



**ORANGA
TAMARIKI**
Ministry for Children

EVIDENCE CENTRE
TE POKAPŪ TAUNAKITANGA

New Zealand Government

How well is Oranga Tamariki supporting caregivers?

Results from the 2022 Oranga Tamariki
Caregiver Survey

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.

The survey questions and communications were developed in conjunction with the Caregiver Recruitment and Support (CGRS) team and the Evidence Centre (EC) within Oranga Tamariki and NielsenIQ.

The survey was conducted by NielsenIQ on behalf of Oranga Tamariki.

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Results at a glance

How well is Oranga Tamariki supporting Caregivers?

Results from the 2022 Caregiver Survey



Throughout 2022, 3,023 Oranga Tamariki caregivers were invited to take part in a survey about their experiences. A total of **705** responses were received; this is a response rate of **23%**

Overall Satisfaction

45% of caregivers were satisfied with the support provided by Oranga Tamariki

16% were dissatisfied

47% of caregivers felt valued by Oranga Tamariki

25% did not feel valued

Compared to 2021, both satisfaction with support and the level of feeling valued **slightly decreased** in 2022



Satisfaction with Caregiver Social Workers

81% felt respected by their social worker

72% Received useful advice from their social worker

72% said their social worker is available when needed



While the results for the 2021 and 2022 surveys were similar, there were **increases across all areas** that caregivers were asked about in reference to their social worker compared to 2019

Satisfaction with Children's Social Workers

76% felt that the child's social worker respected the child

72% felt respected by the child's social worker



Māori and Whānau Caregivers

It should be noted that around a third of caregivers identify as Māori, and the majority (80%) of Māori caregivers are whānau caregivers

50% of whānau caregivers were satisfied with the support provided by Oranga Tamariki, higher than non-whānau caregivers at 40%, and a **decrease in satisfaction** of four percentage points from 2021, but an **increase** of five percentage points from 2019.

48% of whānau caregivers felt valued by Oranga Tamariki, higher than non-whānau caregivers at 44%, but a **decrease in feeling valued** of five percentage points from 2021

Māori and whānau caregivers were more likely to report that becoming a caregiver had impacted their housing and/or employment situation

Executive summary

Background

Since 2019, Oranga Tamariki has provided caregivers with the opportunity to participate in a survey to better understand their experiences and to provide insights about the support provided by Oranga Tamariki.

In 2021, Oranga Tamariki introduced a quarterly rolling survey where a quarter of caregivers were sampled and invited to take part in a survey every three months. This report covers the second year of surveys starting in March 2022. It is based on data collected over three periods: March 2022, June 2022, and September 2022.

This report presents the combined results from the quarterly survey data from 2022, with comparisons to the 2021 caregiver survey results where appropriate. The report presents the findings from those who responded to the survey and may not represent the views of caregivers who did not.

Key findings

Between March 2022 and September 2022, 3,023 caregivers were invited to participate in a Caregiver Survey. **705** caregivers participated, which is a response rate of 23%.

Around half of caregivers felt satisfied and valued by Oranga Tamariki

Caregivers were asked how satisfied they were with the support Oranga Tamariki provides them as a caregiver and how valued they felt:

- **45%** of caregivers were satisfied with the support Oranga Tamariki provides them, **16%** were dissatisfied. Whānau caregivers were more satisfied than non-whānau caregivers (50% and 40% respectively).
- **47%** of caregivers felt valued by Oranga Tamariki, **25%** felt undervalued.

Half of the caregivers felt prepared to take on the role

Caregivers who had become a caregiver within the last 12 months were asked how well Oranga Tamariki helped prepare them to take on this role.

- **52%** of caregivers felt they were well prepared to care for a child, **21%** felt poorly prepared.

There were a variety of support needs

Caregivers were asked to think about one child they had looked after in the last 12 months and the support needs they had. Three main areas caregivers reported needing support for the specific child were with:

- formal education/childcare/schooling (63%)



- responding to the behaviour of the child (54%)
- support for whānau visits (51%).

Most caregivers reported a high level of satisfaction with social workers

Caregivers were asked a series of questions about their level of satisfaction with their caregiver social worker. Findings showed that:

- **81%** of caregivers felt their social worker respected them, and
- **72%** reported that they did what they said they would do.

