

30 October 2024

9(2)(a)

Tēnā koe 9(2)(a)

Thank you for your email, which was transferred to the Ministerial Services team on 15 October 2024, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on the policies and procedures around social worker report writing. Your request has been considered under the Official Information Act 1982 (the Act).

I have responded to each of your questions below.

Can I please have the full procedure for writing a Tuituia Report?

Our practice tools and guidelines for completing a Tuituia Report are publicly available on the Oranga Tamariki Practice Centre, [here](#). As such, this part of your request is refused under section 18(d) of the Act as the information is publicly available.

I would also appreciate the guidelines for a social worker forming an opinion. I have found many examples of staff not reading notes and writing contradictory statements that have propagated through the system. Many opinions of the social workers seem to ONLY have been formed based on the reports of one person.

When a Report of Concern (ROC) is lodged, we must carry out an assessment or investigation to determine whether abuse or harm has occurred. This must be based on all relevant information obtained during the assessment or investigation process. When notes and information are recorded, all information including details around contact and hui ā-whānau undertaken with whānau and professionals have been held, we work with the whānau or to determine next steps and formulate the outcome of this phase of the assessment. Analysis of the information gathered should consider whether harm or abuse has occurred and the needs of the te tamaiti.

Information about tamariki and whānau is accessed on the understanding that it is gathered purposefully and accurately, and that privacy is safeguarded. Information is treated with respect and shared with others when needed to enhance tamariki safety and wellbeing.

Once information has been gathered and analysed, a written summary of the assessment is completed using the Tuituia assessment report. This will feed into

making a recommendation for te tamaiti All information included must provide an accurate description of the engagement of te tamaiti and their whānau with our services.

What checks are in place to make sure workers are recording accurate and not harmful information?

All key decisions around the case made by an Oranga Tamariki social worker must be made in collaboration with a supervisor, and all Tuituia reports need to be approved by that supervisor. Wherever possible, we share both our Tuituia report and recommendations made with the whānau or family; they have the right to know how Oranga Tamariki came to a particular conclusion or finding around their tamariki. Their responses are also included in the Tuituia report.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. Should you have any concerns with this response, I would encourage you to raise them with Oranga Tamariki. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā



Michelle Malyon
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System Leadership