

# Analysis of the decrease in Reports of Concern

Analysis and discussion on factors contributing to the decrease in Reports of Concern to Oranga Tamariki

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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## Introduction

Anyone who is worried about a child or young person can make a report of concern to Oranga Tamariki. These become Reports of Concern when the information is assessed to meet the definition under Section 15 of the Oranga Tamariki Act 1989:

*“Any person who believes that a child or young person has been, or is likely to be, harmed, ill-treated, abused, (whether physically, emotionally, or sexually), neglected, or deprived, or who has concerns about the well-being of a child or young person, may report the matter to the chief executive or a constable.”*

Following a peak in F2018, Reports of Concern have been decreasing, with the most noticeable drop happening over F2022. Reports of Concern represent a main pathway for tamariki with care and protection concerns to become known to Oranga Tamariki.

This report uses operational and contextual data to explore trends in, and potential reasons for, the decline in Reports of Concern. It consists of two parts:

1. Context setting and an overview of the key trends
2. Insight into what has been found to have contributed to the decrease, broken down into three overarching factors:
  - Practice changes
  - Barriers to reporting and previous experience
  - External factors, such as COVID-19

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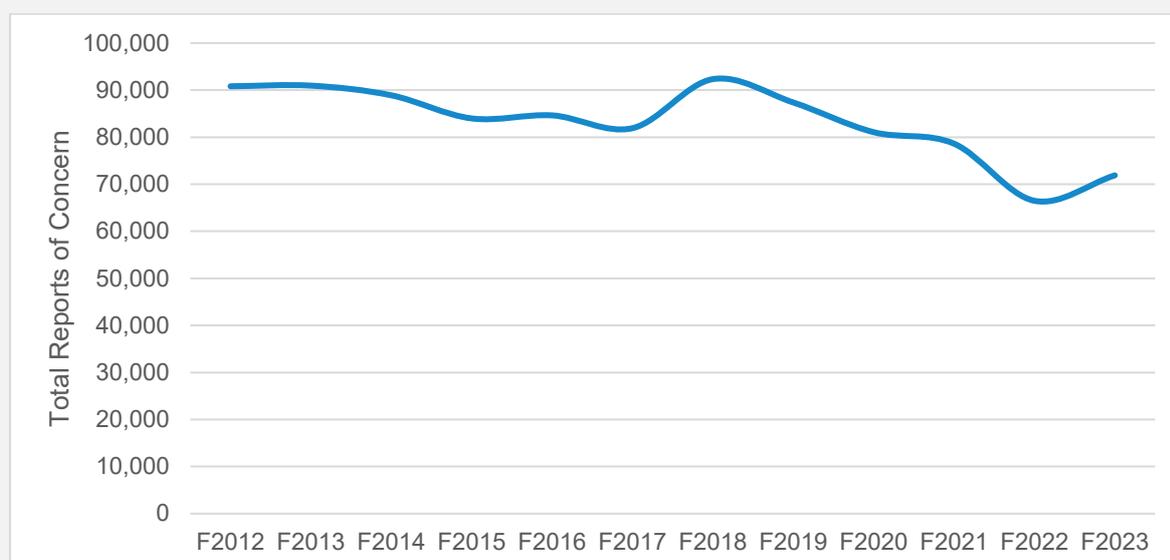
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# Overview of key trends

## Fewer Reports of Concern have been received since F2018

Over the last five years, Reports of Concern have decreased by 28% from a peak of 92,351 in F2018 to 66,487 in F2022 (Figure 1). The most significant decrease occurred during F2022 with a decrease of 15% compared to the year prior (around 12,150 fewer Reports of Concern in F2022 when compared to F2021).

Figure 1: Total Reports of Concern by financial year



During the decrease, the Hasting's event<sup>1</sup> in F2019 and effects of COVID-19 since F2020 could have had major impacts. The Hasting's event had a profound effect on the ongoing transformation of Oranga Tamariki, while COVID-19 impacted all aspects of people's life and behaviours. The extent of these impacts will be discussed in the report, but cannot be underestimated and may not have been fully realised.

We have observed a small increase in Reports of Concern over F2023, slightly higher than the same period in F2022. This suggests the number may now be stabilising or recovering from its lowest point.

The following paragraphs within this section provide insight into trends in the decrease in Reports of Concern by key factors and demographics.

## Incoming contact about potential Reports of Concern appear to have decreased since F2017

If someone has a concern about a child, there are a number of different ways they can contact Oranga Tamariki: calling the National Contact Centre (NCC),

<sup>1</sup> In May 2019, an attempt to bring a newborn pēpi Māori into care in Hastings attracted media and public scrutiny.

emailing/faxing/mailing the NCC, or visit an Oranga Tamariki site to discuss their concerns. The majority of Reports of Concern come through the NCC via phone or email/fax/mail<sup>2</sup>.

Currently, there is no complete data to understand the total volume of incoming contacts around potential reports of concern from all methods of reporting (Appendix 2). Therefore, this section examines whether there has been less reporting using:

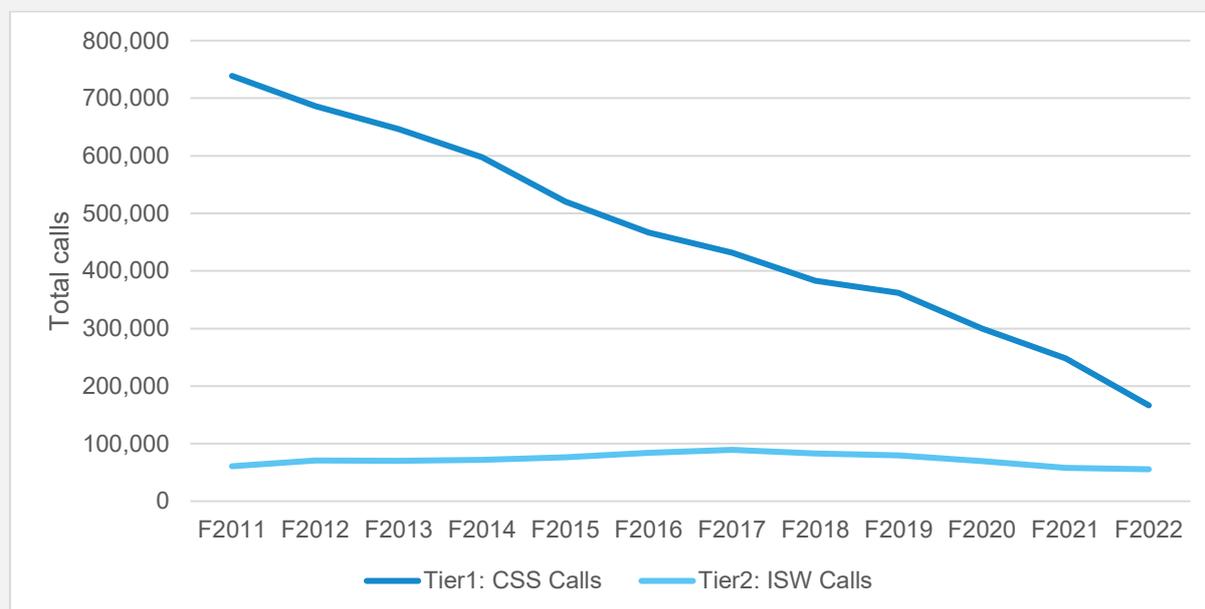
- The number of calls made to Oranga Tamariki
- The number of Reports of Concern received via email/fax/mail

***In the past decade, the total number of calls made to Oranga Tamariki has been decreasing***

If someone is worried about a tamaiti and wants to make a report of concern, or has a general enquiry, they can call the Oranga Tamariki phone line. A Customer Service Specialist (CSS, or Tier 1) will answer and screen the call to NCC and transfer it to an Intake Social Worker (ISW, or Tier 2) only if it is a concern or a query relevant to Intake Social Worker’s function.

While there have been large decreases in the volume of CSS calls, the number of ISW calls has seen smaller shifts, with a peak in F2017 followed by a gradual decrease (Figure 2). While not all calls are about a concern, we have been receiving fewer calls that could be Reports of Concern.

Figure 2: Total CSS and ISW calls by financial year



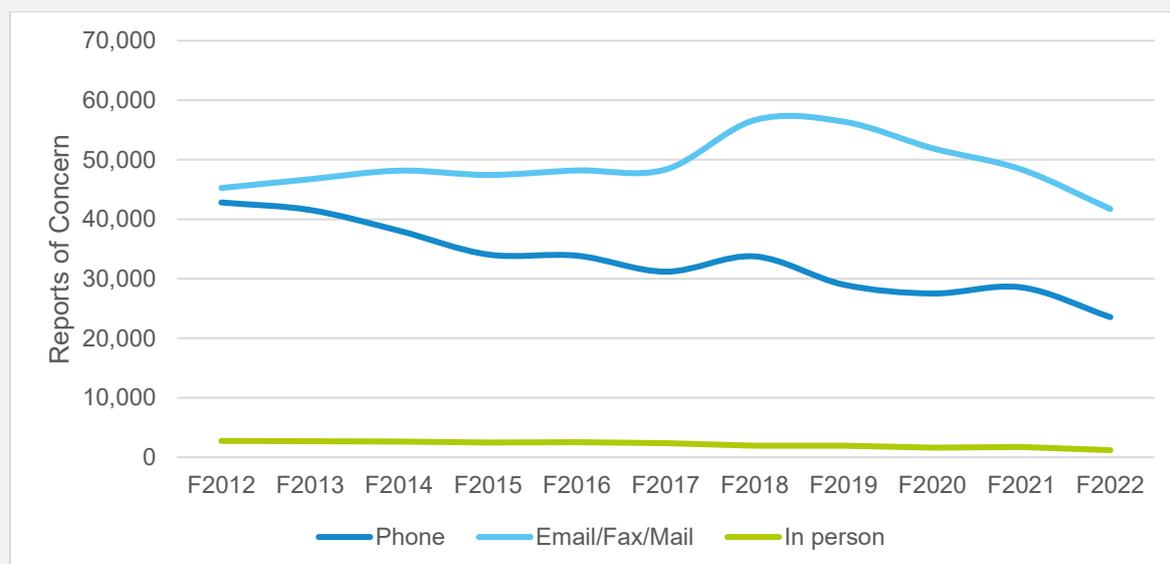
<sup>2</sup> In F2022, 35% of Reports of Concern were via phone, 63% were via email/fax/mail and 2% were from in-person visits.

## Reports of Concern received via email/fax/mail have been decreasing since F2019

A notifier can also make a Report of Concern to Oranga Tamariki through email, fax or mail. From F2012 to F2019, the proportion of Reports of Concern received via email/fax/mail increased 15% from 50% to 65%<sup>3</sup>. This proportion change in how notifiers report had settled when the decrease began in F2019.

Since F2018, Reports of Concern from both phone and email/fax/mail have been decreasing (Figure 3).

Figure 3: Total Reports of Concern per financial year, by contact method



## The decrease in Reports of Concern mainly resulted from reports from Professional/Government notifiers

Notifiers can be grouped into nine categories and classified into three types:

- **Professional/Government** notifiers include professionals in the Education and Health sectors, Police, Court and other government agencies
- **Whānau/Community** notifiers come from Family and whānau, NGO, and Other Individual (members of the community such as neighbours and friends)
- **Other** includes anonymous and unknown notifiers.

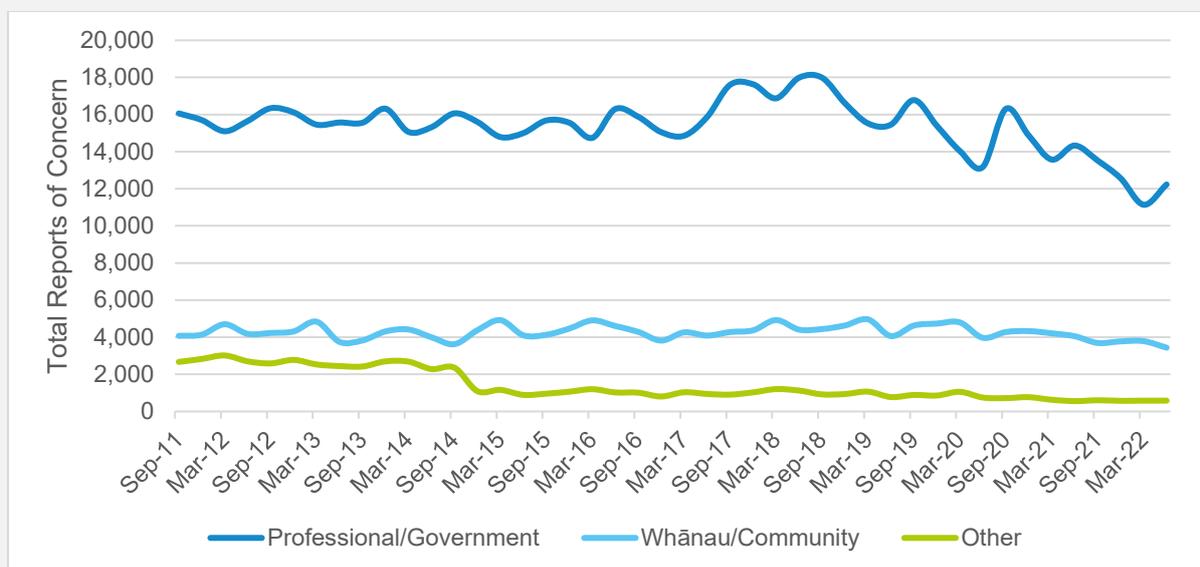
The decrease in Reports of Concern mainly resulted from reports from Professional/Government notifiers (Figure 4). Reports from both Whānau/Community and Other have remained relatively steady, with a slight decrease since June 2020.

The high number of Reports of Concern during the quarters ending September 2017 to September 2018 could be attributed to the establishment of Oranga Tamariki and

<sup>3</sup> Further analysis showed Reports of Concern from most notifier groups have been increasingly from email/fax/mail until F2019, except the 'Other' notifier group.

the raising of the age of care in April 2017<sup>4</sup>, which may have resulted in a period of transition and change for Professional/Government notifiers<sup>5</sup>.

Figure 4: Total Reports of Concern per quarter, by notifier type



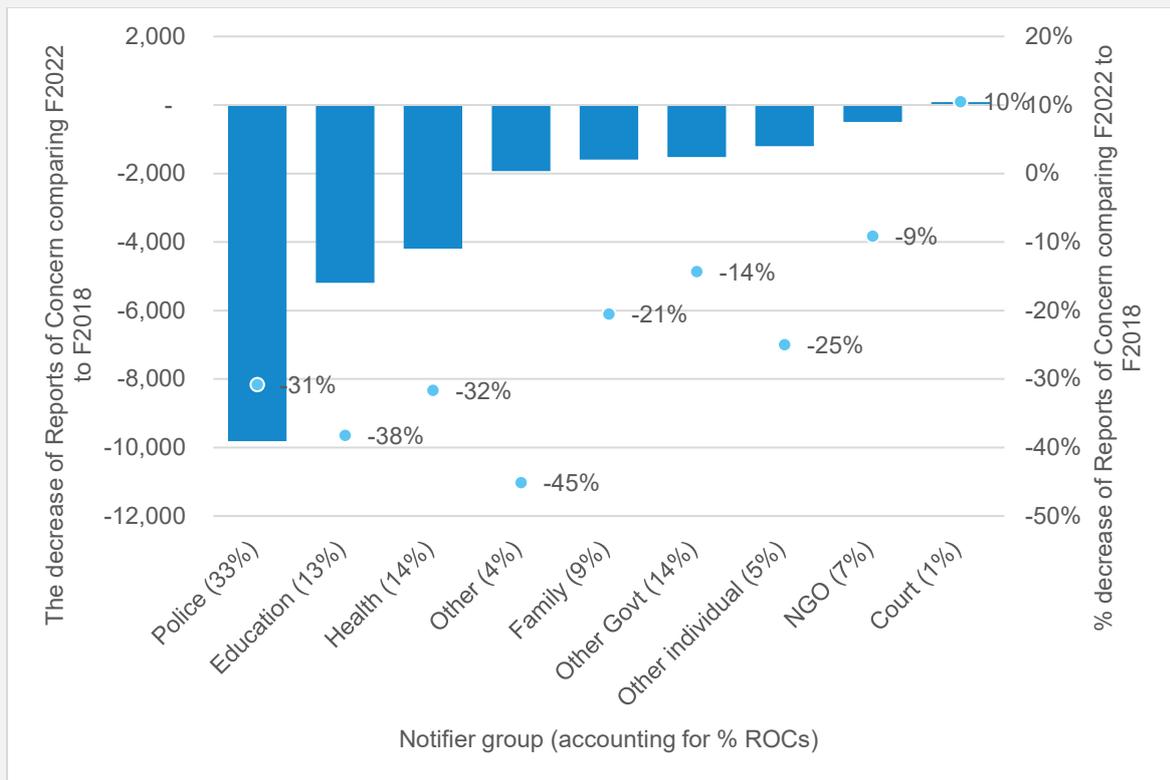
**Roughly 60% of all Reports of Concern are still made by Police, Education, and Health, but the volume has decreased by over 30%**

Between F2018 and F2022, the share of Reports of Concern across notifier groups only changed slightly, indicating a universal decrease, except for Court notifiers (which increased by 87, 10%). However, Police, Education and Health, which make up roughly 60% of all Reports of Concern, accounted for three-quarters of the decrease (Figure 5).

<sup>4</sup> From April 2017, changes in the New Zealand Care and Protection system included the increase of the eligibility age at which rangatahi can remain (or return to) placement for an additional year, to 18 years of age.

<sup>5</sup> Compared to the average number of Reports of Concern per quarter in F2016, the average number of Reports of Concern per quarter during this period increased significantly from 6,860 to 7,845 for Police and from 2,812 to 3,496 for Education.

