



20 May 2021

Ms Tara Jane

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Tēnā koe Ms Jane

Thank you for your emails of 17 March 2021 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting the following information under the Official Information Act 1982 (the Act), please note your two requests have been joined for response:

*From 2010 to current day*

- a) *How many children in Care and Protection Residential Care have been present at their MATs during their time in care?*
- b) *How many children in Youth Justice Residents have been present at their MATs during their time in care?*
- c) *Provide data around grievances lodged by children whilst in Care and Protection residential care,*
- d) *Provide data around grievances lodged by children whilst in Youth Justice residential care,*
- e) *The induction process for Social Workers who are engaged with children and young people in Care and Protection residential care,*
- f) *The induction process for Social Workers who are engaged with children and young people in Youth Justice residential care,*
- g) *The training manual and reference documents for Social Workers who are engaged with children and young people in Care and Protection residential care,*

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- h) The training manual and reference documents for Social Workers who are engaged with children and young people in Youth Justice residential care.*

On 16 March 2021 we advised you that we were extending the due date of your requests to 14 May 2021 in accordance with section 15(1)(b) of the Act, as the consultations necessary to make a decision on the request were such that a proper response to the request could not be reasonably made within the original time limit.

On 14 May 2021 we notified you that we identified information within scope of your request however, due to the nature of the information and consultations necessary, we would need to withhold some information under sections 18(f) and 18(e) of the Act.

We have consulted with the Oranga Tamariki Youth Justice Services (YJ), Residence and Learning Planning and Development teams in order to respond to your request accordingly.

Information regarding parts (a) and (b) of your request, regarding *how many children in Care and Protection (C&P) and YJ residences attend their MAT meetings*, cannot be provided as we do not routinely collect this specific information.

In order to provide you with this information would mean a manual search of individual private records. As such we are refusing this aspect of your request under section 18(f) of the Act as the information requested cannot be made available without substantial collation and research.

While children and young people are involved and encouraged to be involved as much as possible with their care planning, not all are able or willing to participate in meetings such as their Multi Agency Team (MAT) meetings. In the circumstance where the child or young person is unable to attend their MAT meeting, we rely on the Care Team and Case Leaders to ensure the tamariki understand their plan.

Please find below, in response to part (c) and (d) of your request for information relating to grievances lodged by children and young people in C&P and YJ residences.

Please note information prior to 2015 cannot be provided as this would mean significant manual collation. As such we are refusing this aspect of your request under section 18(f) of the Act as the information requested cannot be made available without substantial collation and research.

Year	Grievances lodged by children at C&P Residences	Grievances lodged by children at YJ Residences
2015	157	240

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2016	539	259
2017	158	480
2018	210	204
2019	138	273
2020	160	301

Please also find enclosed, in response to parts (e) and (g), regarding *the induction process, training manual and reference documents for social workers engaged with children in Care and Protection residences*, the following documents that were designed over the time period of 2011-2020:

- *Residential Services – National Induction*
- *Strengthening Engagement – Facilitator Guidelines*
- *Operational Practice – Facilitator Guidelines 1*
- *Operational Practice – Facilitator Guidelines 2*

Lastly, in regard to part (f) and (h) of your request, *regarding the induction process, training manual and reference documents for social workers engaged with children and young people in YJ residences*.

The recruitment of social workers for YJ residences ceased in 2010 with the introduction of a new structure. Oranga Tamariki do not provide targeted training for social workers in YJ residences, but rather provide a range of induction and further training for all staff. This is coupled with local training led by individual residences using the Management of Actual or Potential Training (MAPA) programme under the Crisis Prevention Institute (CPI). As such we are refusing this aspect of your request is refused under section 18(e) of the Act as the information does not exist.

If you are not satisfied with this response, you have the right to ask an Ombudsman to review this decision. Information about this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

Nāku noa, nā



Steve Groom

**General Manager Public, Ministerial and Executive Services**