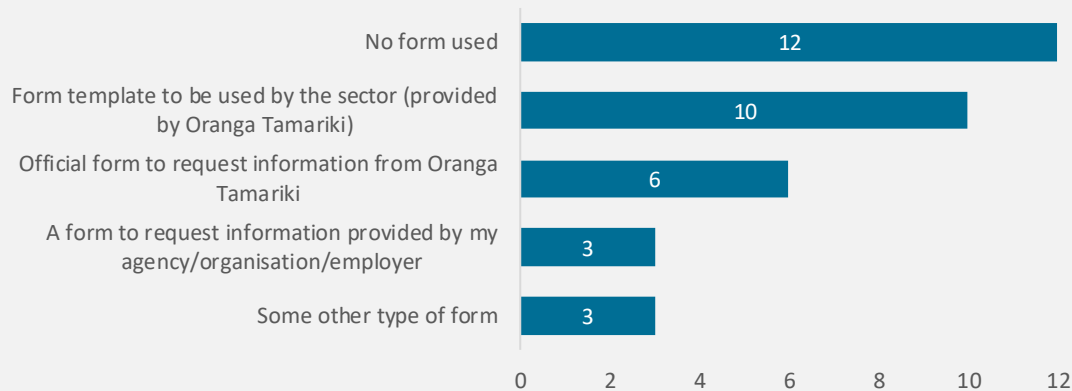
*“The agency was not particularly helpful in sharing all the information, they put up continuous walls.” – Oranga Tamariki staff*

*“[They] said they didn’t have an MOU with Health so were unable to share the information.”  
– Health, government agency*

## Forms to request information

Just over two-thirds of respondents used a form to request information (65%; n=34). Figure 8 shows that most people who used a form to make a request used a template provided by Oranga Tamariki, or an official form to request information from Oranga Tamariki. The form template provided by Oranga Tamariki was intended as a guide to help sector organisations and agencies create their own forms.

**Figure 8: Forms used when requesting information under the Oranga Tamariki Act 1989 (n=34)\***



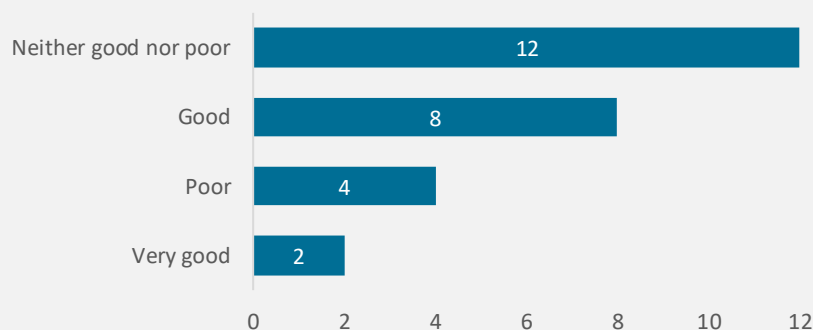
\*This chart only presents numbers, as the sample size is small and percentages could be misleading.

Those who used ‘no form’ or ‘some other type of form’ were asked to specify what other methods they used to request information. Responses mentioned using:

- Face-to-face conversations
- Emails and/or phone calls.

From the 26 respondents who used a form, most rated their experiences as ‘neither good nor poor’ (46%), and 39% rated it as good or very good (Figure 9).

**Figure 9: Experience using forms and templates (n=26)\***



\*This chart only presents numbers, as the sample size is small and percentages could be misleading.