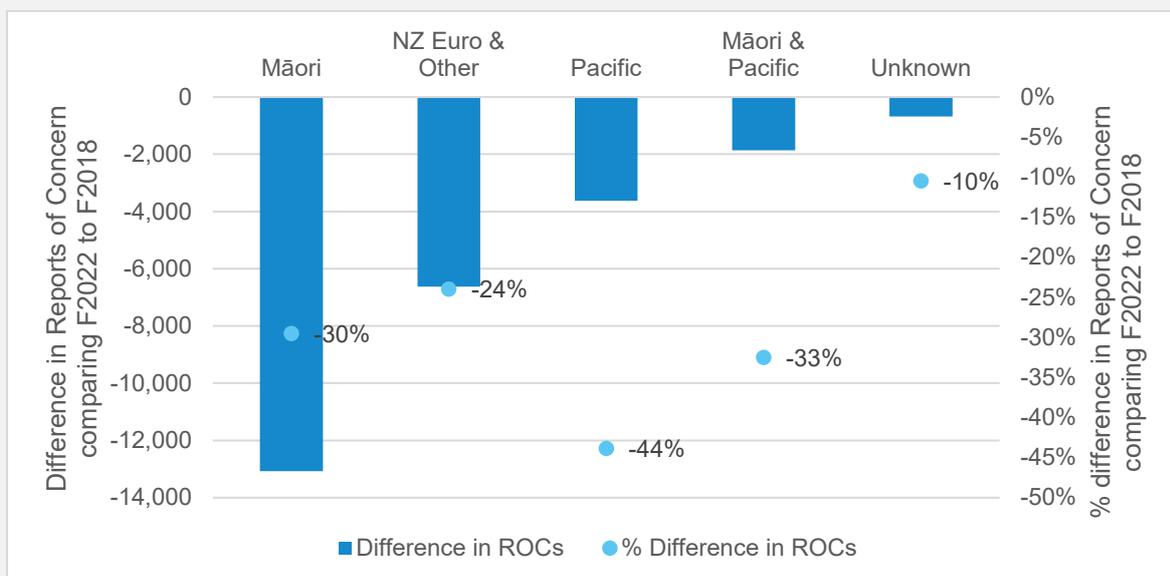
Figure 5: The difference (# and %) in Reports of Concern comparing F2022 to F2018, by notifier group with the share of Reports of Concern by notifier groups in F2022.



### While the largest decrease in Reports of Concern was for tamariki Māori, as a proportion Pacific tamariki experienced the largest drop in Reports of Concern

As a proportion, tamariki of 'New Zealand European & Other' ethnicity experience the smallest decrease in Reports of Concern when compared to Māori, Pacific, and Māori & Pacific tamariki (Figure 6).

Figure 6: The difference (# and %) in Reports of Concern comparing F2022 to F2018, by ethnicity



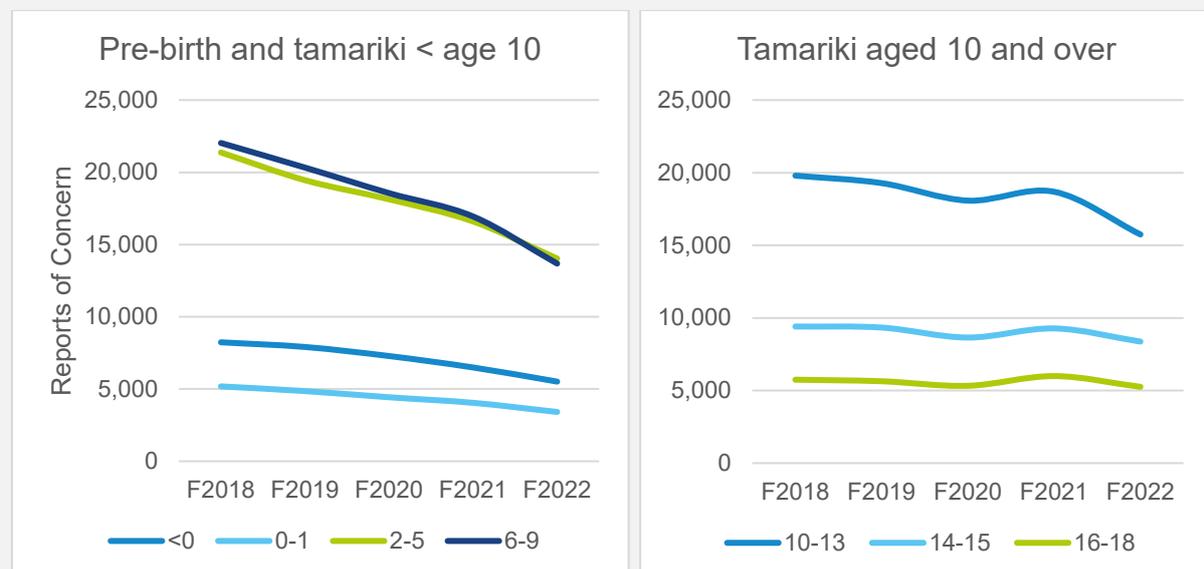
## Unborn babies and tamariki younger than age 10 were less reported compared to tamariki aged 10 and over

Over the past five years, there was a greater reduction in Reports of Concern for unborn babies and tamariki younger than age 10 (Figure 7). From age 10, the older the tamariki were, the smaller the reduction in the number of Reports of Concern received.

Between F2018 and F2022 the number of Reports of Concern decreased by:

- 2,720 for unborn babies (-33%)
- 1,770 for 0-1-year olds (-34%)
- 7,341 for 2-5 year olds (-34%)
- 8,347 for 6-9-year olds (-38%)
- 4,052 for 10-13-year olds (-20%)
- 1,037 for 14-15-year olds (-11%)
- 492 for 16-18-year olds (-9%)

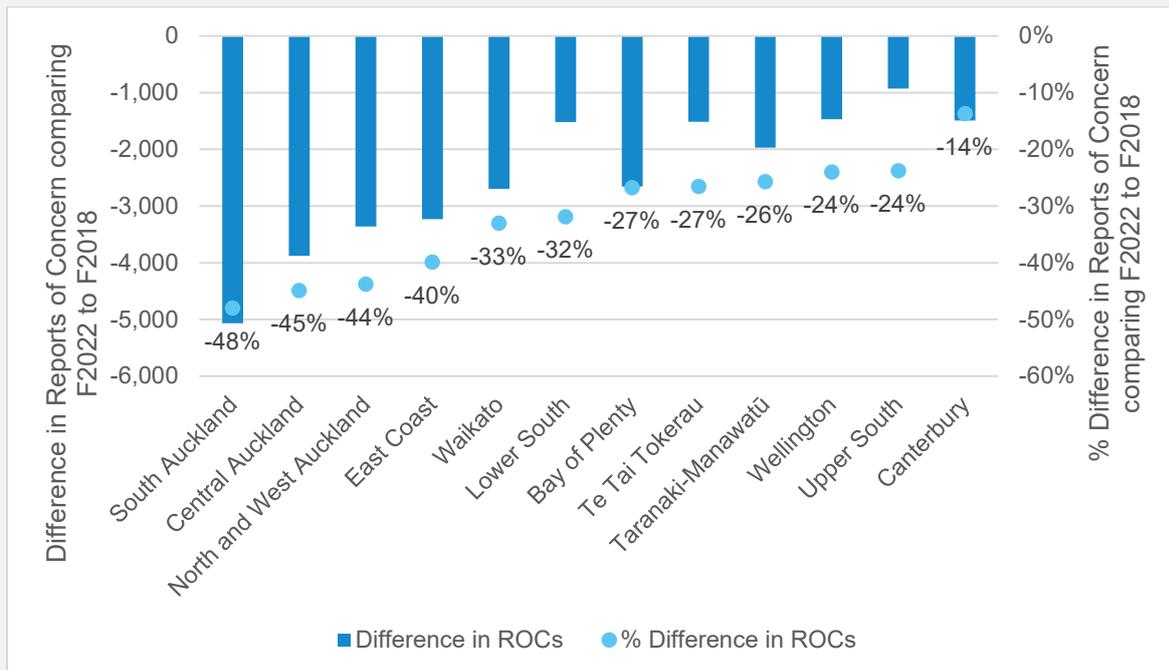
Figure 7: Total Reports of Concern per financial year, by pre-birth and tamariki < age 10, and tamariki aged 10 and over



## Auckland and East Coast saw the greatest reductions (over 40% each) in Reports of Concern, while there was only a 14% reduction in Canterbury

All regions experienced a noticeable drop in Reports of Concern between F2018 and F2022 (Figure 8).

Figure 8: The difference (# and %) in Reports of Concern comparing F2022 to F2018, by region

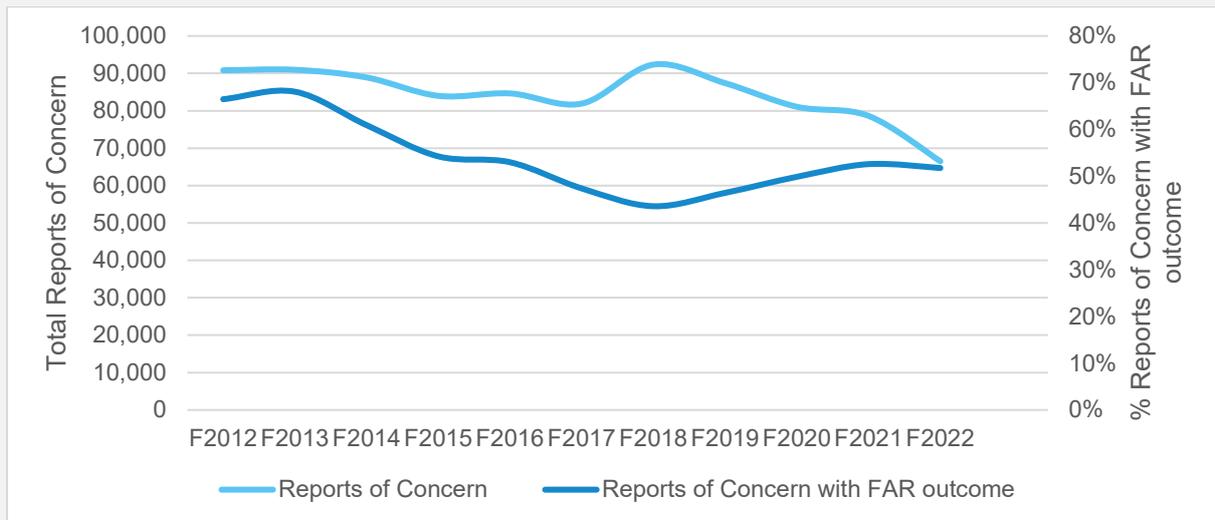


## An increasing proportion of Reports of Concern have required further action since F2018

When a Report of Concern is received, Oranga Tamariki undertakes an initial assessment to decide a response pathway. If there is a genuine care and protection concern that requires further assessment or investigation, the outcome of the Report of Concern will be 'Further Action Required (FAR)'. When an assessment has been made that this isn't required, it is given the outcome 'No Further Action' (NFA). Reports of Concern that require further action provide additional insight into the type and severity of concerns.

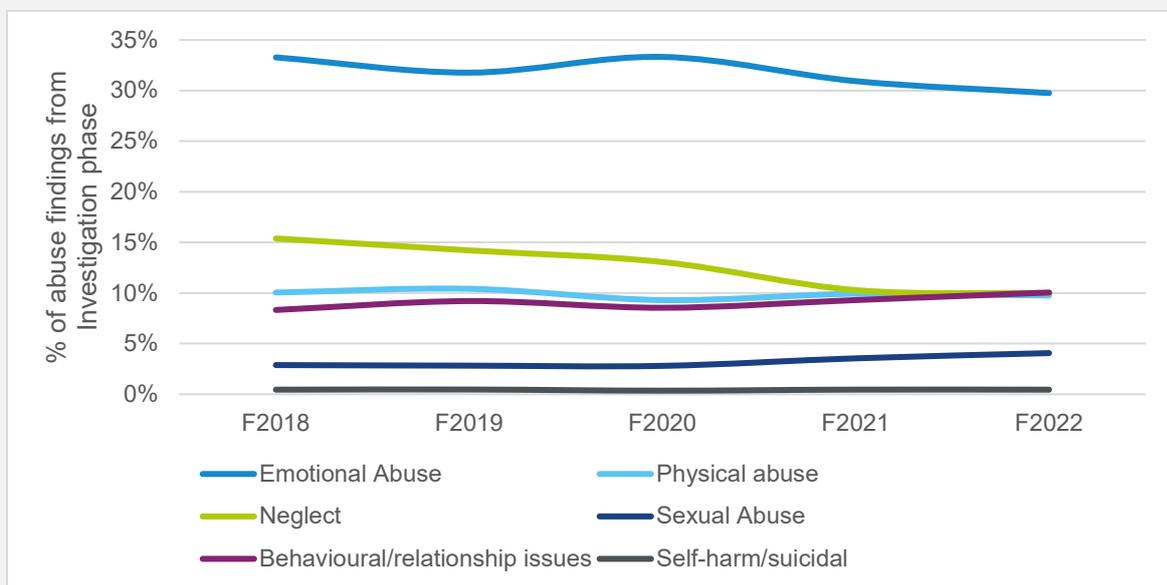
Between F2012 and F2018, the proportion of Reports of Concern requiring further action decreased significantly (from 68% to 44%) (Figure 9). However, the proportion of Reports of Concern requiring further action then increased from F2018, around the same time as the start of the decrease in Reports of Concern, and plateaued in F2022. There was no difference in demographics. This suggests while the number of Reports of Concern has been decreasing, proportionately, more Reports of Concern reached Oranga Tamariki's criteria for further action.

Figure 9: Total Reports of Concern and % Reports of Concern with FAR outcome by financial year



Since F2018, of the Reports of Concern that underwent further investigation following a FAR, the proportion that had findings of neglect or emotional abuse slightly decreased and the proportion that had findings of sexual abuse and behavioural/relationship issues slightly increased (Figure 10). The proportion that had findings of physical abuse has tended to fluctuate.

Figure 10: % abuse findings from Reports of Concern that underwent further investigation by financial year



# Insight into factors contributing to the decrease

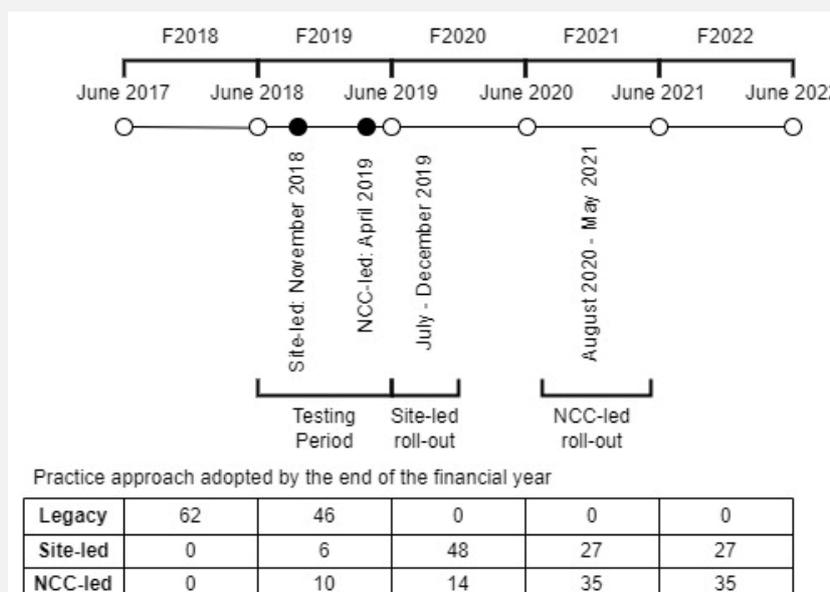
## Impact of practice changes on the decrease in Reports of Concern

Oranga Tamariki has been gradually introducing a new Intake and Early Assessment process (I&EA) since F2019 (Figure 11)<sup>6</sup>, with the aim of reaching decisions earlier, engaging with whānau early, and enabling social workers to be more flexible and child focused.

This process introduces the use of Initial Assessment when assessing a Report of Concern. An Initial Assessment requires social workers to complete a chronology, have an in-depth conversation with the referrer and agree together on the best response for tamariki, make a decision and record rationale. This approach has two variations. One is for sites to undertake the Initial Assessment (Site-led), and the other is for the National Contact Centre (NCC) to undertake the Initial Assessment (NCC-led) before they determine it is a Report of Concern and refer to sites.

For the purpose of this section, a small portion (less than 1%) of Reports of Concern have been left out of the analysis where they could not be classified under the NCC-led and Site-led approaches.

Figure 11. Timeline of the introduction of Intake and Early Assessment



<sup>6</sup> While the exact timing of the practice change at sites was not available, we have rough information on when a practice lead worked with sites to prepare for practice changes. To account for the uncertainty this information presents, we conduct analysis on transition periods and labelled sites according to their state (Site-led or NCC-led) as of February 2023.

