

2023 Caregiver Survey Appendices

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Appendix: Data Tables

The following appendix details some of the key data tables contained or referenced in this report. If further data is needed, please request this by emailing: research@ot.govt.nz.

Table A1: Which ethnic group, or groups, do you belong to? Tick all that apply. (Q2)

Base: All respondents (Excluding not answered and prefer not to say)

| | TOTAL |
|-------------------------|-------------|
| Unweighted count | 1152 |
| Weighted count | 1151 |
| Weighted % | |
| Māori | 36% |
| Samoan | 4% |
| Cook Island Māori | 3% |
| Tongan | 2% |
| Niuean | 1% |
| Tokelauan | 0% |
| Fijian | 0% |
| Tuvaluan | 0% |
| Chinese | 1% |
| Indian | 1% |
| New Zealand European | 68% |
| Other | 10% |
| SUM | 1.26 |

Table A2: Which ethnic group, or groups, does the child belong to? Tick all that apply. (Q12)

Base: All respondents (Excluding not answered and prefer not to say)

Note: child ethnicity data is not weighted

| TOTAL | |
|-------------------------|-------------|
| Unweighted count | 1121 |
| Unweighted % | |
| Māori | 59% |
| Samoan | 5% |
| Cook Island Māori | 4% |
| Tongan | 2% |
| Niuean | 1% |
| Tokelauan | 0% |
| Fijian | 1% |
| Tuvaluan | 0% |
| Chinese | 1% |
| Indian | 1% |
| New Zealand European | 53% |
| Other | 10% |
| SUM | 1.37 |

Table A3: How satisfied are you with the support Oranga Tamariki provides you as a caregiver when you are caring for children through Oranga Tamariki? (Q5)

Base: All respondents (Excluding don't know, not answered and not applicable)

| | TOTAL | MĀORI | NON-MĀORI | WHĀNAU | NON-WHĀNAU |
|-------------------------|-------------|------------|------------|------------|------------|
| Unweighted count | 1137 | 459 | 678 | 602 | 535 |
| Weighted count | 1137 | 404 | 735 | 710 | 427 |
| Weighted % | | | | | |
| Very dissatisfied | 8% | 11% | 7% | 8% | 9% |
| Dissatisfied | 12% | 11% | 13% | 12% | 11% |
| Mixed feelings | 28% | 28% | 28% | 26% | 31% |
| Satisfied | 26% | 23% | 27% | 25% | 27% |
| Very satisfied | 26% | 27% | 25% | 29% | 22% |
| SUM | 1 | 1 | 1 | 1 | 1 |

Table A4: Overall, how valued do you feel by Oranga Tamariki? (Q6)

Base: All respondents (Excluding don't know, not answered and not applicable)

| | TOTAL | MĀORI | NON-MĀORI | WHĀNAU | NON- WHĀNAU |
|-------------------------|-------------|------------|------------|------------|----------------|
| Unweighted count | 1127 | 454 | 673 | 592 | 535 |
| Weighted count | 1124 | 399 | 725 | 697 | 427 |
| Weighted % | | | | | |
| Very under valued | 6% | 7% | 6% | 6% | 7% |
| Under valued | 12% | 13% | 11% | 11% | 12% |
| Mixed feelings | 26% | 26% | 26% | 26% | 27% |
| Valued | 32% | 34% | 32% | 32% | 33% |
| Very valued | 23% | 20% | 25% | 25% | 21% |
| SUM | 1 | 1 | 1 | 1 | 1 |

Table A5: Thinking back to when you first became a caregiver, and the preparation that Oranga Tamariki supported you with, how prepared did you feel you were? (Q7)

Base: Respondents who have been a caregiver for less than 12 months (Excluding don't know, not answered and not applicable)

| | TOTAL | MĀORI | NON-MĀORI | WHĀNAU | NON- WHĀNAU |
|-------------------------|------------|-----------|-----------|-----------|----------------|
| Unweighted count | 112 | 51 | 61 | 74 | 38 |
| Weighted count | 116 | 47 | 71 | 87 | 30 |
| Weighted % | | | | | |
| Very under prepared | 8% | 6% | 8% | 8% | 7% |
| Under prepared | 11% | 19% | 7% | 11% | 13% |
| Mixed feelings | 28% | 23% | 31% | 28% | 30% |
| Prepared | 37% | 34% | 38% | 36% | 40% |
| Very prepared | 16% | 17% | 15% | 17% | 10% |
| SUM | 1 | 1 | 1 | 1 | 1 |

Table A6: When they first came into your care, how would you rate Oranga Tamariki on providing information about the child's specific support needs? (Q21)