When reflecting on their experience of using form(s) or other approaches to request information, most respondents felt that the forms were easy to use:

*“...the forms that I do use are easy to use and clarify what I am asking for and which part of the Act applies.” – Oranga Tamariki staff*

However, other people preferred to use other methods to access information, such as face-to-face engagement. Some people also suggested that the forms could be simplified:

*“I really think the form could be much simpler - it's a waste of paper and very confusing.” – Oranga Tamariki staff*

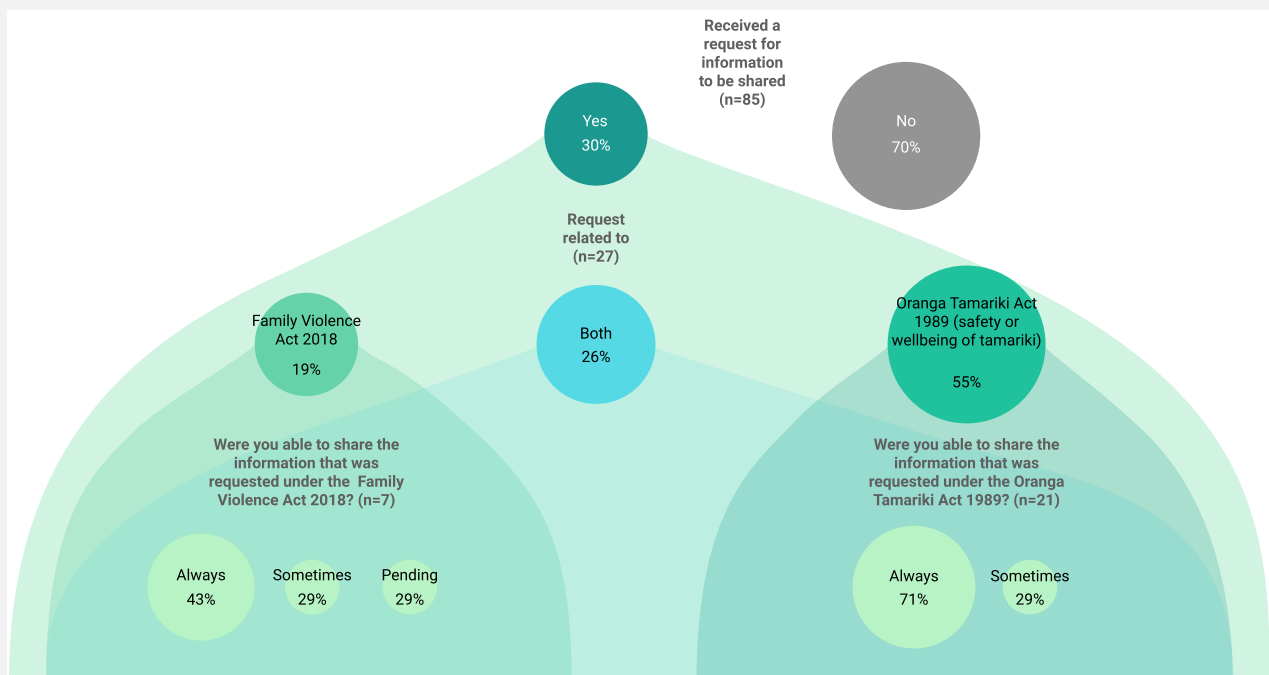
## Receiving requests for information

The flowchart (**Error! Reference source not found.**) shows the responses relating to information sharing requests received by respondents under the Oranga Tamariki Act 1989 and the Family Violence Act 2018. Most respondents shared information under the Oranga Tamariki Act 1989. However, a greater proportion of NGOs shared under the Family Violence Act 2018. Nonetheless, most organisations seemed to have received requests to share information under both Acts.

When asked if respondents were able to share the information requested under the Oranga Tamariki Act 1989, most people answered with ‘always’ (63%). For those who were asked to share information under the Family Violence Act 2018, 43% said ‘always’, 29% said ‘sometimes’.

No respondents indicated that they were unable to share information under the Oranga Tamariki Act 1989.

Figure 10: Receiving requested information under both Acts flowchart





## Reasons for not sharing information requested under Oranga Tamariki Act 1989

Under the Oranga Tamariki Act 1989, there were only six responses relating to why information was not shared. Some of the reasons people did not share the information requested of them was due to requests not meeting legislative requirements or requestors not understanding the legislation well enough.