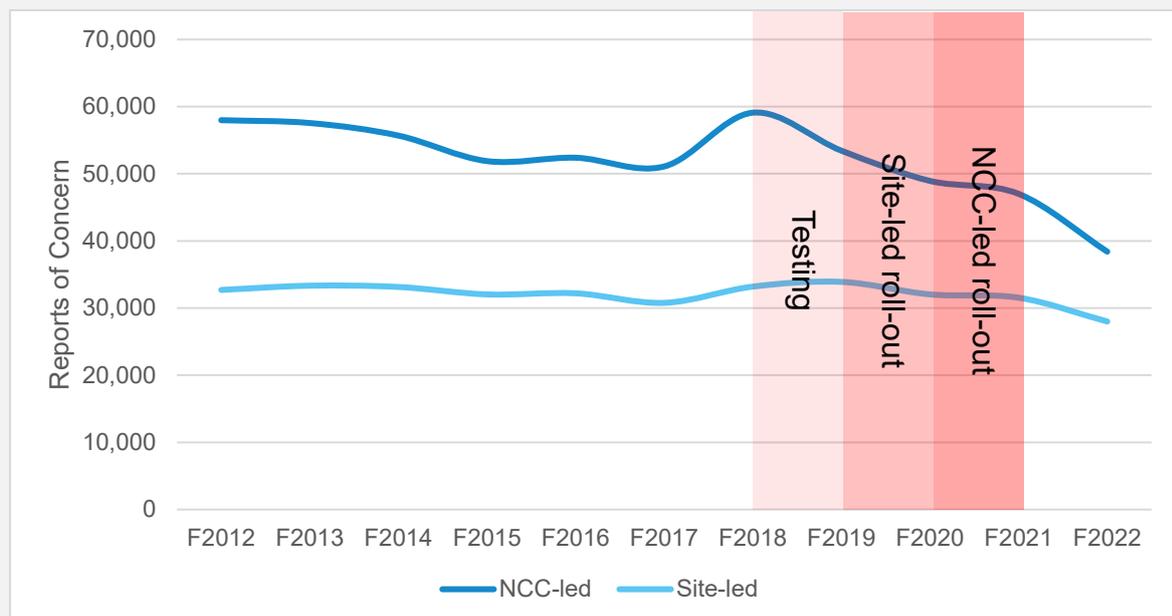
## More advice being provided around alternative support, with referrals to services within the community

The new intakes process encourages early engagement with notifiers, providing an opportunity to communicate and educate notifiers on the assessment criteria of a Report of Concern and potential alternative support.

At NCC-led sites, NCC provide advice around alternative support with referrals to services within the community before a potential concern becomes a Report of Concern. While Site-led sites are only able to provide advice after it becomes a Report of Concern (which does not immediately reduce Reports of Concern), this approach gradually educates notifiers on what situations require Oranga Tamariki involvement.

Between F2018 and F2022, most of the decrease observed in Reports of Concern occurred from current NCC-led sites. Sites that currently adopt the NCC-led approach showed a stronger increase in F2018 (16% versus 8%), a greater decrease between F2018 and F2020 (-17% versus -4%), and a more significant reduction from F2020 to F2022 (-22% versus -13%) (Figure 12). Anecdotally, NCC received positive feedback from notifiers on early engagement; however, this is difficult to track through existing data.

Figure 12: Total Reports of Concern per financial year, by NCC-led and Site-led approach



To clarify whether the disproportionate impacts the Auckland region (currently all NCC-led) experienced during COVID-19 is affecting NCC-led results, we investigated the Auckland region separately from other NCC-led sites. We found similar decreasing patterns that are distinct to Site-led sites, suggesting the reduction in Reports of Concern at NCC-led sites was not driven by the disproportionate COVID-19 impacts in the Auckland region.

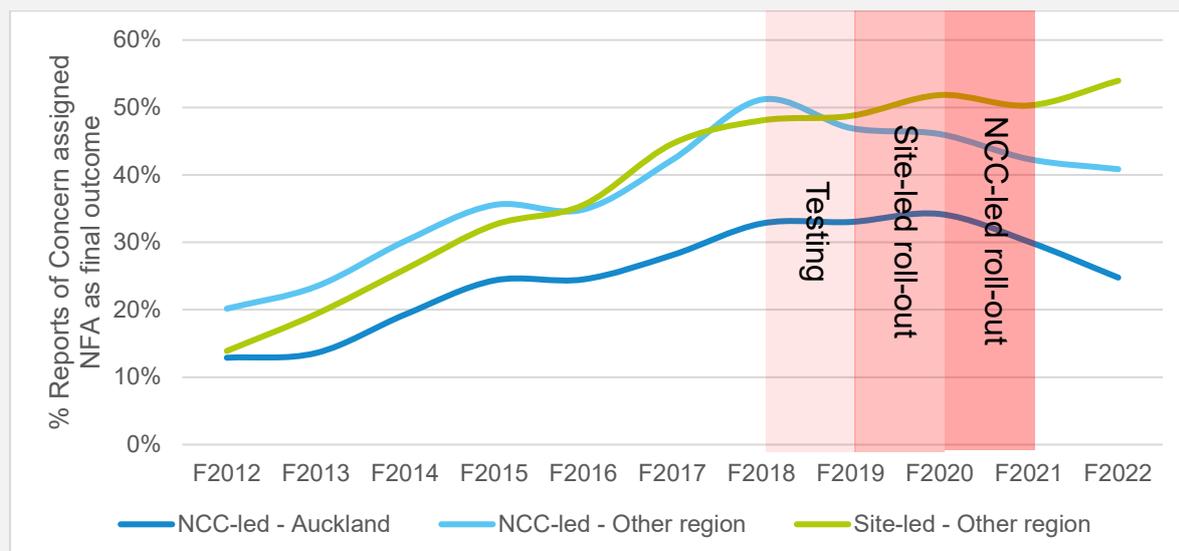
## Reports of Concern received by NCC-led sites were less likely to be renotified following a No Further Action (NFA) decision

For the purposes of this section, renotification refers to the situation where a tamaiti is renotified to Oranga Tamariki when the previous Report of Concern had no further action taken by a site (decisions made at NCC are excluded). It can be used to measure how effective our system is, or processes are, at providing early support to address the concern and identify concerns that require Oranga Tamariki involvement.

Reports of Concern were increasingly NFA'd by all sites until F2018 (Figure 13). The NFA rate at NCC-led sites has dropped over recent years, with a drop in Auckland since F2020, and a drop in other regions since F2018. On the other hand, Site-led sites continued to see a general increase in the NFA rate. Interestingly, the NFA rate for Auckland is noticeably lower compared to the average of other regions.

The way the two approaches in the new intakes process make a decision on whether to take further action or not may have impacts on whether a renotification occurs. The National Contact Centre only refers a Report of Concern to sites when further action is required (FAR) by site. However, sites can review the concern and decide no further action (NFA) is required. Hence, renotification for these purposes is measured based on if sites decided no further action was required on the previous Report of Concern. This is usually understood as a Report of Concern being NFA'd by sites. Hence, this means renotification only happens after sites, but not NCC, decided not to take further action on the previous Report of Concern, meaning sites have different views with NCC. Under the NCC-led approach, sites receive more comprehensive information from the completed Initial Assessment from NCC than sites under the Site-led approach where the Initial Assessment is yet to be completed.

Figure 13: % Reports of Concern assigned NFA as final outcome per financial year, by NCC-led Auckland/other regions and Site-led



Two measures were used to examine renotification:

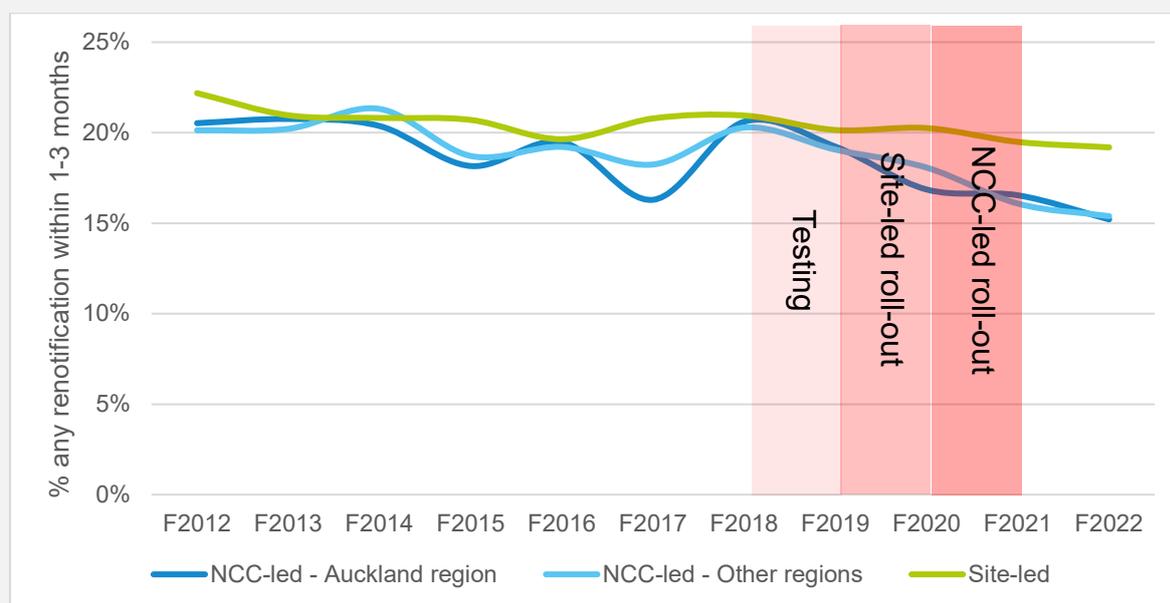
- **Any renotification** counts all renotified Reports of Concern regardless of the final outcome of this subsequent Report of Concern, within three months following the previous Report of Concern.
- **FAR renotification** counts only renotified Reports of Concern with FAR as its final outcome, within three months following the previous Report of Concern.

FAR renotification is more serious as it indicates the concern may not have been resolved or addressed last time and has now escalated. While this approach does not allow us to differentiate whether the tamaiti was renotified to us for the same concern or a new concern, we assume that the renotification was for the same concern due to the shorter time period used<sup>7</sup>.

Any renotification rate at current Site-led sites did not change noticeably in the last decade, but any renotification rates at current NCC-led sites has decreased since F2018 (Figure 14).

The NCC-led approach may have been more accurately capturing those initial concerns requiring involvement from Oranga Tamariki, and concerns may have been better resolved by Oranga Tamariki or referred to community services more appropriately. Conversely, the NCC-led approach could have had a higher criterion for a concern to be assessed as a Report of Concern, disincentivising notifiers from reporting to Oranga Tamariki. As there were no clear differences in the decreasing trend in the past four years reflecting the gradual transition of the NCC-led approach, the transition to the NCC-led approach may have been just one of the contributing factors to the decrease in renotification rates.

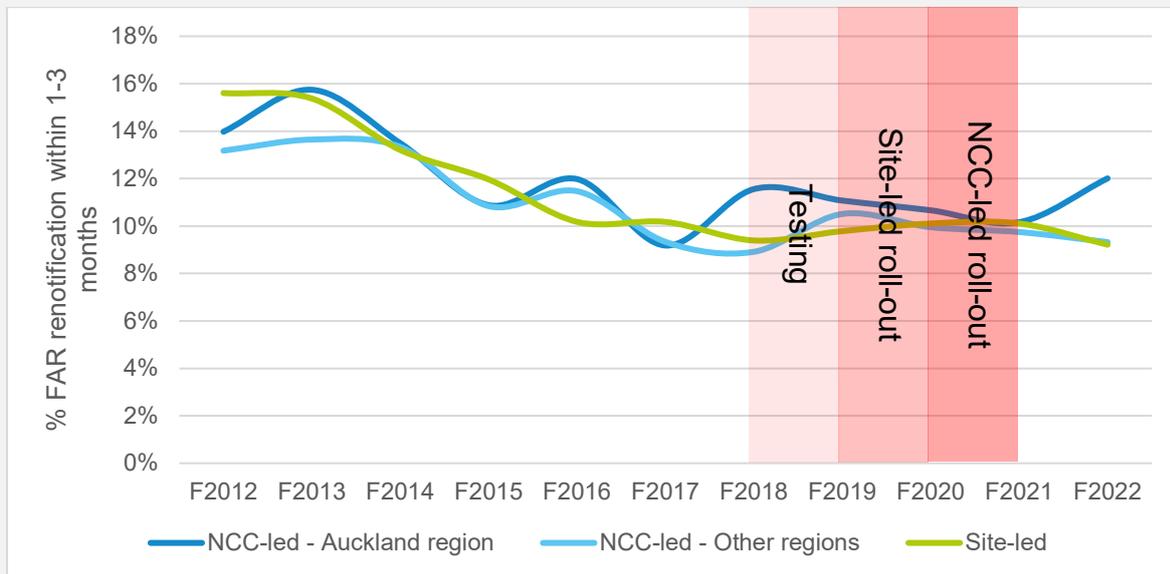
Figure 14: % any renotification within 3 months per financial year, by NCC-led Auckland/other regions and Site-led



<sup>7</sup> Six months and 12 months were also examined. The results are similar to three months, except the renotification rate is higher as the time period is longer.

When it comes to FAR renotification rate, there were no major differences across sites (Figure 15). FAR renotification rates decreased from F2012 to F2017 and stabilised at around 10%.

Figure 15: % FAR renotification within 3 months per financial year, by NCC-led Auckland/other regions and Site-led



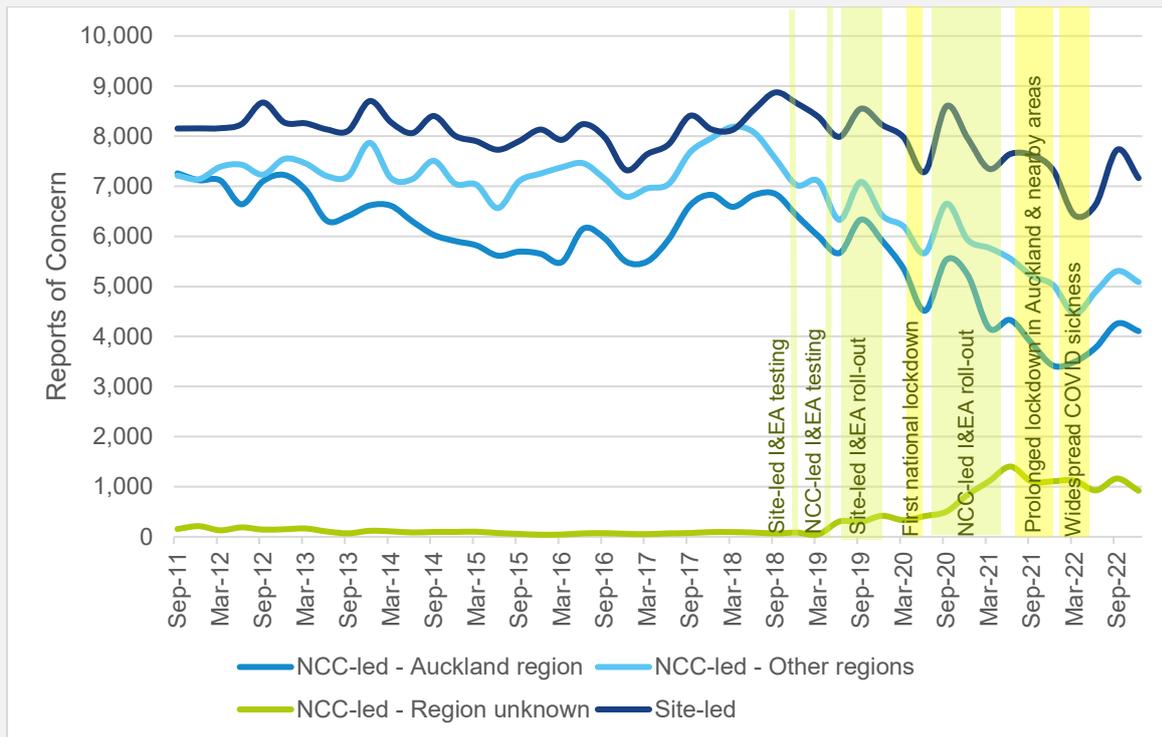
More evidence would be required to understand whether any vast decrease in the number of Reports of Concern and any renotification rates at current NCC-led sites was a positive sign, and the extent to which this might be related to the I&EA approach.

### NCC-led approach more likely to have contributed to the reduction at NCC-led sites since F2021 only

While the reduction in Reports of Concern and the rate of any renotification at NCC-led sites started from F2018, 60% of the current NCC-led sites only adopted the NCC-led approach in F2021. Since early 2018, the number of Reports of Concern has been decreasing more significantly at subsequent NCC-led sites, which started prior to the testing of the NCC-led approach in April 2019 (Figure 16). Impacts of major restriction on movements due to COVID-19 highlighted in yellow suggested immediate and potential ongoing impacts on the decrease, regardless of the approach. This also suggests there could have been other factors contributing to the reduction before F2021 that are present at current NCC-led sites. Another possibility is that these sites carry similar characteristics or face similar challenges which resulted in decisions to become NCC-led sites<sup>8</sup>.

<sup>8</sup> We did not identify any practice or policy changes specifically at these sites or any specific selection criteria on which sites to become NCC-led. Our limited understanding is sites were usually recommended by Regional Managers based on capacity at sites.

Figure 16: Reports of Concern per quarter, by NCC-led Auckland/other regions/region unknown<sup>9</sup> and Site-led



When broken down by demographics, disproportionate decreases in Reports of Concern between NCC-led – Auckland region, NCC-led – other regions and Site-led sites were also observed (Appendix 1).

### The extent of the decrease was even larger, considering changes in recording practice in the NCC-led approach

Before the introduction of I&EA, if a report was assessed to be a Report of Concern, NCC would assign Further Action Required (FAR) as its initial outcome and refer it to sites to determine whether further action was required. If a report was assessed to not meet the criteria of a Report of Concern, it would usually be recorded as Contact Record to allow us to keep a track record of the incoming information (More detailed process is outlined in Appendix 2).

As part of the NCC-led approach, concerns that are not assessed as Reports of Concern are now recorded as Reports of Concern with No Further Action as the initial outcome, resulting in the increase of ‘NCC-led – Region Unknown’ (Figure 16).