Base: Respondents who had the child come into their care in the last 12 months (Excluding don't know, not answered and not applicable)

| | Learning and development | Sports, interest or hobbies | Cultural identity | Past neglect, abuse or trauma | History in care | Health and wellbeing |
|-------------------------|--------------------------|-----------------------------|-------------------|-------------------------------|-----------------|----------------------|
| Unweighted count | 154 | 102 | 137 | 147 | 141 | 159 |
| Weighted count | 142 | 92 | 125 | 135 | 129 | 146 |
| Weighted % | | | | | | |
| Very dissatisfied | 14% | 18% | 15% | 20% | 19% | 14% |
| Dissatisfied | 13% | 13% | 17% | 16% | 14% | 18% |
| Mixed feelings | 21% | 20% | 14% | 17% | 17% | 13% |
| Satisfied | 29% | 25% | 22% | 22% | 21% | 26% |
| Very satisfied | 23% | 24% | 31% | 25% | 29% | 29% |
| SUM | 1 | 1 | 1 | 1 | 1 | 1 |

Table A7: When they first came into your care, how would you rate Oranga Tamariki on providing information about the child's specific support needs? (Q21). 2021 to 2023 comparison

Base: Respondents who had the child come into their care in the last 12 months (Excluding don't know, not answered and not applicable)

| | Year 2021 | Year 2022 | Year 2023 |
|-------------------------------|-------------------|-------------------|------------------|
| Weighted count | 162 to 187 | 130 to 156 | 92 to 146 |
| Weighted % | | | |
| Cultural identity | 68% | 68% | 53% |
| Sports, interest or hobbies | 61% | 59% | 49% |
| Past neglect, abuse or trauma | 49% | 53% | 47% |
| Learning and development | 53% | 52% | 52% |
| History in care | 55% | 52% | 50% |
| Health and wellbeing | 57% | 51% | 55% |

Table A8: All things considered, how well do you think Oranga Tamariki prepared you to care for this child when they first came to you? (Q22)

Base: Respondents who had the child come into their care in the last 12 months (Excluding don't know, not answered and not applicable)

| | TOTAL | MĀORI | NON-MĀORI | WHĀNAU | NON-WHĀNAU |
|-------------------------|------------|-----------|------------|-----------|------------|
| Unweighted count | 193 | 57 | 136 | 58 | 135 |
| Weighted count | 178 | 48 | 132 | 69 | 110 |
| Weighted % | | | | | |
| Very poorly | 10% | 10% | 10% | 13% | 8% |
| Poorly | 15% | 19% | 13% | 17% | 13% |
| Just OK | 29% | 44% | 24% | 26% | 31% |
| Well | 21% | 8% | 26% | 14% | 25% |
| Very well | 25% | 19% | 27% | 29% | 23% |
| SUM | 1 | 1 | 1 | 1 | 1 |

Table A9: In the last 12 months, which of the items listed below has the child needed support with? (Q24). 2021 to 2023 comparison

Base: Respondents who had cared for a child in the last 12 months (Excluding don't know, not answered and not applicable)

| | Year 2021 | Year 2022 | Year 2023 |
|---|------------|------------|------------|
| Weighted count | 645 | 573 | 416 |
| Weighted % | | | |
| Their formal education/ childcare/schooling | 67% | 63% | 70% |
| Financial support | 44% | 48% | 59% |
| Support for whānau visits | 50% | 51% | 58% |
| Healthcare services ¹ | - | - | 55% |
| Responding to their behaviour | 57% | 54% | 50% |
| Transport | 39% | 43% | 42% |
| Legal support | 23% | 24% | 27% |
| Connection with whakapapa | 22% | 24% | 24% |
| Cultural support needs | 15% | 14% | 15% |
| Other | 2% | 4% | 8% |

¹ The questionnaire options for this question were refined in 2023, so it's inappropriate to compare the results for 'Healthcare services' to the findings in previous years.

Table A10: In addition to the standard care allowance there are extra payments that the child may qualify for. Thinking specifically about these reimbursements or extra payments from Oranga Tamariki, how would you rate your satisfaction with... (Q44)

Base: Respondents who had cared for a child in the last 12 months (Excluding don't know, not answered and not applicable)

| | The length of time it takes to receive reimbursements/ extra payments | Whether I get the right amount | The amount of effort I have to put in to get my reimbursement s/ extra payments |
|-------------------------|---|--------------------------------|---|
| Unweighted count | 384 | 387 | 377 |
| Weighted count | 384 | 386 | 378 |
| Weighted % | | | |
| Very dissatisfied | 13% | 7% | 16% |
| Dissatisfied | 13% | 8% | 17% |
| Mixed feelings | 27% | 24% | 24% |
| Satisfied | 34% | 44% | 33% |
| Very satisfied | 14% | 17% | 10% |
| SUM | 1 | 1 | 1 |

