

OIA-CE-2024-02662

26 November 2024

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fyi-request-29013-080eeb5e@requests.fyi.org.nz

Tēnā koe L

Thank you for your email, received on 01 November 2024, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on the number of complaints or reports received due to social worker or supervisor malpractice, neglect or incompetence. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested:

During the year of 2023, broken down in quarters, how many complaints or reports did Oranga Tamariki receive due to social worker or supervisor (please list separately) malpractice, neglect or incompetence, both Nationally and at each of the Sites in the Wellington region (please list sites separately)? Please separate into complainant or reporter type (e.g., whānau, tamariki and rangatahi, iwi, Police, Judges, Te Whātu Ora, GP clinics, community service providers etc.).

Oranga Tamariki does not hold the information you have requested in an accessible way. Providing a response to your request would require us to carry out a manual search of case files which would require significant time and resource and would take staff away from their operational priorities. As such, I am refusing this part of your request under section 18(f) of the Act, as the information requested cannot be made available without substantial collation or research.

We are, however, able to provide information regarding all complaints lodged with our Feedback and Complaints team, at the national level and broken down by sites in the Wellington region, as well as by the capacity of the person making the complaint. Please note, the complaints we receive can cover a wide range of concerns and are not limited to social worker or supervisor malpractice, neglect, or incompetence. This information is provided in the tables below.

IN-CONFIDENCE

Number of complaints received by the Oranga Tamariki Feedback and Complaints team in 2023

	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Number of complaints	263	317	313	324

Number of complaints received by the Oranga Tamariki Feedback and Complaints team in 2023 by capacity of the person making the complaint

Capacity	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Parent	149	169	194	162
Other family/whanāu	68	84	56	88
Whanāu caregiver	13	8	10	22
Non-whanāu caregiver	10	17	7	15
Children in Care/Child, Youth and Young Persons involved with Oranga Tamariki	4	10	5	5
Professional	4	11	24	14
Other	15	18	17	18

Number of complaints received by the Oranga Tamariki Feedback and Complaints team by site in the Wellington region in 2023

Site	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Lower Hutt	8	5	10	5
Upper Hutt	3	5	4	3
Wellington	2	1	6	3
Porirua	3	4	4	3
Kapiti	2	2	2	7

Number of complaints received by the Oranga Tamariki Feedback and Complaints team in 2023 in the Wellington region by capacity of the person making the complaint

Note – due to low numbers to protect the privacy of the individuals raising complaints, the below table has not been broken down by site or by quarter.

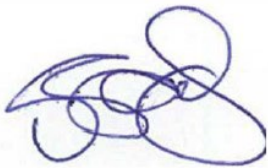
IN-CONFIDENCE

Individual making complaint	Number of complaints
Parent	53
Other family/whānau	13
Whānau caregiver	5
Non-whānau caregiver	4
Professional	2
Other	4

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



Philip Grady
Deputy Chief Executive System Leadership