This means NCC ‘increased’ the total number of Reports of Concern as a means to improving how social workers receive information through CYRAS, the Oranga Tamariki case management system. The extent of the increase is estimated to be around 3,800 from F2018 to F2022. However, these Reports of Concern are technically not of the same nature as other Reports of Concern. This suggests Reports of Concern have decreased even further than initially thought.

<sup>9</sup> Site referral provides structured information on the location of a Report of Concern. For those that are not referred to site (usually because there is no action required from sites), no structured location information can be retrieved, resulting in the category ‘NCC-led – Region Unknown’.

## Strategic partnerships continue to impact our practice

Section 7AA came into force on 1 July 2019 and set out provisions for developing strategic partnerships between Oranga Tamariki, iwi and Māori organisations to improve outcomes for tamariki Māori. Since then, Oranga Tamariki has formed a number of strategic partnerships to pursue a shared vision of reducing the number of tamariki and rangatahi in care, as well as supporting tamariki and rangatahi to thrive under the protection of their whānau, hapū and iwi. Each strategic partnership is unique and reflects differing iwi priorities. Further investigation is required to fully understand potential impacts they might have had on rates of reports of concern, but it is feasible that tamariki and whānau receiving support sooner has reduced the need for reports of concern to be made.

## Impact of barriers to reporting and previous experience on the decrease in Reports of Concern

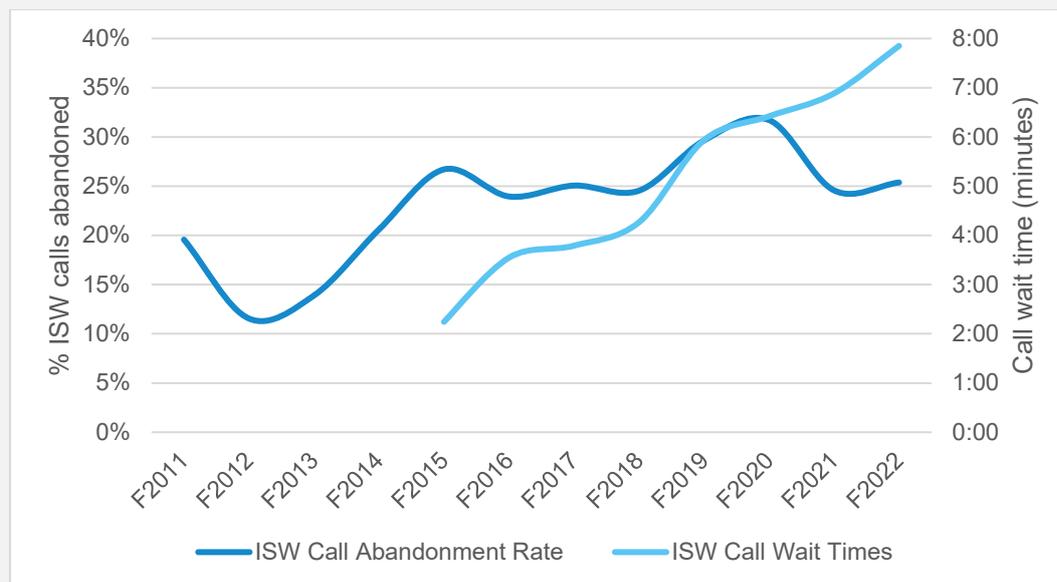
There are many reasons that someone may not report a concern to us. Potential barriers to reporting a concern, such as accessibility, may have resulted in lower engagement with Oranga Tamariki. Accessibility could be hindered if the process is difficult or not responsive, but also if notifiers hesitate to report due to low trust and confidence, or previous negative reporting experience.

### Increasing call wait times and continuously high call abandonment rates may have affected willingness to report

During F2020 to F2022, the call wait time of Tier 1: CSS calls increased from 12 seconds to 30 seconds and the abandonment rate was around 2-3%<sup>10</sup>. However, the call wait time of Tier 2: ISW calls to speak with an Intake Social Worker increased from roughly two minutes in F2015 to eight minutes in F2022, with the abandonment rate remaining at around 25% (Figure 17).

Anecdotally, notifiers have had difficulty reporting a concern due to long wait times and some have given up reporting.

Figure 17: Call abandonment rates and call wait times to speak to an Intake Social Worker (ISW). Note: There is only six-months' worth of data in F2015 for call wait times



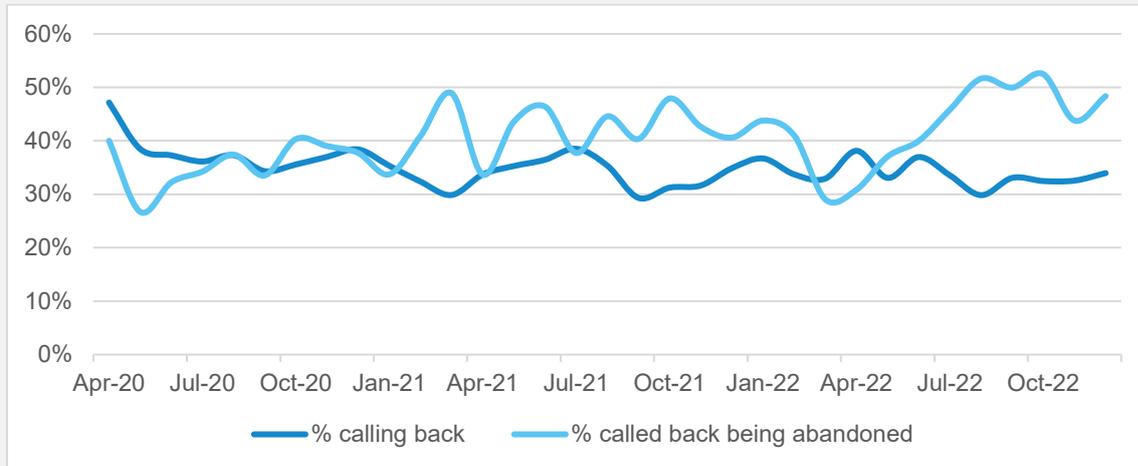
### Only 35% of callers called back following an abandoned call, and over 40% of these were also abandoned

During April 2020 to December 2022, of calls that were abandoned, around 35% of distinct callers called back on the same day, while nearly 40% of those call backs were abandoned again (Figure 18). 22% (1,470) of callers called back twice and 6% (419) called back three times. This does not account for anonymous callers as we could not track whether they called back. While we do not have data before April

<sup>10</sup> Due to a change in systems, data of Tier 1: CSS calls was only available from January 2020.

2020, this shows in recent times, not many callers call back on the same day, and if they do, it can still be abandoned.

Figure 18: % calling back on the same day and % called back being abandoned from April 2020 to December 2022

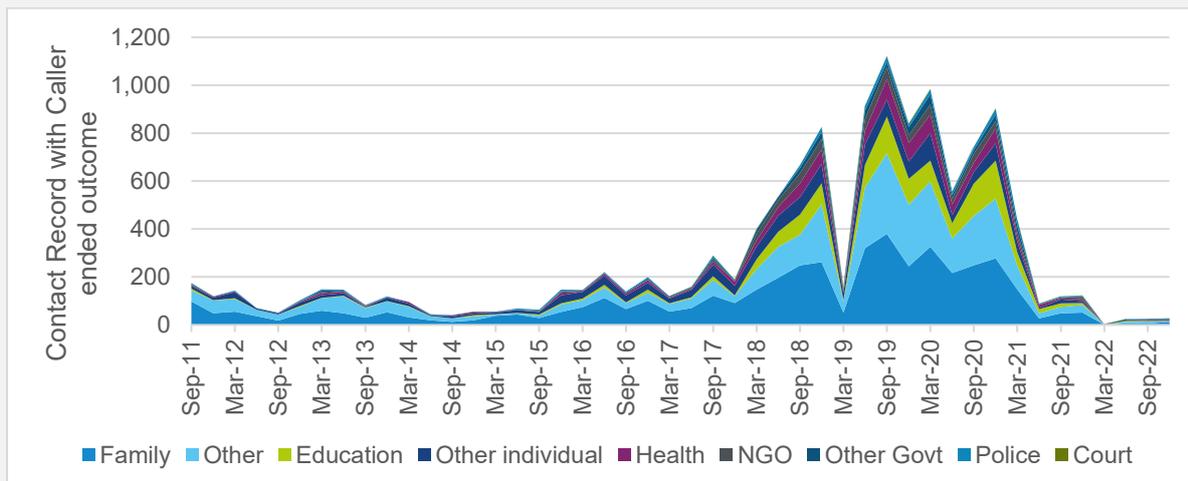


**There has been a rise in Contact Records with a ‘Caller ended’ outcome**

If a call is ended by a notifier when speaking with an Intake Social Worker at NCC, it gets recorded as a Contact Record with ‘Caller ended’ outcome.

From March 2018 to March 2021, the number of ‘Caller ended’ Contact Records grew rapidly (Figure 19). During the peak period, 2% to 3% of Contact Records had a with ‘Caller ended’ outcome, compared to only 0.3% in F2012 to F2016. In September 2019, ‘Caller ended’ outcome accounted for 11% (380) of Family, 7% (154) of Education and 7% (87) of Health Contact Records.

Figure 19: Total Contact Record with ‘Caller ended’ outcome per quarter, by notifier group



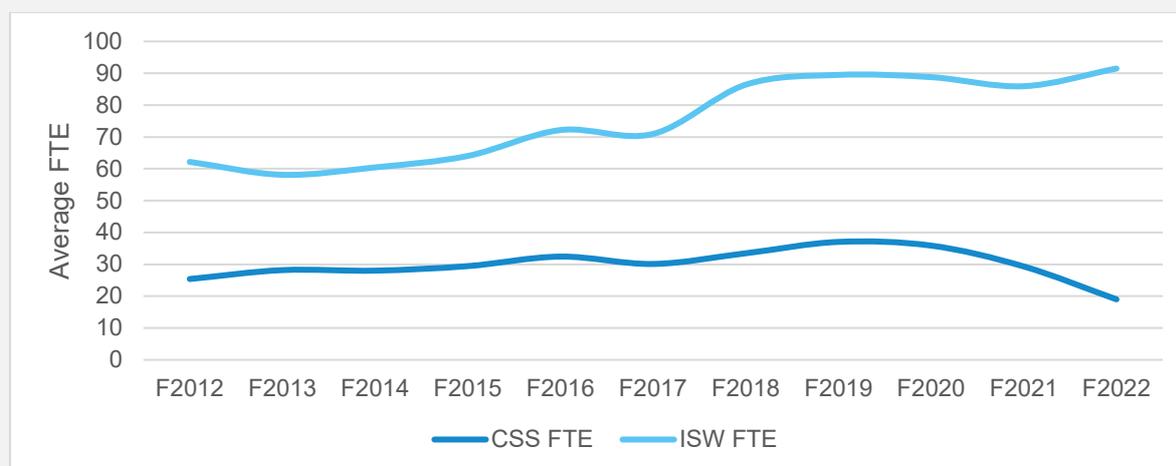
While there are many reasons that would cause notifiers to end a call, one possible reason is that notifiers did not find the conversation helpful in addressing their concerns. Since F2022, the issue seems to have settled. However, if the notifier’s

experience of interacting with Oranga Tamariki was dissatisfactory, it could damage their trust in the organisation or willingness for future contact.

### **Intake Social Worker FTE did not increase in line with higher workloads as more sites adopted an NCC-led approach**

The NCC-led approach has increased the time required to assess each potential Report of Concern by Intake Social Workers (and reduced the time required from Customer Service Specialists). Since F2018, Social Worker FTE has not increased in response to this new approach, likely contributing to longer wait times in the last five years (Figure 20).

Figure 20: Average FTE for CSS and ISW roles per financial year



In addition, there has also been a much higher number of sick and Covid leave days taken by Intake Social Workers in F2022 (250 days in F2022 compared to roughly 100 days on average per year during F2018 to F2021). This may have also affected already stretched capacity and resulted in the longer wait times observed.

### **Oranga Tamariki has attracted a high level of media and public scrutiny over the last few years**

Since F2018, as Reports of Concern have decreased, there have been a number of external reviews and inquiries into the way we work that have attracted a high level of media coverage. In particular, an attempt to bring a newborn pēpi Māori into care in Hastings in May 2019 triggered multiple reviews into the legislation we work under, our policies and practice. This raises a question around public trust and confidence in Oranga Tamariki.

The Public Sector Reputation Index<sup>11</sup> shows Oranga Tamariki’s reputation score steadily declined over the four years from 2018 (from 87 to 69 out of 150), with the biggest decline in 2021 (from 79 to 69 out of 150, the lowest among 58 agencies). Oranga Tamariki also compared poorly to other child wellbeing agencies such as the Ministry of Social Development, Ministry of Education, Ministry of Justice,

<sup>11</sup> The Public Sector Reputation Index measures the reputation of more than 50 agencies through online surveys and interviews to reflect the views of New Zealanders. Reputation is measured based on trust, social responsibility, leadership, and fairness.

Department of Corrections and Kāinga Ora (on average scored 90 to 95 out of 150). The results in 2021 showed more than 40% of participants disagreed to the sentiment of Oranga Tamariki being trustworthy, having a positive impact on people's wellbeing, being a successful and well-run organisation, and working positively with Māori. Disagreement to these statements increased 10% or more compared to 2020.

The survey found that news stories have the single largest impact on peoples' perceptions of Oranga Tamariki. In 2021, 59% of survey participants reported to have only seen or heard negative stories, nearly double from 30% in 2019. Further analysis revealed that the Hasting's uplift and resignation of the Chief Executive were the main reasons that people felt more negative towards Oranga Tamariki, while negative stories also included sentiments of not acting fast enough, unfair treatment of Māori, lack of training of staff, and staff bullying.

It is clear that three factors found to be key to establishing trust (ability, benevolence and integrity)<sup>12</sup> were questioned by the public, which could have a profound impact on notifiers' willingness to be vulnerable and engage with Oranga Tamariki.

### **Previous reporting experience suggests growing frustration in the reporting system, which may impact reporting behaviours**

Previous negative reporting experiences explored in Keddell's article *Mandatory reporting: 'A policy without reason'* also include frustration due to a lack of action or not receiving feedback on what actions were taken to address reporters' concerns following reports made. Research has suggested that even single experiences with government agency staff can impact on trust in these agencies<sup>13</sup>.

The Public Sector Reputation Index 2021 found that those who base their opinion on their experience are the most negative about Oranga Tamariki<sup>14</sup>. Moreover, the proportion of people having a positive experience with Oranga Tamariki has steadily declined from 2019 to 2021. While the proportion having a negative experience has stayed roughly the same, the strength of that negativity has increased.

Oranga Tamariki collects information on complaints made via phone, mail and online form and lodged with the Feedback and Complaints team. One of the categories these complaints can fall under is 'Insufficient Action in response to a Report of Concern'. In F2021, 131 complaints included an issue identified as falling in this category<sup>15</sup>. While this gives a snapshot into the complaint volume related to reporting concerns, we do not know how this compares to the years prior. It is also important

<sup>12</sup> Improving trust in government - Literature scan (2021)

<sup>13</sup> Improving trust in government - Literature scan (2021)

<sup>14</sup> Among those who reported to have had personal contact with Oranga Tamariki in 2021, 27% of them have experience calling the organisation and 25% of them have experience emailing or writing to the organisation.

<sup>15</sup> Categories data for complaints made to Oranga Tamariki is available since April 2020. In F2021, 131 out of 1,411 complaints received were identified as relating to 'Insufficient action in response to a Report of Concern' with 13 of them were about the National Contact Centre, as of data received in November 2022.

to note that other categories for complaints, such as communication, do not clarify if the complaint related to other aspects of reporting a concern<sup>16</sup>.

While we currently cannot quantify the potential impact of negative experience on reporting behaviour, there is anecdotal evidence suggesting professionals, partners and whānau do not trust their concerns will be addressed in a timely manner and properly through reporting.

For example, health professionals have said they lose trust in reporting to Oranga Tamariki and instead keep at-risk individuals on their books to “keep an eye on them” rather than freeing up resource for others:

“Many child psychotherapists, myself included, have given up working with children. Lobbying the agencies meant to protect them is soul destroying and results in little, if any, change. It is particularly distressing, but unsurprising, to hear stories from the Abuse in Care Royal Commission of Inquiry when many of us were raising red flags at the time this was happening.”<sup>17</sup>

Community providers have commented that the email form for Reports of Concern is too long, repetitive and bulky, which may hinder notifications.

Professionals also found the response time to children and families in need through a Report of Concern was delayed.

“On a much simpler level, we have just the delay of getting social workers to do things. So, I’ve got a young person. So, the school counsellor is ringing me saying she’s going to self-harm, she’s going to commit suicide. She’s so worried she’s ringing me because this is currently subject to the Family Court. So, I make a report of concern, the counsellor makes a report of concern, child thinks people are listening, three and a half weeks later the social worker gets to visit the child at the school. So, it’s like if that’s the response from a care and protection social worker to a counsellor from the school and a lawyer for the young person saying, ‘Please, we need your urgent assistance!’, what is the response to a ‘normal’ family?”<sup>18</sup>

This was also reflected by partners who work with us. A few partners have expressed frustration on a lack of action, or a delay in resolving concerns through reporting concerns to Oranga Tamariki<sup>19</sup>. A partner in Central region said, “Frustration with reports of concerns we have submitted and 9 times out of 10 we are told they are unable to give support.” Similar sentiment was shared by a survey

<sup>16</sup> The current system used for recording complaint activity is a relatively new with data available from March 2020. The structured information collected does not identify phases in the care system the complainant(s) are related to. Fair treatment and communication are the most frequent categories identified for complaints.

<sup>17</sup> Listener, Auckland, 17 Jun 2023 General News - Page 4

<sup>18</sup> Reil, J., Lambie, I., Becroft, A., & Allen, R. (2022). How we fail children who offend and what to do about it: ‘A breakdown across the whole system’. Research and recommendations. Auckland, NZ: The Michael and Suzanne Borrin Foundation, the New Zealand Law Foundation & the University of Auckland.