Table A11: How would you rate your satisfaction with your current caregiver social worker on the following? (Q30)

Base: All respondents (Excluding don't know, not answered and not applicable)

| | Frequency of contact | Available when needed | Providing useful advice | Acting in my best interests | Being able to handle complex situations | Respecting me | Doing what they said they would do | Involving me in assessments and decision making | Being able to get back to me with information about the child in my care |
|-------------------|----------------------|-----------------------|-------------------------|-----------------------------|---|---------------|------------------------------------|---|--|
| Unweighted count | 1035 | 1013 | 1024 | 1013 | 911 | 1030 | 1018 | 942 | 950 |
| Weighted count | 1041 | 1014 | 1029 | 1017 | 916 | 1036 | 1025 | 952 | 957 |
| Weighted % | | | | | | | | | |
| Very dissatisfied | 6% | 6% | 6% | 7% | 6% | 4% | 5% | 7% | 6% |
| Dissatisfied | 6% | 6% | 7% | 4% | 7% | 2% | 6% | 6% | 6% |
| Mixed feelings | 15% | 12% | 13% | 12% | 13% | 7% | 12% | 13% | 15% |
| Satisfied | 27% | 26% | 27% | 26% | 26% | 24% | 26% | 23% | 24% |
| Very satisfied | 46% | 50% | 47% | 51% | 48% | 64% | 52% | 50% | 48% |
| SUM | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Table A12: How would you rate your satisfaction with your current caregiver social worker on the following? (Q30). 2021 to 2023 comparison

| | Year 2019 | Year 2021 | Year 2022 | Year 2023 |
|--|--------------------|-------------------|-------------------|--------------------|
| Weighted count | 931 to 1088 | 602 to 685 | 529 to 602 | 916 to 1041 |
| Weighted % | | | | |
| Respecting me | 79% | 84% | 81% | 88% |
| Doing what they said they would do | 65% | 72% | 72% | 78% |
| Acting in my best interests | 61% | 71% | 71% | 77% |
| Available when needed | 63% | 74% | 72% | 76% |
| Providing useful advice | 64% | 71% | 72% | 74% |
| Being able to handle complex situations | 61% | 66% | 70% | 74% |
| Frequency of contact | 59% | 68% | 69% | 73% |
| Involving me in assessments and decision making | 59% | 70% | 69% | 73% |
| Being able to get back to me with information about the child in my care | 68% | 68% | 68% | 72% |

Table A13: How would you rate your satisfaction on the following with the social worker for the child you are thinking of? (Q31)

Base: All respondents (Excluding don't know, not answered and not applicable)

| | Frequency of contact | Available when needed | Providing useful advice | Acting in the child's best interests | Being able to handle complex situations | Respecting me | Doing what they said they would do | Involving me in assessments and decision making | Respecting the child | Involving the child in decisions affecting them |
|-------------------|----------------------|-----------------------|-------------------------|--------------------------------------|---|---------------|------------------------------------|---|----------------------|---|
| Unweighted count | 1004 | 1003 | 991 | 1005 | 946 | 997 | 994 | 967 | 997 | 795 |
| Weighted count | 1017 | 1013 | 1000 | 1015 | 958 | 1007 | 1005 | 978 | 1009 | 806 |
| Weighted % | | | | | | | | | | |
| Very dissatisfied | 9% | 10% | 10% | 10% | 9% | 7% | 9% | 11% | 5% | 8% |
| Dissatisfied | 10% | 12% | 13% | 7% | 11% | 6% | 11% | 8% | 4% | 7% |
| Mixed feelings | 18% | 17% | 17% | 15% | 18% | 10% | 20% | 15% | 9% | 14% |
| Satisfied | 28% | 29% | 28% | 26% | 25% | 27% | 25% | 26% | 27% | 29% |
| Very satisfied | 35% | 32% | 33% | 42% | 37% | 50% | 35% | 39% | 54% | 42% |
| SUM | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Table A14: How would you rate your satisfaction on the following with the social worker for the child you are thinking of? (Q31). 2019 to 2023 comparison