Caregivers were also asked about the child's social worker:

- **76%** of caregivers feel the child's social worker respects them, and
- **72%** reported the child's caregiver social worker respects the child.

Most caregivers haven't used respite care

In the last 12 months, **61%** of caregivers have not used respite care for the child. Of the caregivers who have not used respite, **41%** said it was because they felt they did not need it.

Being a caregiver has impacted employment, housing and finances for some

When asked about impacts of caring for the child:

- **27%** of caregivers said they had to reduce their hours of work and **10%** had to leave their jobs.
- **78%** said there was no impact on where they live, but **9%** rented/bought a bigger house and **4%** had to move to a different area.

Māori and whānau caregivers were more likely to report that becoming a caregiver had impacted their housing and employment situation.

50% of caregivers responded that they receive enough or more than enough money in allowances to meet the needs of the child. However, **21%** said they do not receive enough money in allowances.

Caregivers had suggestions for improvements

Caregivers were given an opportunity to leave open text comments in the survey¹. The five most common areas caregivers suggested to improve their experiences with Oranga Tamariki were:

- more support for caregivers and caregiver whānau (n=252)
- listen to us, respect us, value our opinions, and involve us in decisions (n=240)

¹ Please note that qualitative findings refer to both 2021 and 2022 survey results.

- more financial support and quicker payments (n=224)
- put the children's needs first and provide better support for tamariki (n=199)
- provide more information, and make it accurate and complete (n=151).

These responses show that caregivers' needs and wants have not changed much since the survey began in 2019, with caregivers continuing to ask for support from Oranga Tamariki in these key areas.

Introduction

Oranga Tamariki is dedicated to supporting children in New Zealand whose wellbeing is at significant risk of harm now, or in the future. Oranga Tamariki believes that in the right environment, with the right people surrounding and nurturing them, children can, and should flourish. Oranga Tamariki needs to ensure their caregivers have what they need to provide stable, loving homes for tamariki and to identify areas where change is needed.

In response to a need for a systematic picture of caregivers, their characteristics and needs, a survey programme for caregivers was undertaken. The first caregiver survey was run by NielsenIQ in 2019². All Oranga Tamariki caregivers (a total of 3,848) were invited to participate.

From February 2021, Oranga Tamariki introduced a quarterly rolling survey where a quarter of caregivers³ were sampled and invited to take part in a survey every three months⁴. A core set of questions were asked every quarter and modules of questions were added or removed across the year to respond to events, changing policy needs and/or research needs⁵.

This report presents findings from the surveys collected over three periods in: March 2022, June 2022, and September 2022. Comparisons to the combined results from the 2022 quarterly surveys with the 2021 caregiver survey are provided where appropriate. The annual survey findings have been weighted by ethnicity (Māori and non-Māori) to ensure that respondents match the overall population as much as possible. It's also important to note that the results reflect those caregivers who responded to the survey, so may not represent the views of caregivers who didn't complete the survey. The full survey methodology is found in Appendix 1.

² [2019 Oranga Tamariki Caregiver Survey report](#)

³ To be eligible to be sampled for the survey a caregiver must have currently had a child in their care or have had a child in their care within the last 24 months. Oranga Tamariki have around 3,000 caregivers who met this eligibility criteria.

⁴ See Appendix 5 for the invitation letter

⁵ For a full set of questions see Appendix 6



Survey findings

Around a quarter of caregivers responded to the survey

During the survey period (March 2022 to September 2022), **705** caregivers responded to the survey. A total of **3,023** invitations were sent out: a response rate of **23%**. The response rate was higher for non-whānau caregivers (**33%**, **n=359**) than whānau caregivers (**18%**, **n=346**)⁶.