<sup>19</sup> NielsenIQ (2021). Oranga Tamariki Engagement Survey with Partners providing Social Services: 2020 Survey Results. Wellington, New Zealand: Oranga Tamariki—Ministry for Children

participant<sup>20</sup>, saying “I have contacted them several times regarding a child at risk and have received no reply.”

Furthermore, in some cases a lack of action or a delay in action to Reports of Concern could have further consequences for tamariki, such as child offending. Recent work on the Fast Track Intervention of Youth Offenders<sup>21</sup>, aimed at children aged 10-13 with serious or persistent offending, shows most youth offenders are not only already known to Oranga Tamariki, but also have a high number of previous Reports of Concern:

- 70% of 80 children have had previous involvement with Oranga Tamariki.
- At least 571 Reports of Concern have been raised for these children over their lifetime.
- Care and Protection issues were a current concern for 36% of the children

On the other hand, in *Ko te huarahi pono, ka wātea, kia whakamarama, kia whakatika*, a review of the practice in relation to Malachi Subecz and his whānau by the Chief Social Worker at Oranga Tamariki, reviewers had also found instances where a report was not recorded in CYRAS, causing frustration from notifiers.

### Potential lack of consensus between community reporters and Oranga Tamariki on what should be reported and the process that follows

One frustration in reporting experience may be attributed to the changing approach to determine further action given a growing view that entering or interacting with the state care system is the last resort<sup>22</sup>.

Keddell’s article *Mandatory reporting: ‘A policy without reason’* discusses a shift in focus from Oranga Tamariki in the past few years to community-led prevention and early support to stop tamariki and their whānau coming into care. It means Oranga Tamariki adjusted the approach to concerns and now only progress reports on those children who need statutory intervention, with most effort being made to refer back to community agencies for support-oriented services.

While there was anecdotal evidence on the positive outcome of the new approach from the National Contact Centre, Keddell’s article found there were also anecdotal evidence from professionals and whānau showing the lack of clarity on the new approach, causing frustration to outcomes and actions following the reports of concern, and further leading to reduced willingness to make reports.

In a recent review of the Integrated Safety Response (ISR)<sup>23</sup>, eight out of fourteen Reports of Concern submitted to the Oranga Tamariki National Contact Centre during the study period were closed due to not meeting the needs for a statutory

<sup>20</sup> Retrieved from the customised report of Public Sector Reputation Index 2021 for Oranga Tamariki

<sup>21</sup> Data as of 10 March, 2023

<sup>22</sup> Keddell, E. (2022). *Mandatory reporting: ‘A policy without reason’*. Aotearoa New Zealand Social Work.

<sup>23</sup> ISR is a multi-agency pilot that focuses on the joined-up support and services that families, including victims and perpetrators, receive following family violence reported to NZ Police and high risk prison releases in Christchurch and Waikato.

intervention. ISR practitioners shared similar sentiments by calling for more guidance around the assessment for a Report of Concern as well as clarification around processes to follow when they don't agree with the decisions that were made<sup>24</sup>.

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<sup>24</sup> 12 week review of cases referred to the family violence Integrated Safety Response (ISR) : review of 129 cases active with ISR from May to August 2018. The report can be accessed through: <https://library.nzfv.org.nz/cgi-bin/koha/opac-detail.pl?biblionumber=6925>

## Impact of external factors on the decrease in Reports of Concern

Changing environmental factors such as child population levels, wellbeing trends and visibility of tamariki can affect the number of Reports of Concern.

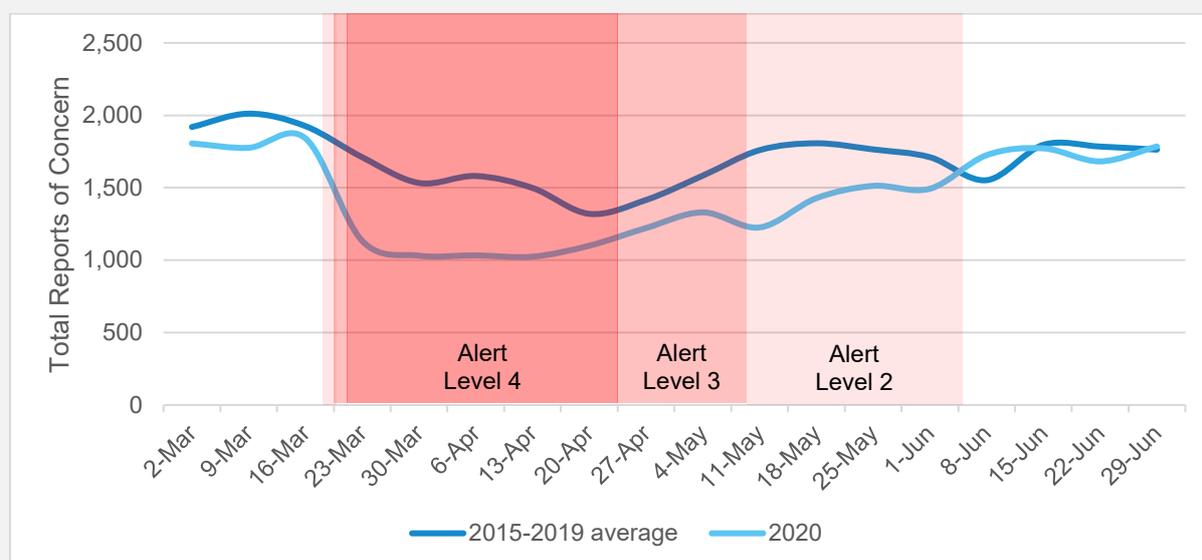
### COVID-19 has contributed to short- and long-term decreases in Reports of Concern

On 21 March 2020, the New Zealand Government introduced a 4-tiered Alert Level system<sup>25</sup> to help combat COVID-19, focusing on restriction of movements. Different Alert Levels were applied locally or nationally until the COVID-19 Protection Framework was introduced on 2 December 2021, which focused on managing life with COVID-19.

### COVID-19 restriction on movements immediately reduced visibility of tamariki

During the first national lockdown from March to May 2020, the number of Reports of Concern reduced significantly when compared to a five-year weekly average over the same time period (Figure 21). This could be attributed to an immediate reduction in visibility of tamariki.

Figure 21. Total Reports of Concern per week

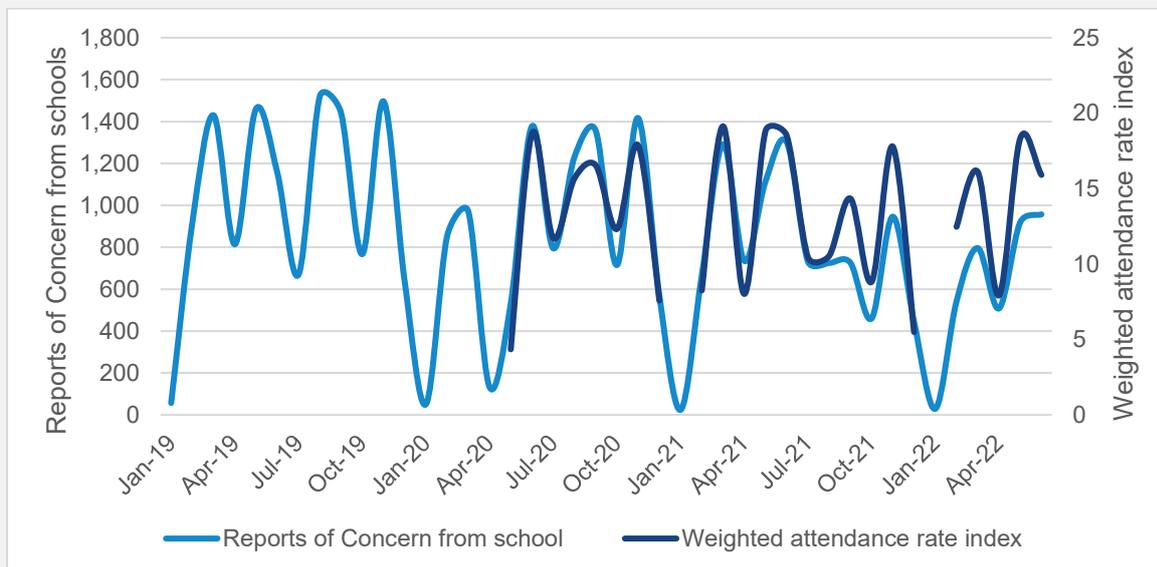


Schools are the most frequent notifier in the Education sector and play a key role in child protection and promoting the wellbeing of children as part of their Child Protection Policy obligations under the Children's Act 2014. The pattern of weighted school attendance rates is highly correlated with the number of Reports of Concern

<sup>25</sup> The Alert Levels were determined by the Government and specify the public health and social measures to be taken in the fight against COVID-19. Services including supermarkets, health services, emergency services, utilities and goods transport continued to operate at any level. While other services and activities were required to comply with public health and social measures.

received from schools (Figure 22)<sup>26</sup>. The closure of education facilities and disruption in school attendance during lockdown could have significantly reduced the visibility of tamariki and subsequently the number of Reports of Concern from the education sector.

Figure 22: Total Reports of Concern from schools and weighted attendance rate index per month



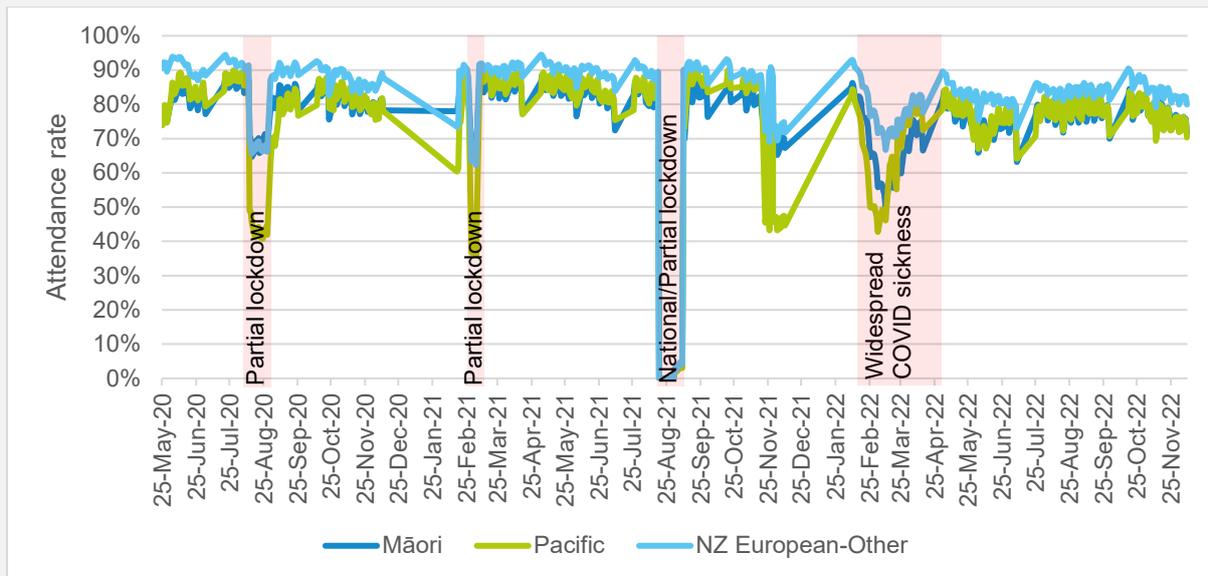
### ***Pacific tamariki and tamariki in the Auckland region were disproportionately affected by COVID-19***

There were disproportionate impacts of COVID-19 on the attendance rate of Pacific students (Figure 23). This could have been exacerbated by the highly vulnerable Pacific population experiencing a greater level of restrictions in the Auckland region<sup>27</sup>.

Figure 23: Attendance rate per day by ethnicity

<sup>26</sup> We have assumed the number of Reports of Concern is dependent on the amount of exposure tamariki have at school. However, average attendance rates cannot reflect the exposure completely as school holidays would reduce visibility of tamariki. The weighted attendance rate index is calculated by multiplying the average attend rate of the month and the number of school days to account for reduced visibility from school holidays.

<sup>27</sup> In F2018, 71% of Reports of Concern for Pacific tamariki were from Auckland region (33% from Central Auckland, 25% from South Auckland, and 13% from North and West Auckland). However, in F2022 only 57% of Reports of Concern for Pacific tamariki were from Auckland region (27% from Central Auckland, 11% from South Auckland, and 19% from North and West Auckland).

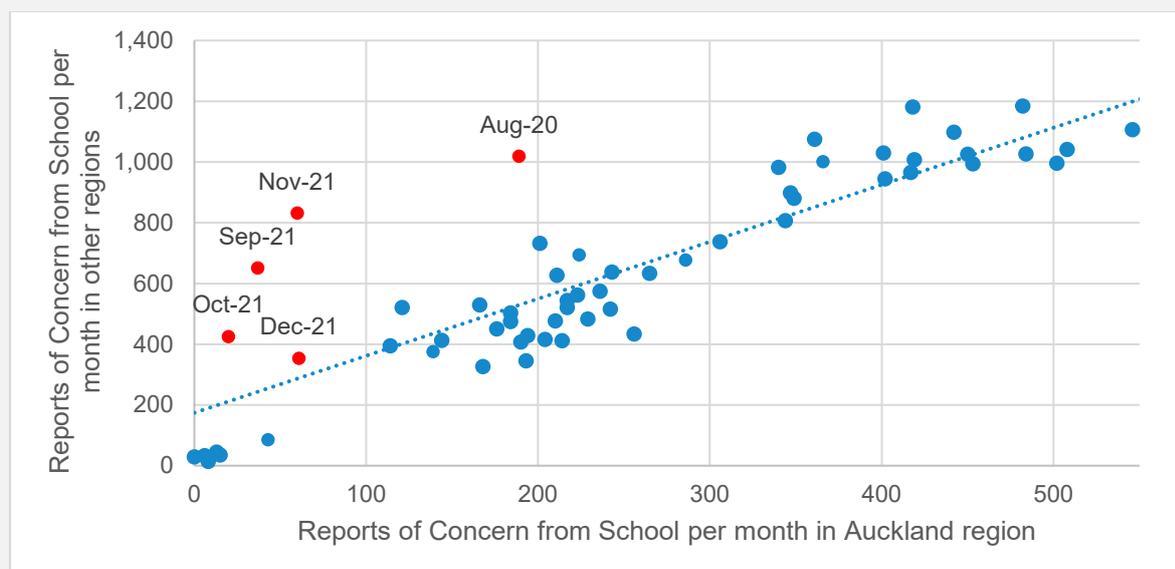


Analysis of Reports of Concern trends from schools between F2018 and F2022 for the Auckland region compared to other regions found there were five individual months where the number of Reports of Concern from schools in the Auckland region was proportionately lower than the monthly Reports of Concern from schools in other regions due to stricter restrictions (Figure 24).

On 12 August 2020, only Auckland moved to Alert Level 3 while the rest of the country remained at Alert Level 2, resulting in a lower number of Reports of Concern from schools. Auckland was later moved to Alert Level 2 on 30 August 2020. On 17 August 2021, all of New Zealand moved to Alert Level 4, and while all of New Zealand south of Auckland then moved to Alert Level 3 on 31 August 2021, Auckland remained at Alert Level 4 until late September 2021, followed by a prolonged period of Alert Level 3 ending early December. The Auckland region and some other surrounding areas were still under stricter public health and social measures through to the end of 2022.

From 27 October 2021, the number of Reports of Concern from schools in the Auckland region has been recovering as the New Zealand Government gradually introduced different Steps of Alert Level 3. Restrictions were applied consistently across New Zealand since 23 January 2023.

Figure 24: Reports of Concern from schools in other regions and Auckland region per month from July 2017 to June 2022



### **COVID-19 resulted in long-term changes in visibility and reporting behaviour**

As well as short-term COVID-19 impacts, there have been long-term impacts and changes in notifier behaviour and visibility of tamariki.

COVID-19 has accelerated the uptake of flexible working arrangements, leading to more time and capacity for carers to spend with, and look after, their tamariki at home, resulting in reduced visibility of tamariki to others. Moreover, some carers started home-schooling with their tamariki, which hugely reduced outside visibility. Ongoing lower school attendance rates (Figure 23) also raised concerns around truancy and its impact on visibility of vulnerable tamariki. There is a gap in our education system that captures where children are especially if they haven't returned to education.

This may also have resulted in organisations and the public both losing awareness of suspected harm and being out of practice of reporting it. Due to the complexity of the impacts, we may not have identified or seen the full extent of the consequences.

### **Child poverty rates have decreased**

A reduction in child poverty rates may have improved wellbeing of tamariki and contributed to the reduction in Reports of Concern.

Statistics New Zealand provides child poverty statistics on estimates of low income and material hardship rates for measures listed in the Child Poverty Reduction Act 2018.