*“Request did not meet the criteria under the Act, it seems to me that this is not well understood in the sector” – Oranga Tamariki staff*

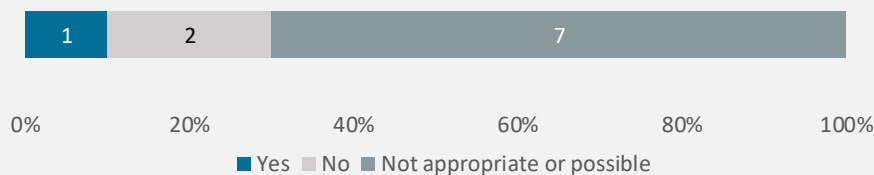
*“1. Requestor was not entitled 2. Request was not clear about purpose or relationship with safety.” – Oranga Tamariki staff*

*“Users (Oranga Tamariki) sent confusing forms to us in the first few months with incorrect boxes ticked. They did not understand their own legislation which made it hard for us to complete requests in a timely manner as we had to confirm with them what they were actually requesting.” – Ministry of Social Development*

## Consultation with tamariki

Most people did not, or were yet to, consult with tamariki and/or their representative when sharing information under the Oranga Tamariki Act 1989. As seen in **Figure 11**, most people said it was not appropriate or possible to engage with tamariki and/or their representative.

**Figure 11: Responses to whether tamariki and/or their representative were consulted during information sharing (n=10)**



Respondents who had consulted with tamariki mentioned using face-to-face consultation and hui. Some respondents commented that consultation should take place face-to-face and in a way that is conducive to establishing a trusting and understanding relationship. This was a common theme as to how best to engage with tamariki.

*“Face-to-face engagement through whakawhanaungatanga and trust.”  
– NGO stakeholder*

## Considerations when consulting with tamariki

Some respondents indicated that they did not consult with tamariki when sharing information, as it was not appropriate due to their age or development, or that it was not in the best interests of tamariki. For others, consultation was less feasible, as their role did not involve direct engagement with te tamaiti.

It is important to note that although there were only 10 responses to this question, a few other people also shared their views, and identified considerations for consulting with tamariki and their representative.

A common theme across many comments on engagement related to the uncertainty of whether or not to consult. Some respondents mentioned this step made information sharing harder, while many others found this step necessary to ensure that they were open and honest with tamariki.

The following responses highlight some of the considerations identified by respondents when reflecting on balancing the interests of tamariki and the intention of the information sharing Acts. Some of these considerations related to impacts on whakapapa and safety concerns for specific whānau members:



*“There have been some whānau who have made it very clear for cultural or safety reasons that the information they share is not to be made available on our system except in case note with annotation. It is strictly confidential especially around names within whakapapa as they don’t want to dishonour their tīpuna. I also have whānau that have asked that when preparing reports we ensure we don’t disclose their location... due to family violence and protection orders. I felt that as a new social worker more guidance should be provided....” – Oranga Tamariki staff*

Others identified the additional considerations when sharing historical information and the impacts on tamariki, particularly in terms of the potential impact on the engagement of tamariki and whānau with agencies and/or other supports.

*“The way the Act is written does not take into account ... the likely harm that would be caused by a stranger contacting the tamariki or rangatahi and whānau... to advise that information was likely to be shared to another agency. This might also be at the beginning of their assessment and would likely disengage the whānau from the agencies that are trying to assess safety.” – Oranga Tamariki staff*



The legislation requires that those proposing to disclose information must consult with tamariki and/or their representative where appropriate and practical. The survey highlighted that some respondents saw this engagement as difficult, potentially causing a loss of trust or as upsetting for tamariki and/or their whānau. This was particularly evident when considering the need to consult on cases that had been closed for some time.



*“Staff shared real concern about this aspect of the new guidance as we only complete concerns for closed cases. We, as a group of practitioners, strongly felt that any approach by Oranga Tamariki to whānau or tamariki where there is no involvement is likely to cause some distress = harm.” – Oranga Tamariki staff*

Some respondents from outside of Oranga Tamariki felt little had changed since the amendment to the Oranga Tamariki Act 1989 in terms of consulting with tamariki. For example, a respondent from an NGO described the changes that they saw through the Family Violence Act 2018, particularly changes in their engagement with whānau, tamariki, and police. They felt that changes like this were less evident when working with Oranga Tamariki since the new provisions came into force.

