

23 January 2025

Hans

[fyi-request-29544-75e89bca@requests.fyi.org.nz](mailto:fyi-request-29544-75e89bca@requests.fyi.org.nz)

Tēnā koe Hans

Thank you for your email of 13 December 2024 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting further information relating to your previous Official Information Act request of 22 November 2024. Your request has been considered under the Official Information Act 1982 (the Act).

I have responded to each part of your request below.

*Can you further provide me any information and/or on what constitutes 'harm' in this context, is this physical/emotional/mental harm, is this unintentional/intentional harm such as refusing to attend, providing incorrect information or delaying support to whanau and tamariki, or harm caused by delays or insufficient resources, such as frontline social workers, investigations, privacy (CIR) teams and complaint teams.*

All tamariki have a right to be protected from all forms of serious harm. The protection of tamariki is an Oranga Tamariki priority and we have an organisational and individual responsibility to act to protect the safety and promote the wellbeing of all tamariki. The best interests of tamariki are at the centre of our decision-making.

Harm can have a varying degree of impact on te tamaiti. Sometimes a single traumatic event, for example a violent sexual or physical assault, can have a significant impact on te tamaiti and may constitute serious harm. Further information can be found on the Oranga Tamariki Practice Centre website [here](#).

The constitution of harm is also defined as part of the Oranga Tamariki Act 1989 Children's and Young People's Well-being Act 1989 found [here](#).

As such, this part of your request is refused under section 18(d) of the Act, in that the information requested is publicly available.

*Would any dismissal of staff follow proper investigation and disciplinary actions or result in instant termination and if harm was inflicted by recent budget cuts to frontline and back office will the Minister consider increasing budget to reduce the effects of harm.*

In all cases where there has been a potential breach of our policies and/or code of conduct, Oranga Tamariki follows our disciplinary policy, which requires a fair and responsible process is followed.

In regard to whether “*the Minister consider increasing budget to reduce the effects of harm*”, this part of your request is seeking an opinion or creation of information, which is not considered official information for the purposes of the Act.

*In addition, what are the current wait times/response times for OIA requests, Privacy requests and Complaints, how long on average does it take for each process to be deemed complete.*

In the period between 1 July 2024 and 30 November 2024, the average number of working days taken for Oranga Tamariki to respond to requests under the Official Information Act as 25.1 days. Please note that this includes responses to requests where the timeframes to respond were extended under section 15A of the Act.

For Privacy Act requests, timeliness is measured based on compliance with the Privacy Act. Between 1 July 2024 to 30 November 2024, 80% of requests completed were either within 20 days or by the extension date provided.


In the period between 1 July 2024 to 30 November 2024, the median number of days to close a complaint was 51 days. There is an expectation that throughout the complaint process there is engagement with the person making the complaint from the beginning until the resolution and closure of the complaint.

In addition to the above, in August 2024 the Minister for Children identified four key priorities for Oranga Tamariki ensuring the safety of tamariki and rangatahi. You can find this information on the Oranga Tamariki website, [here](#).

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](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in blue ink, consisting of several overlapping loops and curves, positioned below the text 'Nāku noa, nā'.

Phillip Grady  
**Deputy Chief Executive, System Leadership**