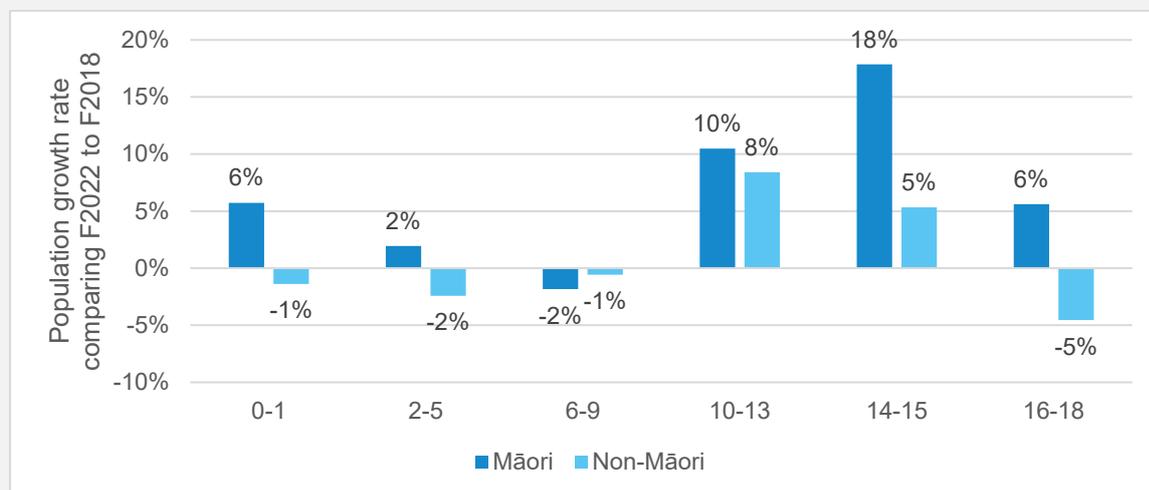
Compared to F2018, three primary measures of child poverty have had statistically significant decreases<sup>28</sup>. For the financial year ended June 2022:

- Rates of low-income before housing cost have declined from 16.5% to 12%
- Rates of low-income after housing cost have declined from 22.8% to 15.4%
- Material hardship rates have declined from 13.3% to 10.3%

## The decrease in Reports of Concern did not happen because there are fewer children in New Zealand

From F2018 to F2022, the children’s population has increased by approximately 25,000 0-17-year olds (a 2% increase from approximately 1.13 million children to 1.16 million). The rate of growth was 5% for Māori and 1% for non-Māori. The growth rate varies hugely across age groups, where Māori tamariki aged 10-15 experienced the strongest growth (Figure 25).

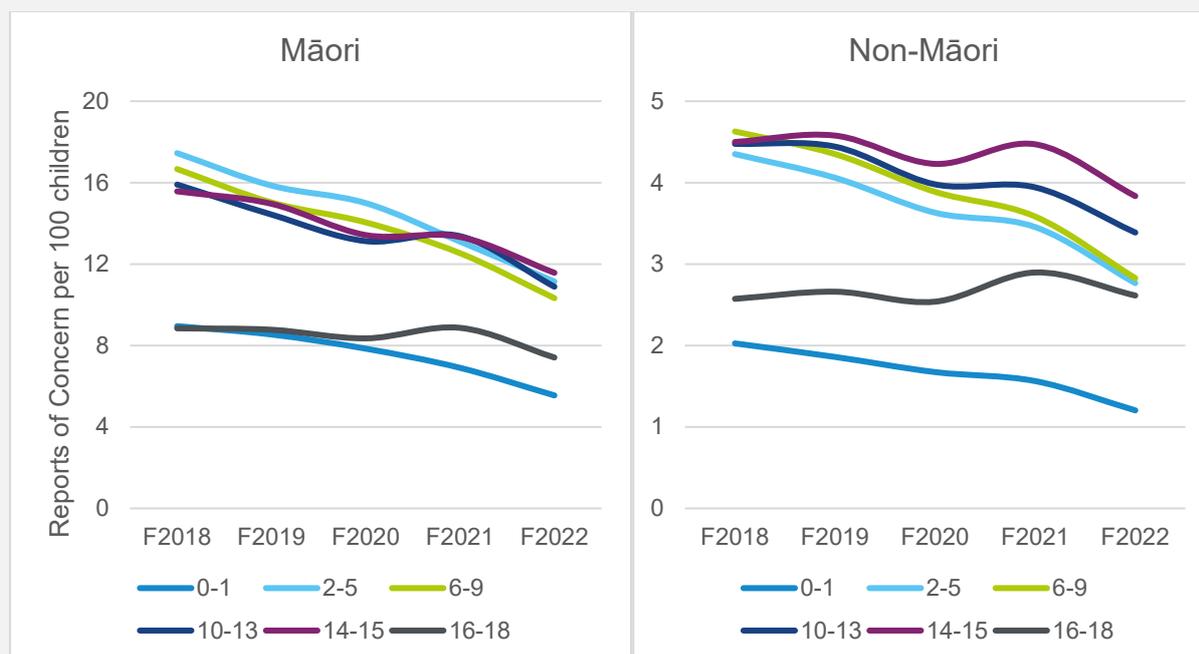
Figure 25: Population growth rate by age groups comparing F2022 to F2018 between Māori and Non-Māori



Despite a general increase in the children’s population, Reports of Concern have decreased for children of all age groups, except non-Māori tamariki aged 16-18 (Figure 26).

<sup>28</sup> Data retrieved from Child poverty statistics: Year ended June 2022 (<https://www.stats.govt.nz/information-releases/child-poverty-statistics-year-ended-june-2022/#interpreting>)

Figure 26: Reports of Concern per 100 children by age groups between Māori and Non-Māori from F2018 to F2022



## Increased coordinated response to Family Violence incidents reduced duplication of reports from different agencies

The Family Violence Inter-agency Response System (FVIARS) is an inter-agency initiative designed to more effectively manage cases of family violence reported to the Police. The FVIARS model was introduced nationally in December 2006 and operates throughout New Zealand. During 2016 to 2018, some of these were evolved into Safety Assessment Meeting (SAM) tables at larger cities that are generally established by Police with more agencies, NGOs and Treaty partners involved and operate under varying models, such as Integrated Safety Response and Whāngaia Ngā Pā Harakeke.

Recognising the need to modify FVIARS, Family Violence Integrated Safety Response (ISR)<sup>29</sup> was developed as a pilot in 2016 in Christchurch and Waikato, on top of SAM tables, with a purpose-built electronic case management system Family Safety System, where information can be shared.

These initiatives could have affected the report volume in the following ways:

- Fewer occurrences of multiple Reports of Concern from different agencies for the same family
- Reduced family violence reports from Police

<sup>29</sup> This is part of a larger cross-agency work programme overseen by the Ministerial Group on Family Violence and Sexual Violence.

- Increased family violence reports from other reporters (which are not necessarily classified as reports from Police and could not be differentiated from other types of reports)

Other initiatives identified that also use coordinated approaches include:

- Multi-Disciplinary Cross-Agency Team (MDCAT)<sup>30</sup> was established in April 2020 from South Auckland Social Wellbeing Board (SASWB)

Given increasing recognition of collaborative and coordinated approaches in the Children's sector, there could be other inter-agency initiatives that are not captured here but lead to similar impacts.

### **Overloaded reporting on family harm incidents causing ongoing data quality issues in Police reports records**

When a family harm incident occurs, multiple parties could be involved, resulting in the duplication of assessments and reports.

A notifier could notify Police and/or Oranga Tamariki directly if a child is involved, and Police are also obligated to notify Oranga Tamariki. Increasing coordinated response with many varying models mentioned above further complicated the information flow. These cases could be sent to local inter-agency meetings by Oranga Tamariki and/or Police to assess and result in another report back to Oranga Tamariki, potentially resulting in duplication of reports and assessment within the wider system once it has come to our attention.

While duplicates were mostly identified in the processing at the National Contact Centre, there would have been some duplicated records in CYRAS, affecting the accuracy of report volumes.

Mandatory notification requirements by Police also led to a large volume of Family Violence referrals to the Oranga Tamariki<sup>31</sup>, many are not substantiated. As a response to the overwhelming volume, Family Violence specific Contact Records<sup>32</sup> were introduced in 2011 to capture those that do not require further assessment, causing a change in recording practice and reduction in Reports of Concern. The scale and duration of the impact are difficult to quantify. Since then, a constant backlog of Family Violence Contact Records have been observed at the National Contact Centre. Consequently, there has been on average a 24 to 101 day delay in entering these Contact Records between F2012 and F2022.

<sup>30</sup> This is part of Place-Based Initiatives funded by MSD, focused on the immediate triage, planning, and collective response for families experiencing family harm.

<sup>31</sup> Family Violence related Contact Records grew from 70,304 in F2012 to 115,276 in F2020 and dropped to 65,393 in F2022. These Contact Records mostly account for more than 50% of total Contact Records during this time.

<sup>32</sup> For further information on Contact Records, refer to Appendix Two.

# Next steps

## The study identified several information gaps

There are a number of information gaps which limit our understanding of the drivers behind the decrease, including:

- Inability to comprehensively understand the pipeline of the reporting system, from volume of potential concerns reported to Oranga Tamariki to its outcome (Reports of Concern, or other outcomes such as advice given)
- Inability to understand what we have missed from a large number of abandoned calls
- Inability to systematically capture notifier feedback on the reporting process
- Inability to understand the amount of concern in New Zealand more broadly, how this changes, and how much of this is captured by Oranga Tamariki
- Inability to understand the underlying reasons of changes in renotification rates
- Inability to clearly articulate impacts from the Intake and Early Assessment approach
- Inability to understand public and notifiers' trust and confidence in Oranga Tamariki, especially those who play a key role in making vulnerable tamariki known to us

## Further research will help understand whether the current reporting system is accessible, effective, and responsive

Given this reporting mechanism is often the first doorstep for vulnerable children to be known to us, it is critical that notifiers having trust and confidence in Oranga Tamariki and for Oranga Tamariki to understand reporters' experience with the system and improve it accordingly. There is a need to understand common notifiers' reporting experience, specifically on:

- What is their previous reporting experience, including:
  - Timeliness
  - Whether feedback is received on next steps
  - Satisfaction with the actions taken by Oranga Tamariki
  - If not satisfied, what have they done (e.g. log a complaint, self-recalibrate Oranga Tamariki approach, talk to National Contact Centre etc.)
- How has the previous reporting experience affected how they respond/act to potential concerns?
- What would help them in reporting concerns to Oranga Tamariki (e.g. training on identification, more clarity on Oranga Tamariki's approach, more responsive reporting line etc.)?

On the other hand, it is unsatisfactory if concerns were not being properly acted upon and/or resolved and lead to further child harm. There is also a need to

investigate whether Oranga Tamariki has responded to concerns effectively through the Intake process to improve outcome for tamariki and prevent further statutory involvement.

This would further provide insights into the policy discussion on whether to introduce mandatory reporting and/or invest in education/training to improve identification and reporting behaviours.

## Continuous improvement in recording and documenting is required

We also identified areas that would benefit from further clarification. These include:

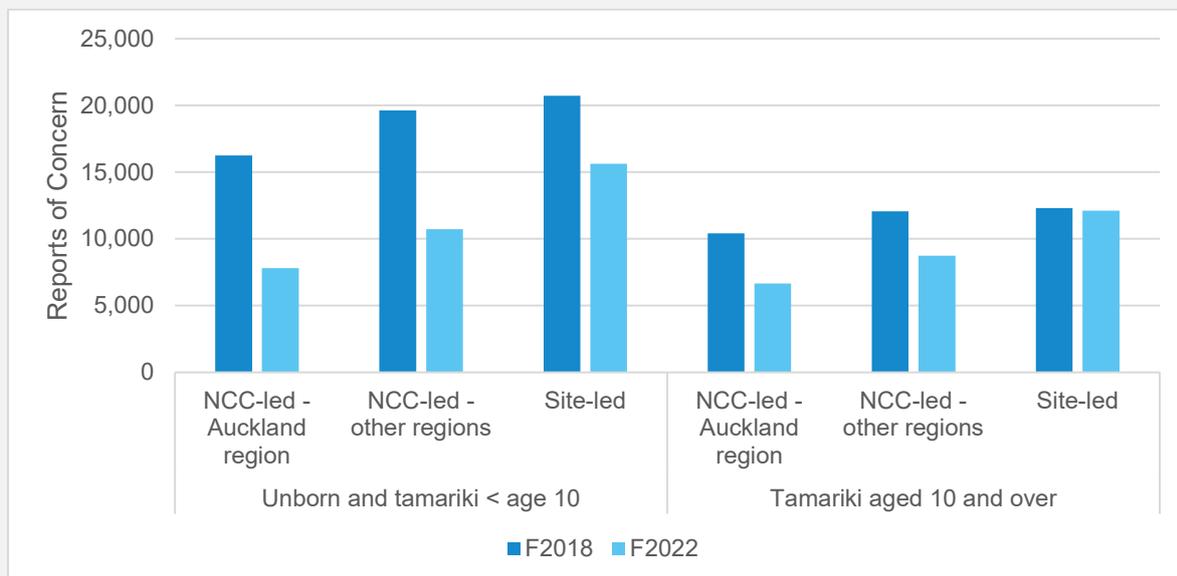
- **Practice changes at the National Contact Centre and sites require clear recording and monitoring to provide information on impacts.** We do not have complete information on which sites started adopting new practice approaches and when, resulting in difficulties in identifying impacts.
- **Data governance is required to ensure changes in data quality are identified and communicated with data users.** What gets recorded as a Contact Record and/or Reports of Concern has changed over time, essentially changing the measures we are looking at. Outcomes associated with these records were also used differently over time due to practice change. Without understanding the impacts from practice to data, there is a risk that we derive incorrect insights.
- **A clear and granular understanding of the exact flow of information between Police, inter-agency panels and Oranga Tamariki is required, with each step of the flow routinely quantifiable.** Mandatory notification requirements by Police has a complicated reporting flow and led to a large volume of Contact Records at the National Contact Centre. This not only impacts capacity, but also does not provide a clear view on family harm experienced by tamariki.

# Appendices

## Appendix 1: Disproportionate decreases of Reports of Concern in demographics between NCC-led and Site-led sites

While there was a greater reduction in Reports of Concern for unborn babies and tamariki younger than age 10, the decrease was more significant at NCC-led sites (Figure A1). For tamariki aged 10 and over, the reduction of Reports of Concern in the Auckland region was more significant than NCC-led sites in other regions, with a negligible difference in the number of Reports of Concern at Site-led sites.

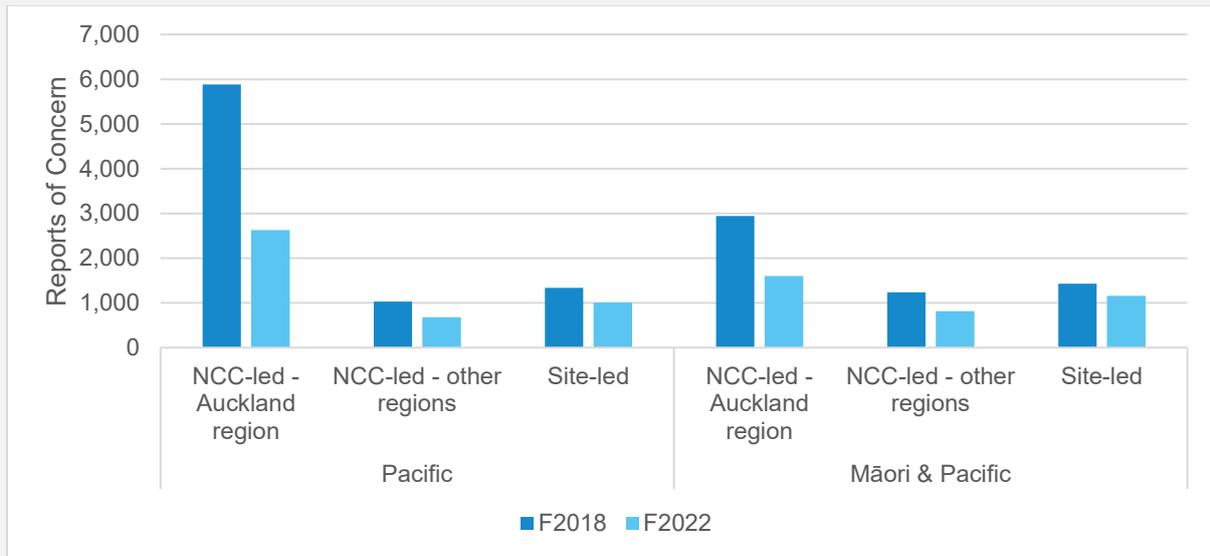
Figure A1. Reports of Concern from NCC-led – Auckland region/other regions and Site-led by unborn and tamariki < age 10 and tamariki aged 10 and over in F2018 and F2022



There was a greater decrease in Reports of Concern for tamariki Māori and ‘New Zealand European & Other’ at NCC-led sites, following the overall trend. But the decrease in Reports of Concern for Pacific and Māori & Pacific tamariki in the Auckland region was much more significant than other regions, regardless of practice approach (Figure A2). Existing disparities in the Pacific community may have resulted in disparities in health outcomes during the COVID-19 pandemic<sup>33</sup> and disparities in the capacity of notifiers who have access to and/or visibility of this group of tamariki.

<sup>33</sup> Sonder, G. J., Grey, C., Anglemeyer, A., Tukuitonga, C., Hill, P. C., Sporle, A., & Ryan, D. (2023). The August 2020 COVID-19 outbreak in Aotearoa New Zealand: Delayed contact tracing for Pacific people contributes to widening health disparities. *IJID regions*.

Figure A2. Reports of Concern from NCC-led – Auckland region/other regions and Site-led by Pacific and Māori & Pacific tamariki in F2018 and F2022



## Appendix 2: The process of addressing and recording potential concerns

Incoming potential concerns are assessed by NCC and usually end up in at least one of three data formats in CYRAS<sup>34</sup> (not necessarily exclusively): Contact Record (CR), Notification, and Reports of Concern (ROC).

Reports of Concern are defined under Section 15<sup>35</sup> of the Oranga Tamariki Act 1989. Over 80% of Notifications are also Reports of Concern. Notifications that are not Reports of Concern occur when Oranga Tamariki provides other services, such as international casework and referrals straight to Family Group Conference by Police or Court. Contact Records capture the rest of the information where the needs do not require a Notification, but also is used as an interim platform for recording and assessing information before it is determined to be a Notification or ROC, depending on variation of practice at NCC.