*“Information sharing in our sector is hugely important to the safety of our tamariki, and where appropriate the transparency of this with them and their whanau. In regard to the family harm act, I have seen huge changes and advances in the way we are able to work with police. Unfortunately, I have seen little change in how Oranga Tamariki operates, and sometimes resistance to comply.”*  
– NGO stakeholder

# Factors that supported or challenged engagement with the new provisions

Respondents were asked to identify the factors that supported them to understand and/or use the new provisions.

## Supporting factors

There were 48 responses to the question that invited survey respondents to identify the factors that supported their experience with the new provisions. There were two key themes:

- The pre-implementation consultation undertaken by Oranga Tamariki was helpful
- The information in the Oranga Tamariki guidance was useful.

Many people mentioned that the information provided by Oranga Tamariki in their pre-implementation consultation and meetings with organisations was really useful:

*“The initial discussion group was a great experience. Being able to meet people from many different organisations who would benefit from the sharing of information.” – Police, government agency*



The information provided in the Oranga Tamariki guidance was praised by many for its level of detail and in helping people understand what the new changes were. Some people talked about the flowcharts they received from Oranga Tamariki being really helpful and they really liked the visual aspect to help them in making decisions. However, many commented that the guidance was good, but not clear enough to understand what it means in practice.

*“The guidance was very high level and gave an overview of the Act provisions and principles but did not get into the detail that is required on how to apply the provisions.” – Oranga Tamariki staff*

## Challenges

There were 47 responses regarding challenges faced when engaging with the new provisions. Key themes included:

- Lack of understanding of the changes
- Community and community partners’ lack of understanding of the changes
- Slow response from Oranga Tamariki.

A common theme across all the responses was around the lack of understanding of what the new provisions mean in practice, how they apply to and are implemented in agency policies. Some people found their agency policies conflicted with the new provisions, and the broad terms in the guidance did not provide people with enough detail or clarity to make decisions confidently. This was particularly evident when respondents were reflecting on sharing information for reasons relating to wellbeing.

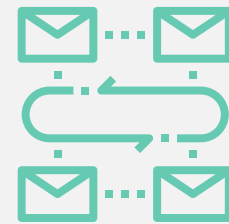


*“I am not sure that the Oranga Tamariki guidance is clear about the thresholds under which information may be shared. Reasons for sharing are clearly set out in the sections eg; s66C and yet “well-being” is stated to be a sufficient reason to disclose/use information. I would have thought that not everything that amounts to “wellbeing” falls within the purposes in the sections.” – NGO stakeholder*

Respondents also mentioned how other agencies, frontline staff and the community did not have enough information to feel confident making decisions around information sharing. A few mentioned that as a result, it can take a long time to access information.

*“Lack of guidance of where to turn and who has time to be there for you as onsite everyone is always so busy with the never-ending incoming tide of alerts and follow-ups.”  
– Oranga Tamariki staff*

*“Often our community partners are still very uncertain, and it can take a long time to access information.”  
– Oranga Tamariki staff*



A few respondents mentioned struggling to engage with Oranga Tamariki or receiving back a response. There were a few comments around the variability of understanding of the provisions from Oranga Tamariki frontline staff, the need for more information and training, and the challenge of shifting attitudes and understanding the value of information for others working with tamariki and whānau.

*“Guidance doesn’t change attitudes. I don’t think much has changed from my perspective – Oranga Tamariki reluctant to share information, we are not trusted to be able to critically analyse information which I do all day long in my job. I often think Oranga Tamariki doesn’t want to share information as that may cause others to ask questions or maybe they don’t appreciate the significance of information to others’ work and understanding of a particular problem.” – Health, government agency*

*“More information and training on this should have been made available to front line staff in Oranga Tamariki” – Oranga Tamariki staff*

# Respondents' ideas for improvements

There were 42 responses to questions asking what improvements people would like to see to help them in using the new provisions more effectively. Key themes were:

- More targeted training and education
- Improvements to the form
- Improving their understanding of the Family Violence Act.