Base: All respondents (Excluding don't know, not answered and not applicable)

| | Year 2019 | Year 2021 | Year 2022 | Year 2023 |
|---|--------------------|-------------------|-------------------|--------------------|
| Weighted count | 836 to 1126 | 526 to 649 | 471 to 583 | 806 to 1015 |
| Weighted % | | | | |
| Respecting the child | 78% | 74% | 76% | 81% |
| Respecting me | 72% | 74% | 72% | 77% |
| Involving the child in decisions affecting them | 62% | 66% | 63% | 71% |
| Acting in the child's best interests | 62% | 64% | 62% | 68% |
| Involving me in assessments and decision making | 57% | 61% | 57% | 65% |
| Frequency of contact | 58% | 62% | 57% | 63% |
| Being able to handle complex situations | 55% | 59% | 59% | 62% |
| Available when needed | 57% | 63% | 58% | 61% |
| Providing useful advice | 56% | 60% | 56% | 61% |
| Doing what they said they would do | 55% | 60% | 57% | 60% |

Appendix 3: Open text responses

Open-text responses were coded qualitatively in Nvivo and reported as themes. Themes are reported in order of times they were mentioned. A comment may include multiple themes. The largest four open text questions are reported here. Please note that only qualitative themes that were mentioned more than ten times are included.

| Q5a - Satisfaction - Please tell us a little bit about why you gave the response | Number of mentions =1912 |
|--|--------------------------|
| Positive experiences | 748 |
| Positive experiences with social worker | 626 |
| Support from social workers | 252 |
| Available or responsive | 95 |
| Good communication | 61 |
| Regular contact | 60 |
| Helpful | 46 |
| Made things happen or followed through | 15 |
| Good relationship | 13 |
| Positive change | 12 |
| Social worker cares | 11 |
| Needs are met | 53 |
| Financially supported | 26 |
| Negative experiences | 1116 |
| Social worker issues | 666 |
| Not acting in child's best interests | 63 |
| No social worker or gap in appointing | 14 |
| Social workers changing and high turnover | 128 |
| limited contact with social worker | 39 |
| Social workers overworked, too busy or under resourced | 21 |
| poor treatment of caregivers | 34 |
| Variable social worker support or quality | 74 |
| Not responding in a timely or uncontactable | 53 |
| Poor communication and updates | 106 |
| Lack of follow through or not doing what they said they will do | 42 |
| Poor social workers and practice | 48 |
| Not being involved in decisions | 17 |
| Not listening to us | 22 |
| Lack of support | 208 |



| Q5a - Satisfaction - Please tell us a little bit about why you gave the response | Number of mentions =1912 |
|---|---------------------------------|
| Respite issues | 28 |
| limited information | 28 |
| Oranga Tamariki systemic issues | 161 |
| <i>Other comments</i> | 16 |

| Q6a - Valued - Please tell us a little bit about why you gave the response | Number of mentions =1441 |
|---|---------------------------------|
| Feeling valued | 691 |
| Social workers actions | 389 |
| Responsive or available or regular contact | 86 |
| Good social worker and Oranga Tamariki support | 186 |
| Feeling heard and listened to | 43 |
| Good communication | 24 |
| Good treatment of caregiver | 21 |
| Feel appreciated, recognised, valued | 175 |
| Other comments about feeling valued | 43 |
| Because I do a good job as a caregiver or making a difference | 41 |
| Things are improving | 19 |
| Respected | 17 |
| Children's needs are met | 16 |
| <i>Don't know</i> | 21 |
| Not feeling valued | 671 |
| Social worker issues | 492 |
| System issues | 60 |
| Not acting in child's best interests | 44 |
| Inconsistently valued/Depends on who you are dealing with | 37 |
| Don't care about us | 25 |

| Q23 Please tell us why you gave that response and how Oranga Tamariki could have prepared you better to care for this child | Number of mentions = 292 |
|--|---------------------------------|
| Received more information about child | 117 |
| Lack of help or support | 59 |
| Social worker or Oranga Tamariki issues | 23 |
| More notice | 22 |
| Told us different than reality or different to what we said we were able to do | 21 |
| Poor communication | 15 |
| <i>Other comments</i> | 35 |

| Q31f Please tell us about the impact that it has had on you as a caregiver (Change of social worker) | Number of mentions = 195 |
|---|---------------------------------|
| Positive change | 33 |
| Negative change | 120 |
| Discontinuity in decision making and support | 50 |
| Lack of communication | 20 |
| Time taken to rebuild trust and relationship | 18 |
| No or unknown social worker assigned | 16 |

| Q51a - Why wouldn't recommend being an OT caregiver | Number of mentions =271 |
|--|--------------------------------|
| Lack of support | 39 |
| Lack of information and communication | 16 |
| Negative impact on caregiver | 84 |
| Hard and challenging work | 35 |
| Effort to navigate the system | 12 |
| Impact on family | 12 |
| Oranga Tamariki Systemic issues | 38 |
| Social Worker issues | 20 |
| Caregiver traits and knowledge needed | 39 |
| However, it is rewarding or love children | 13 |