In line with the focus of this report, this section provides a high-level overview of the recording process for potential care and protection Reports of Concern, not Notifications.

A complete view of incoming contact made to Oranga Tamariki is not available due to the following reasons:

- The call system and CYRAS are not linked. We cannot trace whether a call is eventually recorded in CYRAS and its outcome.
- The email system and CYRAS are not linked. According to the National Contact Centre, we do not have a reliable number of reports or contact received by email before April 2020 and do not know whether an email is eventually recorded in CYRAS and its outcome.
- A call can be transferred to a site via the National Contact Centre without being recorded. While sites can create a Report of Concern if the information meets the criteria, this is not traceable from the initial call. When the information does not meet the criteria for a Report of Concern, most social workers at sites do not have access to create a Contact Record.

### Different recording practice depending on contact method

Recording practice varies by contact method, and there have been further changes made due to the introduction of Intake and Early Assessment.

#### **Phone call**

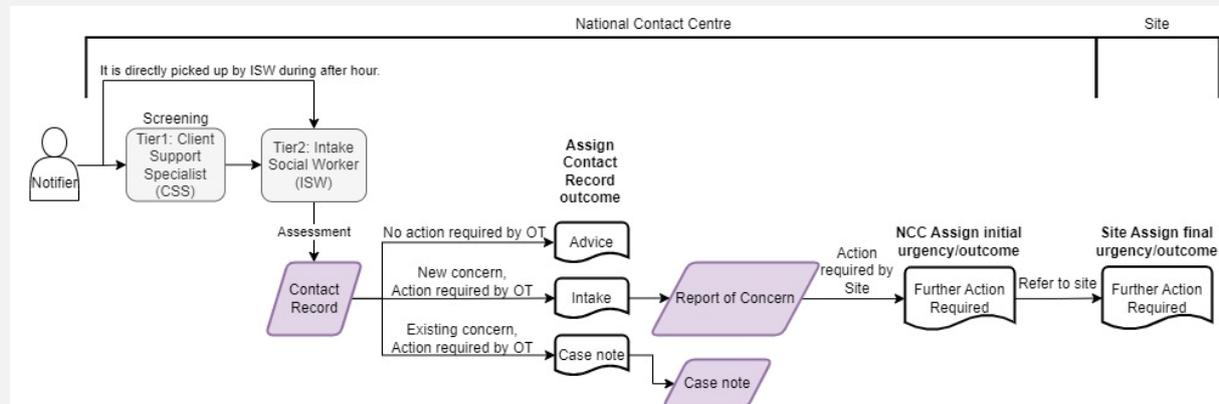
A contact via phone will be recorded as a Contact Record when the call is transferred to an Intake Social Worker. An outcome will be given depending on the Intake Social worker's assessment. For example, if it is assessed as a Report of

<sup>34</sup> CYRAS is the case management system used by Oranga Tamariki.

<sup>35</sup> Any person who believes that a child or young person has been, or is likely to be, harmed, ill-treated, abused, (whether physically, emotionally, or sexually), neglected, or deprived, or who has concerns about the well-being of a child or young person, may report the matter to the chief executive or a constable.

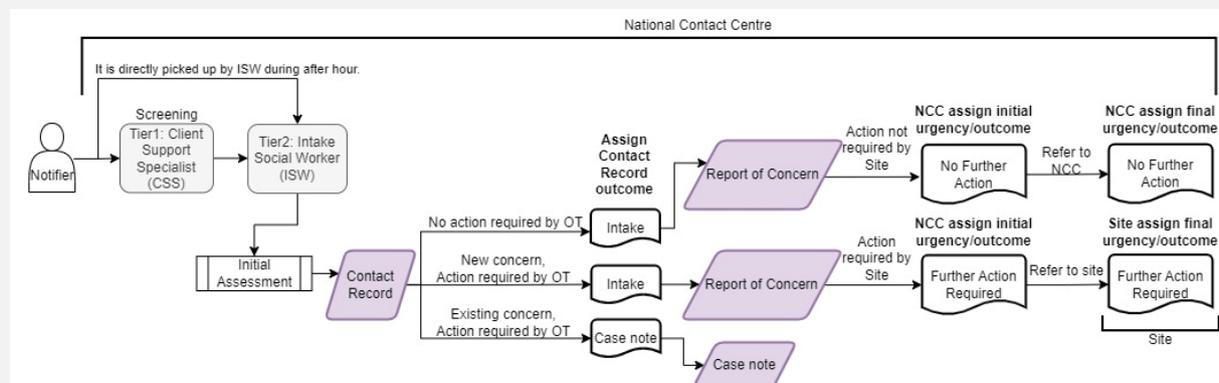
Concern, 'Intake' is the outcome of the Contact Record, and a Report of Concern will be created. If the notifier is seeking advice to support tamariki in the community, 'Advice' will be given as its outcome.

Figure A3. Processing of a potential Report of Concern via phone calls (for Site-led approach and times before the introduction of NCC-led approach)



Further changes were introduced with the NCC-led approach of Intake and Early Assessment. To improve how social workers receive information through CYRAS, the NCC-led approach also asks Intake Social Workers to record a concern that does not require further action as a Report of Concern with no further action, on top of a Contact Record.

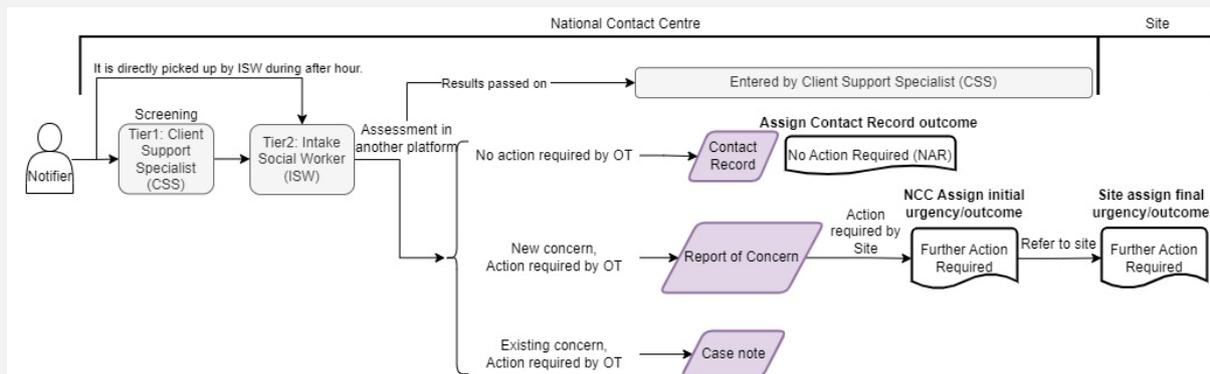
Figure A4. Processing of a potential Report of Concern via phone calls (NCC-led approach)



### Email/Fax/Mail

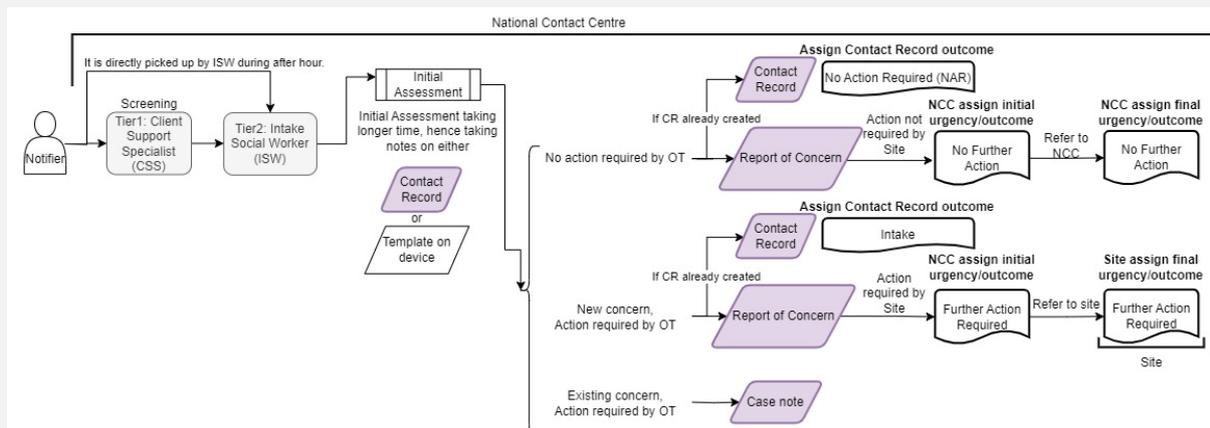
A contact via email/fax/mail will be screened by Customer Support Specialists and assessed by an Intake Social Worker in a different system to CYRAS. If it meets the criteria, a Report of Concern is created (without generating a Contact Record), otherwise a Contact Record with 'No Action Required' outcome would be created.

Figure A5. Processing of a potential Report of Concern via email/fax/mail (for Site-led approach and times before the introduction of NCC-led approach)



Further changes were introduced with the NCC-led approach of Intake and Early Assessment. When an Intake Social Worker is conducting Initial Assessment on a contact via email, they could record it as a Contact Record or on a template on their device at the stage of assessment. Once it is confirmed to be a Report of Concern, the Contact Record (if used) will then be given an Intake outcome and a Report of Concern will be created manually.

Figure A6. Processing of a potential Report of Concern via email/fax/mail (NCC-led approach)



### Phone call/In-person visit to sites

A contact via a phone call directly to a site, or an in-person visit to a site will be assessed by a social worker. If it meets the criteria, a Report of Concern is created (without generating a Contact Record). As the social workers at the site have no access to create a Contact Record, those who do not meet the criteria need to be entered into the system either by the site administrator (or a limited number of other people at a site who have access to creating a Contact Record) or become a case note.

### Family violence-related incidents

These are usually notified through email. Police on site and other teams within Police may notify Oranga Tamariki in the first instance as part of their obligation to notify. However, these cases can also be sent to local inter-agency meetings (such as

FVIARS/SAM/ISR) for an assessment and sent back to Oranga Tamariki again. Like email/fax/mail, these are first screened by Customer Support Specialists.

## Appendix 3: Table for figures

This Appendix contains data tables for figures.

*Table A1. Total Reports of Concern by financial year*

Financial year	Total Reports of Concern
F2012	90,823
F2013	90,958
F2014	88,902
F2015	83,987
F2016	84,637
F2017	81,919
F2018	92,345
F2019	87,378
F2020	81,070
F2021	78,623
F2022	66,486
F2023	71,897

*Table A2. Total CSS and ISW calls by financial year*

Financial year	Total Tier 1: CSS Calls	Total Tier 2: SW Calls
F2011	738,707	60,689
F2012	686,501	70,946
F2013	646,232	70,221
F2014	597,698	71,775
F2015	520,421	76,238
F2016	466,875	83,860
F2017	431,550	89,239
F2018	382,991	82,878
F2019	361,852	79,856
F2020	299,567	69,806
F2021	248,044	57,820
F2022	166,495	55,461

*Table A3. Total Reports of Concern per financial year, by contact method*

Financial year	Reports of Concern via Phone	Reports of Concern via Email/Fax/Mail	Reports of Concern via in-person
F2012	42,821	45,253	2,749
F2013	41,551	46,737	2,670
F2014	38,067	48,171	2,664
F2015	34,076	47,444	2,467
F2016	33,877	48,200	2,560
F2017	31,192	48,371	2,356
F2018	33,759	56,665	1,921
F2019	29,010	56,401	1,967
F2020	27,520	51,927	1,623
F2021	28,551	48,366	1,706
F2022	23,556	41,730	1,200

Table A4. Total Reports of Concern per quarter, by notifier type

Quarter ending	Professional/ Government	Whānau/Community	Other
Sep-11	16,062	4,074	2,670
Dec-11	15,704	4,138	2,828
Mar-12	15,099	4,699	3,016
Jun-12	15,653	4,180	2,700
Sep-12	16,343	4,229	2,589
Dec-12	16,118	4,313	2,778
Mar-13	15,456	4,837	2,531
Jun-13	15,572	3,747	2,445
Sep-13	15,561	3,828	2,424
Dec-13	16,315	4,313	2,699
Mar-14	15,064	4,415	2,685
Jun-14	15,317	3,999	2,282
Sep-14	16,064	3,626	2,359
Dec-14	15,603	4,378	1,092
Mar-15	14,788	4,920	1,162
Jun-15	15,001	4,102	892
Sep-15	15,681	4,132	959
Dec-15	15,558	4,467	1,065
Mar-16	14,743	4,907	1,199
Jun-16	16,297	4,604	1,025
Sep-16	15,882	4,288	1,011
Dec-16	15,053	3,819	806
Mar-17	14,859	4,263	1,035
Jun-17	15,871	4,089	943
Sep-17	17,602	4,278	906
Dec-17	17,633	4,373	1,029
Mar-18	16,874	4,924	1,204
Jun-18	17,987	4,409	1,126
Sep-18	17,988	4,440	920
Dec-18	16,609	4,632	938
Mar-19	15,526	4,963	1,068
Jun-19	15,455	4,063	776
Sep-19	16,781	4,629	888
Dec-19	15,394	4,734	858
Mar-20	14,035	4,797	1,058
Jun-20	13,177	3,970	749
Sep-20	16,303	4,279	719
Dec-20	14,870	4,329	769
Mar-21	13,573	4,211	629
Jun-21	14,329	4,054	558
Sep-21	13,520	3,692	603
Dec-21	12,566	3,776	572
Mar-22	11,138	3,789	582
Jun-22	12,231	3,435	582

Table A5. The difference and % difference in Reports of Concern comparing F2022 to F2018, by notifier group with the share of Reports of Concern by notifier groups on average in F2018 and F2022.

Notifier group	Share of Reports of Concern among notifier groups in F2022	Difference in total Reports of Concern between F2018 and F2022	% difference in total Reports of Concern between F2018 and F2022
Police	34%	-9,817	-31%
Education	14%	-5,189	-38%
Health	14%	-4,199	-32%
Other	4%	-1,926	-45%
Family	9%	-1,596	-21%
Other Govt	13%	-1,523	-14%
Other individual	5%	-1,201	-25%
NGO	7%	-495	-9%
Court	1%	87	10%

Table A6. The difference and % difference in Reports of Concern comparing F2022 to F2018, by ethnicity

Ethnicity group	Difference in total Reports of Concern between F2018 and F2022	% difference in total Reports of Concern between F2018 and F2022
Māori	-13,075	-30%
NZ Euro & Other	-6,623	-24%
Pacific	-3,625	-44%
Māori & Pacific	-1,859	-33%
Unknown	-677	-10%

Table A7. Total Reports of Concern per financial year, by pre-birth and tamariki aged 0-1, 2-5, 6-9, 10-13, 14-15 and 16-18

Financial year	<0	0-1	2-5	6-9	10-13	14-15	16-18
F2018	8,234	5,183	21,372	22,028	19,796	9,406	5,745
F2019	7,910	4,857	19,452	20,326	19,280	9,335	5,639
F2020	7,283	4,430	18,130	18,557	18,076	8,648	5,325
F2021	6,493	4,045	16,600	16,600	18,686	9,275	5,993
F2022	5,514	3,413	14,031	13,681	15,744	8,369	5,253

Table A8. The difference and % difference in Reports of Concern comparing F2022 to F2018, by region

Region	Difference in total Reports of Concern between F2018 and F2022	% difference in total Reports of Concern between F2018 and F2022
South Auckland	-5,066	-48%
Central Auckland	-3,879	-45%
North and West Auckland	-3,361	-44%
East Coast	-3,229	-40%
Waikato	-2,698	-33%
Lower South	-1,519	-32%
Bay of Plenty	-2,657	-27%

Region	Difference in total Reports of Concern between F2018 and F2022	% difference in total Reports of Concern between F2018 and F2022
Te Tai Tokerau	-1,513	-27%
Taranaki-Manawatū	-1,967	-26%
Wellington	-1,467	-24%
Upper South	-925	-24%
Canterbury	-1,489	-14%

Table A9. Total Reports of Concern and % Reports of Concern with FAR outcome by financial year

Financial year	Total Reports of Concern	Reports of Concern with FAR outcome
F2012	90,823	60,374
F2013	90,958	61,919
F2014	88,902	54,160
F2015	83,987	45,558
F2016	84,637	44,849
F2017	81,919	38,816
F2018	92,344	40,245
F2019	87,378	40,582
F2020	81,067	40,430
F2021	78,623	41,346
F2022	66,485	34,406

Table A10. % abuse findings from Reports of Concern that underwent further investigation by financial year

Financial year	Emotional Abuse	Physical abuse	Neglect	Sexual Abuse	Behavioural/ relationship issues	Self-harm/ suicidal
F2012	33.4%	6.4%	11.7%	2.5%	10.2%	0.3%
F2013	33.3%	6.4%	13.1%	2.4%	10.1%	0.4%
F2014	31.3%	7.9%	12.6%	2.6%	9.8%	0.3%
F2015	32.4%	8.9%	12.4%	2.9%	9.5%	0.4%
F2016	35.3%	9.7%	13.6%	3.0%	9.3%	0.3%
F2017	34.3%	11.6%	14.7%	3.0%	8.5%	0.3%
F2018	33.3%	10.1%	15.4%	2.9%	8.3%	0.5%
F2019	31.8%	10.4%	14.2%	2.8%	9.2%	0.5%
F2020	33.3%	9.3%	13.1%	2.8%	8.5%	0.4%
F2021	30.9%	9.9%	10.3%	3.6%	9.3%	0.5%
F2022	29.8%	9.8%	10.0%	4.1%	10.1%	0.5%