Most respondents wanted to see more targeted training and education. Respondents valued the connection with Oranga Tamariki to support their understanding of the new provisions, and respondents wanted this to continue. The need to understand specific aspects of the new provisions, such as what sharing information for wellbeing means in practice was also mentioned:



*“More training of the new provisions so that people can be confident in their requests for information” – Oranga Tamariki staff*

Some respondents also said communication and improved transparency relating to specific information requests would help with people's expectations and understanding of the process.

*“Improved communication... regarding progress of request i.e.: request received, timeframe expected.” – NGO stakeholder*

Some respondents mentioned ways in which the information sharing form could be improved. For example, someone noted the value of being able to adapt the form or to write more.

*“To be able to add more information in the boxes provided. I think you can only have maybe 10 lines and it won't allow further information to be typed. I have had to add the whole section in the email message that I send to request the information” – Oranga Tamariki staff*

*“Change the form - if we don't need part of the form, we should be able to delete it.” – Oranga Tamariki staff*



Some respondents believed they had a higher level of understanding about the new provisions of the Oranga Tamariki Act 1989 than the Family Violence Act 2018 and wanted to understand the interplay between both Acts more:

*“Interplay between Oranga Tamariki and Family Violence provisions.” – Police, government agency*

An interesting point to note from some respondents, was the continued use of information sharing via fax in the health sector. There was a concern that as other agencies have phased out fax machines, many health sector agencies may be unable to easily share their information with others.



# Key insights



While there was **good awareness of the new information sharing provisions under the Oranga Tamariki Act 1989 and the Family Violence Act 2018**, there was **less confidence in using the Acts**, particularly the Family Violence Act 2018. Respondents also mentioned that they struggled to understand how to implement the new provisions and wanted more training and education. Most respondents indicated that they were using forms to share information, however, they commented that they preferred sharing via verbal communication over written forms. Some respondents indicated that they were sharing information in the same way as before the introduction of the new provisions.

The survey was mainly completed by Oranga Tamariki staff so there are fewer insights into what is happening in other organisations, particularly NGOs and the justice sector. There was some initial feedback suggesting that these cohorts were not using the Acts and therefore, did not complete the survey. **Future engagement with the sector should seek to gauge the level of understanding and use of the Acts from NGOs and other government agencies.**

**The pre-implementation consultation from Oranga Tamariki was considered to be helpful.** The low level of helpline awareness and the absence of its use by respondents suggests that more could be done to promote its use, or that a helpline is not the most useful way to support the understanding and use of the legislation. **Instead of a helpline, the survey findings suggest that engagement with the sector through education and training would be more valuable.**

Respondents wanted **more information on how to actually apply the new provisions of the Oranga Tamariki Act 1989**. Respondents also wanted to understand more about **what encompasses information sharing for wellbeing and the considerations relating to 7AA**. The next phase of evaluation work could be used to further understand these challenges, as well as how some key stakeholders from across the sector are sharing information in relation to different aspects of the Oranga Tamariki Act 1989. This would give Oranga Tamariki **practical case examples** to share with the sector.

**Respondents wanted clearer guidance on how to keep tamariki and whānau safe when sharing information.** Only a small proportion of people shared feedback on engaging with tamariki and/or their representative. Some respondents saw this engagement as inappropriate, causing a loss of trust or upsetting for tamariki and/or their whānau. This was particularly evident from Oranga Tamariki staff when sharing information on cases where they had no current involvement. While staff acknowledged that communication with tamariki and whānau is important, more guidelines, support and clarity around how to engage safely would be beneficial.

Overall, the **survey findings highlighted the value of Oranga Tamariki engagement in supporting people to understand the new provisions**. There is more that could be done to build on this, and support people to understand more

about what the new provisions mean in practice. **The findings showed that people are still building their confidence and capability to use the new provisions.** The next phase of the evaluation provides an important opportunity to learn from the continued engagement from Oranga Tamariki with the sector, as well as providing formative feedback on how the new provisions are being used.