Table A11. Timeline of the introduction of Intake and Early Assessment

By the end of the financial year	F2018	F2019	F2020	F2021	F2022
Label	NA	Testing period	Site-led roll-out	NCC-led roll-out	NA
Transition period	NA	Site-led: November 2018 NCC-led: April 2019	July to December 2019	August 2020 to May 2021	NA
Legacy	62	46	0	0	0
Site-led	0	6	48	27	27
NCC-led	0	10	14	35	35

Table A12. Total Reports of Concern per financial year, by NCC-led and Site-led approach

Financial year	NCC-led	Site-led
F2012	57,986	32,704
F2013	57,560	33,333
F2014	55,686	33,145
F2015	51,889	32,034
F2016	52,389	32,198
F2017	51,091	30,779
F2018	59,104	33,199
F2019	53,440	33,901
F2020	48,937	32,037
F2021	47,007	31,545
F2022	38,404	28,003

Table A13. % Reports of Concern assigned NFA as final outcome per financial year, by NCC-led Auckland/other regions and Site-led

Financial year	NCC-led - Auckland region	NCC-led - other regions	Site-led
F2012	11%	18%	13%
F2013	11%	21%	17%
F2014	17%	26%	24%
F2015	22%	32%	32%
F2016	22%	32%	33%
F2017	26%	39%	40%
F2018	32%	50%	45%
F2019	31%	45%	46%
F2020	30%	41%	46%
F2021	27%	38%	46%
F2022	24%	38%	50%

Table A14. % any renotification within 1-3 months per financial year, by NCC-led Auckland/other regions and Site-led

Financial year	NCC-led - Auckland region	NCC-led - Other regions	Site-led
F2012	21%	20%	22%
F2013	21%	20%	21%
F2014	20%	21%	21%
F2015	18%	19%	21%
F2016	19%	19%	20%
F2017	16%	18%	21%
F2018	21%	20%	21%
F2019	19%	19%	20%
F2020	17%	18%	20%
F2021	17%	16%	19%
F2022	15%	15%	19%

Table A15. % FAR renotification within 1-3 months per financial year, by NCC-led Auckland/other regions and Site-led

Financial year	NCC-led - Auckland region	NCC-led - Other regions	Site-led
F2012	14%	13%	16%
F2013	16%	14%	15%
F2014	13%	13%	13%
F2015	11%	11%	12%
F2016	12%	11%	10%
F2017	9%	9%	10%
F2018	12%	9%	9%
F2019	11%	11%	10%
F2020	11%	10%	10%
F2021	10%	10%	10%
F2022	12%	9%	9%

Table A16. Reports of Concern per quarter, by NCC-led Auckland/other regions/region unknown and Site-led

Quarter ending	NCC-led - Auckland region	NCC-led - Other regions	NCC-led - Region unknown	Site-led
Sep-11	7,257	7,211	156	8,152
Dec-11	7,120	7,140	213	8,155
Mar-12	7,116	7,387	130	8,158
Jun-12	6,639	7,429	188	8,239
Sep-12	7,099	7,231	144	8,671
Dec-12	7,225	7,545	151	8,273
Mar-13	6,928	7,455	166	8,256
Jun-13	6,308	7,202	106	8,133
Sep-13	6,407	7,203	70	8,109
Dec-13	6,616	7,867	120	8,700
Mar-14	6,609	7,160	109	8,275
Jun-14	6,297	7,141	87	8,061
Sep-14	6,028	7,507	98	8,402
Dec-14	5,905	7,051	98	8,007

Quarter ending	NCC-led - Auckland region	NCC-led - Other regions	NCC-led - Region unknown	Site-led
Mar-15	5,818	7,030	102	7,897
Jun-15	5,613	6,564	75	7,728
Sep-15	5,694	7,102	58	7,901
Dec-15	5,651	7,252	42	8,131
Mar-16	5,486	7,379	46	7,926
Jun-16	6,153	7,457	69	8,240
Sep-16	5,960	7,150	73	7,979
Dec-16	5,495	6,791	60	7,322
Mar-17	5,498	6,957	54	7,641
Jun-17	5,939	7,045	69	7,837
Sep-17	6,617	7,676	76	8,407
Dec-17	6,829	7,960	95	8,136
Mar-18	6,588	8,186	95	8,127
Jun-18	6,825	8,072	85	8,529
Sep-18	6,844	7,549	68	8,873
Dec-18	6,413	7,021	84	8,655
Mar-19	6,008	7,102	48	8,386
Jun-19	5,667	6,330	306	7,987
Sep-19	6,334	7,086	297	8,548
Dec-19	5,907	6,416	420	8,224
Mar-20	5,352	6,198	332	7,976
Jun-20	4,514	5,666	415	7,289
Sep-20	5,531	6,648	503	8,596
Dec-20	5,227	5,929	840	7,957
Mar-21	4,167	5,768	1,110	7,347
Jun-21	4,327	5,554	1,403	7,645
Sep-21	3,861	5,210	1,101	7,621
Dec-21	3,417	5,026	1,109	7,322
Mar-22	3,493	4,457	1,126	6,421
Jun-22	3,781	4,896	927	6,639
Sep-22	4,257	5,306	1,163	7,728
Dec-22	4,106	5,085	919	7,162

Table A17.% Call abandonment rates and call wait time to speak to an Intake Social Worker (ISW) (Note: There is only six-months' worth of data in F2015 for call wait times)

Financial year	ISW Call abandonment rate	ISW Call Wait Times
F2011	20%	No data available
F2012	12%	No data available
F2013	14%	No data available
F2014	21%	No data available
F2015	27%	2:15
F2016	24%	3:33
F2017	25%	3:47
F2018	25%	4:16
F2019	30%	5:56
F2020	32%	6:25
F2021	25%	6:53
F2022	25%	7:51

Table A18. % calling back on the same day and % called back being abandoned from April 2020 to December 2022

<b>Month-Year</b>	<b>% calling back</b>	<b>% called back being abandoned</b>
Apr-20	47%	40%
May-20	38%	27%
Jun-20	37%	32%
Jul-20	36%	34%
Aug-20	37%	37%
Sep-20	34%	34%
Oct-20	36%	40%
Nov-20	37%	39%
Dec-20	38%	38%
Jan-21	35%	34%
Feb-21	32%	41%
Mar-21	30%	49%
Apr-21	34%	34%
May-21	35%	44%
Jun-21	36%	46%
Jul-21	39%	38%
Aug-21	35%	45%
Sep-21	29%	40%
Oct-21	31%	48%
Nov-21	32%	43%
Dec-21	35%	41%
Jan-22	37%	44%
Feb-22	34%	41%
Mar-22	33%	29%
Apr-22	38%	31%
May-22	33%	37%
Jun-22	37%	40%
Jul-22	34%	46%
Aug-22	30%	52%
Sep-22	33%	50%
Oct-22	32%	52%
Nov-22	33%	44%
Dec-22	34%	48%

Table A19. Total Contact Record with Caller ended outcome per quarter, by notifier group

Quarter ending	Family	Other	Education	Other individual	Health	NGO	Other Govt	Police	Court
Sep-11	98	46	7	12	4	1	1	5	0
Dec-11	49	53	1	11	4	0	0	2	0
Mar-12	56	51	5	25	2	0	3	2	0
Jun-12	37	26	1	5	0	0	0	1	0
Sep-12	18	25	0	4	2	0	1	1	0
Dec-12	46	30	3	15	4	1	0	4	0
Mar-13	60	52	1	12	8	5	7	4	0
Jun-13	49	71	2	11	7	1	2	4	0
Sep-13	30	40	3	3	2	3	1	2	0
Dec-13	53	45	2	14	2	0	1	2	0
Mar-14	31	45	2	11	7	0	0	0	0
Jun-14	20	15	2	3	1	0	1	3	0
Sep-14	13	14	1	7	4	0	1	1	0
Dec-14	20	16	5	7	6	1	1	0	0
Mar-15	38	5	2	7	2	0	1	0	0
Jun-15	44	5	1	12	0	1	2	4	0
Sep-15	29	11	3	11	1	3	1	4	0
Dec-15	54	31	5	33	11	4	3	6	0
Mar-16	74	30	6	28	1	4	2	1	0
Jun-16	113	43	11	37	8	4	2	2	0
Sep-16	66	26	2	29	8	1	3	4	0
Dec-16	101	33	13	28	11	3	5	5	0
Mar-17	55	33	2	20	4	2	3	1	0
Jun-17	70	40	6	30	5	5	2	0	0
Sep-17	122	65	16	48	12	11	6	8	2
Dec-17	91	30	2	41	16	5	4	0	0
Mar-18	148	84	42	53	26	27	17	3	0
Jun-18	197	129	62	67	36	30	12	2	0
Sep-18	249	128	84	72	58	43	21	12	1
Dec-18	262	241	88	80	61	43	31	19	0
Mar-19	51	47	6	29	5	3	7	6	0
Jun-19	320	253	95	86	57	49	35	19	0
Sep-19	380	336	154	70	87	50	20	23	2
Dec-19	245	257	107	73	77	32	35	12	4
Mar-20	326	273	87	114	78	42	41	21	3
Jun-20	217	143	65	33	45	24	14	15	0
Sep-20	248	207	134	48	39	37	17	13	0
Dec-20	278	249	158	72	63	31	27	23	3
Mar-21	149	100	56	43	21	21	26	24	1
Jun-21	27	22	17	6	11	2	2	2	0
Sep-21	49	27	14	16	6	3	1	3	0
Dec-21	52	31	8	8	8	10	3	2	1
Mar-22	1	1	0	0	0	0	0	0	0
Jun-22	6	7	4	2	0	1	3	2	0
Sep-22	6	8	3	0	4	0	4	0	0
Dec-22	13	3	1	4	1	0	1	4	0

Table A20. Average FTE for CSS and ISW roles per financial year

Financial year	CSS FTE	ISW FTE
F2012	25.4	62.2
F2013	28.2	58.1
F2014	28.0	60.4
F2015	29.4	64.0
F2016	32.4	72.2
F2017	30.1	71.0
F2018	33.5	86.4
F2019	37.0	89.5
F2020	35.9	88.8
F2021	29.3	85.9
F2022	19.0	91.5

Table A21. Total Reports of Concern per week

Week beginning	2015-2019 average	2020
2-Mar	1,919	1,806
9-Mar	2,011	1,776
16-Mar	1,925	1,841
23-Mar	1,711	1,133
30-Mar	1,533	1,031
6-Apr	1,581	1,033
13-Apr	1,499	1,024
20-Apr	1,320	1,100
27-Apr	1,416	1,222
4-May	1,584	1,330
11-May	1,760	1,226
18-May	1,807	1,428
25-May	1,765	1,513
1-Jun	1,711	1,493
8-Jun	1,552	1,725
15-Jun	1,796	1,772
22-Jun	1,784	1,682
29-Jun	1,763	1,785

Table A22. Total Reports of Concern from schools and weighted attendance rate index per month

Month-Year	Total Reports of Concern	Weighted attendance rate index
Jan-19	57	No data available
Feb-19	918	No data available
Mar-19	1,430	No data available
Apr-19	814	No data available
May-19	1,461	No data available
Jun-19	1,157	No data available
Jul-19	669	No data available
Aug-19	1,519	No data available
Sep-19	1,443	No data available
Oct-19	767	No data available

Month-Year	Total Reports of Concern	Weighted attendance rate index
Nov-19	1,497	No data available
Dec-19	638	No data available
Jan-20	50	No data available
Feb-20	852	No data available
Mar-20	971	No data available
Apr-20	133	No data available
May-20	531	4.3
Jun-20	1,378	18.7
Jul-20	795	11.7
Aug-20	1,231	15.7
Sep-20	1,357	16.6
Oct-20	715	12.3
Nov-20	1,417	17.9
Dec-20	570	7.6
Jan-21	24	No data available
Feb-21	666	8.2
Mar-21	1,292	19.1
Apr-21	735	8.0
May-21	1,114	18.8
Jun-21	1,301	18.5
Jul-21	732	10.5
Aug-21	725	10.5
Sep-21	726	14.3
Oct-21	460	8.8
Nov-21	946	17.8
Dec-21	444	5.5
Jan-22	29	No data available
Feb-22	542	12.5
Mar-22	796	16.1
Apr-22	508	7.9
May-22	919	18.3
Jun-22	957	15.9

Table A23. Attendance rate per month by ethnicity (Note that the graph shows data per day to capture the changing COVID situation as much as possible. However, this approach will not make sense by displaying numbers per day. To ensure the table is meaningful and readable, data is grouped by month.)

Month-Year	Māori Attendance rate	Pacific Attendance rate	NZ European-Other Attendance rate
May-20	78%	77%	91%
Jun-20	83%	85%	91%
Jul-20	85%	87%	92%
Aug-20	75%	59%	77%
Sep-20	83%	78%	90%
Oct-20	84%	84%	90%
Nov-20	81%	82%	87%
Dec-20	80%	79%	87%
Feb-21	83%	77%	85%
Mar-21	82%	76%	85%

Month-Year	Māori Attendance rate	Pacific Attendance rate	NZ European-Other Attendance rate
Apr-21	85%	86%	91%
May-21	85%	86%	91%
Jun-21	84%	85%	90%
Jul-21	82%	83%	89%
Aug-21	83%	84%	89%
Sep-21	61%	63%	67%
Oct-21	83%	87%	91%
Nov-21	78%	75%	84%
Dec-21	69%	46%	73%
Feb-22	78%	70%	86%
Mar-22	61%	60%	74%
Apr-22	72%	78%	81%
May-22	79%	80%	85%
Jun-22	74%	75%	82%
Jul-22	75%	75%	82%
Aug-22	78%	79%	84%
Sep-22	78%	79%	84%
Oct-22	81%	81%	88%
Nov-22	78%	77%	84%
Dec-22	75%	74%	82%

Table A24. Reports of Concern from schools in other regions and Auckland region per month from July 2017 to June 2022

Month-Year	Auckland	Other regions
Jul-17	204	416
Aug-17	418	1,181
Sep-17	508	1,041
Oct-17	190	407
Nov-17	546	1,106
Dec-17	214	411
Jan-18	6	33
Feb-18	265	633
Mar-18	558	1,013
Apr-18	144	412
May-18	340	982
Jun-18	484	1,026
Jul-18	256	433
Aug-18	442	1,098
Sep-18	361	1,075
Oct-18	194	428
Nov-18	482	1,184
Dec-18	217	544
Jan-19	13	44
Feb-19	224	694
Mar-19	401	1,029
Apr-19	236	574
May-19	453	994

Month-Year	Auckland	Other regions
Jun-19	344	807
Jul-19	184	474
Aug-19	502	996
Sep-19	419	1,007
Oct-19	242	515
Nov-19	450	1,025
Dec-19	176	450
Jan-20	15	35
Feb-20	211	627
Mar-20	286	677
Apr-20	43	85
May-20	139	375
Jun-20	366	1,001
Jul-20	223	562
Aug-20	189	1,018
Sep-20	402	944
Oct-20	166	529
Nov-20	417	965
Dec-20	193	345
Jan-21	8	14
Feb-21	121	521
Mar-21	349	880
Apr-21	210	476
May-21	306	737
Jun-21	347	898
Jul-21	229	483
Aug-21	184	503
Sep-21	37	650
Oct-21	20	425
Nov-21	60	831
Dec-21	61	353
Jan-22	0	29
Feb-22	114	395
Mar-22	217	521
Apr-22	168	326
May-22	243	637
Jun-22	201	732

Table A25. Population growth rate by age groups comparing F2022 to F2018 between Māori and Non-Māori

Category	0-1	2-5	6-9	10-13	14-15	16-18
Māori	6%	2%	-2%	10%	18%	6%
Non-Māori	-1%	-2%	-1%	8%	5%	-5%

Table A26-1. Reports of Concern per 100 children by age groups in Māori population from F2018 to F2022

Financial year	0-1	2-5	6-9	10-13	14-15	16-18
F2018	9.0	17.4	16.7	15.9	15.6	8.8
F2019	8.5	15.9	15.0	14.4	15.0	8.8
F2020	7.8	15.0	14.0	13.1	13.4	8.4
F2021	6.9	13.1	12.5	13.4	13.3	8.9
F2022	5.5	11.1	10.3	10.9	11.6	7.4

Table A26-2. Reports of Concern per 100 children by age groups in non-Māori population from F2018 to F2022

Financial year	0-1	2-5	6-9	10-13	14-15	16-18
F2018	2.0	4.4	4.6	4.5	4.5	2.6
F2019	1.9	4.1	4.4	4.4	4.6	2.7
F2020	1.7	3.6	3.9	4.0	4.2	2.5
F2021	1.6	3.5	3.6	3.9	4.5	2.9
F2022	1.2	2.8	2.8	3.4	3.8	2.6

Table A27. Reports of Concern from NCC-led – Auckland region/other regions and Site-led by unborn and tamariki < age 10 and tamariki aged 10 and over in F2018 and F2022

Age groups	Category	F2018	F2022
Unborn and tamariki < age 10	NCC-led - Auckland region	16,256	7,807
Unborn and tamariki < age 10	NCC-led - other regions	19,625	10,724
Unborn and tamariki < age 10	Site-led	20,726	15,632
Tamariki aged 10 and over	NCC-led - Auckland region	10,404	6,661
Tamariki aged 10 and over	NCC-led - other regions	12,070	8,743
Tamariki aged 10 and over	Site-led	12,313	12,120

Table A28. Reports of Concern from NCC-led – Auckland region/other regions and Site-led by Pacific and Māori & Pacific tamariki in F2018 and F2022

Ethnicity group	Category	F2018	F2022
Pacific	NCC-led - Auckland region	5,880	2,629
Pacific	NCC-led - other regions	1,029	681
Pacific	Site-led	1,337	1,006
Māori & Pacific	NCC-led - Auckland region	2,946	1,598
Māori & Pacific	NCC-led - other regions	1,239	819
Māori & Pacific	Site-led	1,428	1,157