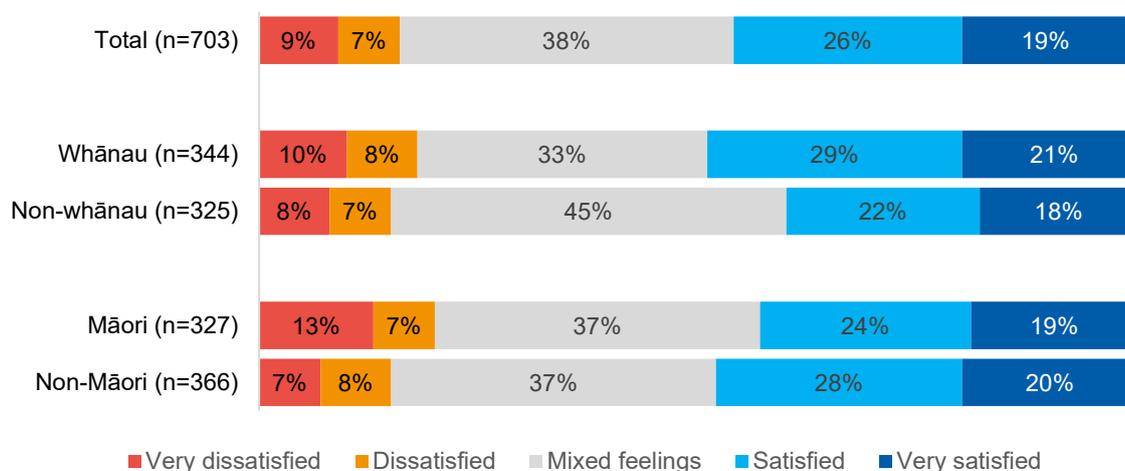
Appendix 2 provides details about the sample of caregivers who took part in the survey and assesses how representative respondents were of the whole caregiver population.

Caution needs to be taken when comparing the findings from the 2022 surveys to the survey conducted in 2021. This is because much has changed in the survey, including several questions, the methodology, and the response rates.

Half of the caregivers were satisfied with the support provided by Oranga Tamariki

Around half of the caregivers who responded to the survey were satisfied with the support Oranga Tamariki provides (**45%**) and **16%** were dissatisfied. Whānau caregivers were more satisfied than non-whānau caregivers (**50%** and **40%** respectively). The level of satisfaction of non-Māori caregivers was slightly higher than Māori caregivers, at **48%** and **43%**, respectively. See Figure 1.

Figure 1. Caregiver satisfaction with the support Oranga Tamariki provides.



⁶ Data tables published alongside this report on our website provide the main survey results by whānau compared to non-whānau and by Māori compared to non-Māori.

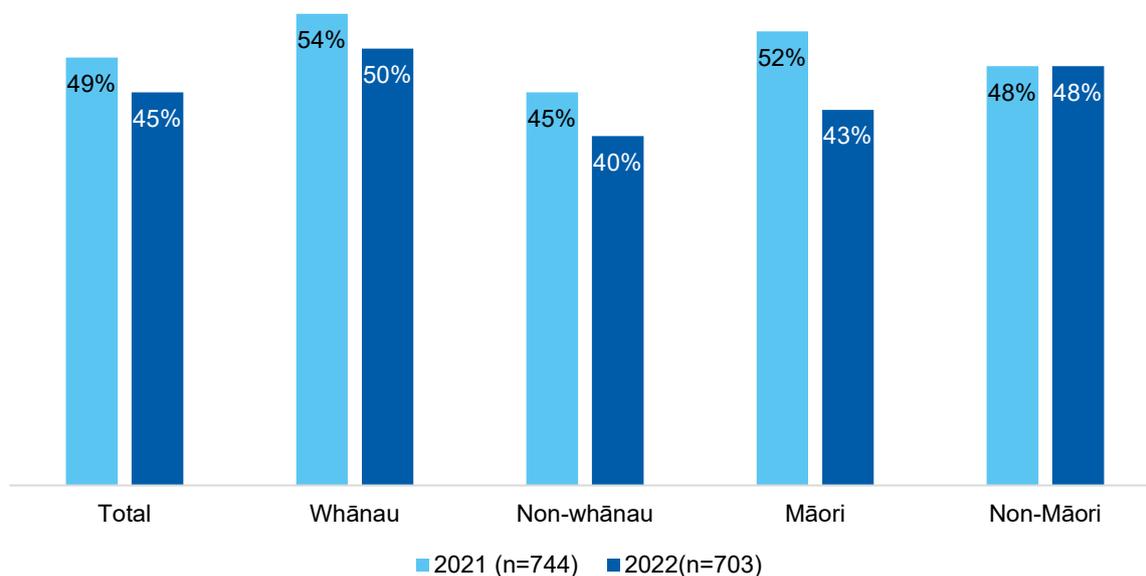
Caregivers told us about their personal experiences with asking for support from Oranga Tamariki:

“... when someone makes a phone call to the after-hours line it is because they are concerned for the children/their own safety and in our experience, I did not get the answers or support I needed at the time. I felt let down by OT on these occasions....” (Non-whānau caregiver)

“The fact that OT heard my voice when I was struggling and brought in a cleaner once a fortnight to support me and the children in my care was just wonderful. I really felt supported and now feel like I can cope and am available more to the child with this pressure eased. So just more of the same, asking where we are at and how we are coping and supporting when needed.” (Non-whānau caregiver)

As shown in Figure 2, satisfaction with the support provided by Oranga Tamariki has decreased slightly across all groups between the 2021 and 2022 surveys. The largest decrease was in the satisfaction of Māori caregivers from **52% to 43%**

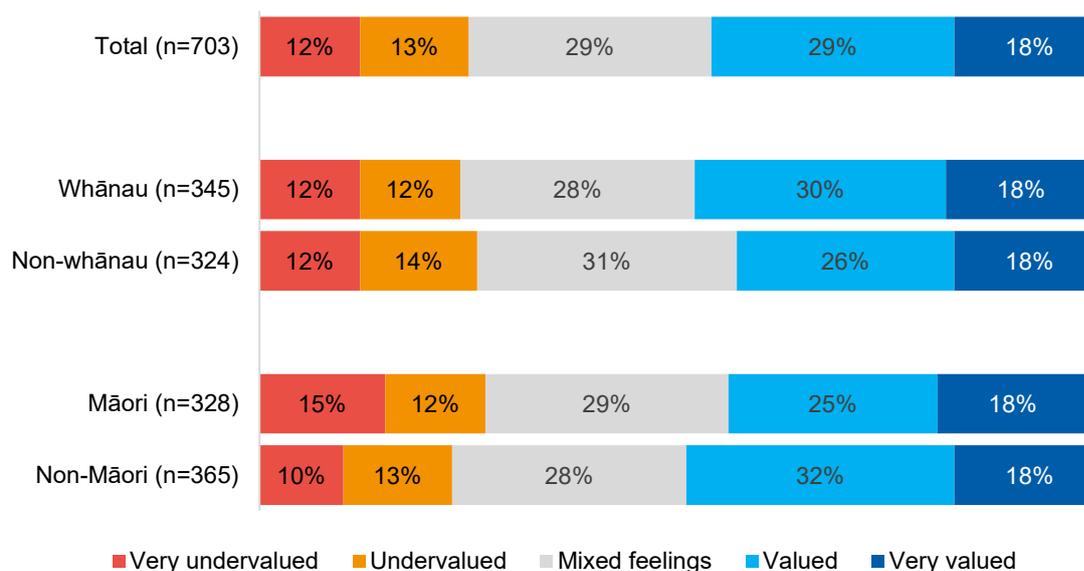
Figure 2. Percentage of caregivers ‘Satisfied’ or ‘Very satisfied’ with the support provided by Oranga Tamariki in 2021 and 2022



Half of the caregivers felt valued

Around half of the caregivers who responded to the survey felt valued by Oranga Tamariki (**47%**), and **25%** felt undervalued. As shown in Figure 3, non-Māori caregivers reported feeling more valued than Māori caregivers (**50% & 43%**).

Figure 3. How valued caregivers feel by Oranga Tamariki.



There was very little difference in how valued by Oranga Tamariki caregivers felt between 2022 and 2021.

Qualitative responses gave an indication of key drivers of low feelings of value⁷. A total of 355 caregivers who responded to the 2021 and 2022 surveys felt undervalued by Oranga Tamariki, of who 292 provided an open text response about improvements that Oranga Tamariki could make and/or reasons for dissatisfaction around the support provided. The main feedback they gave was to:

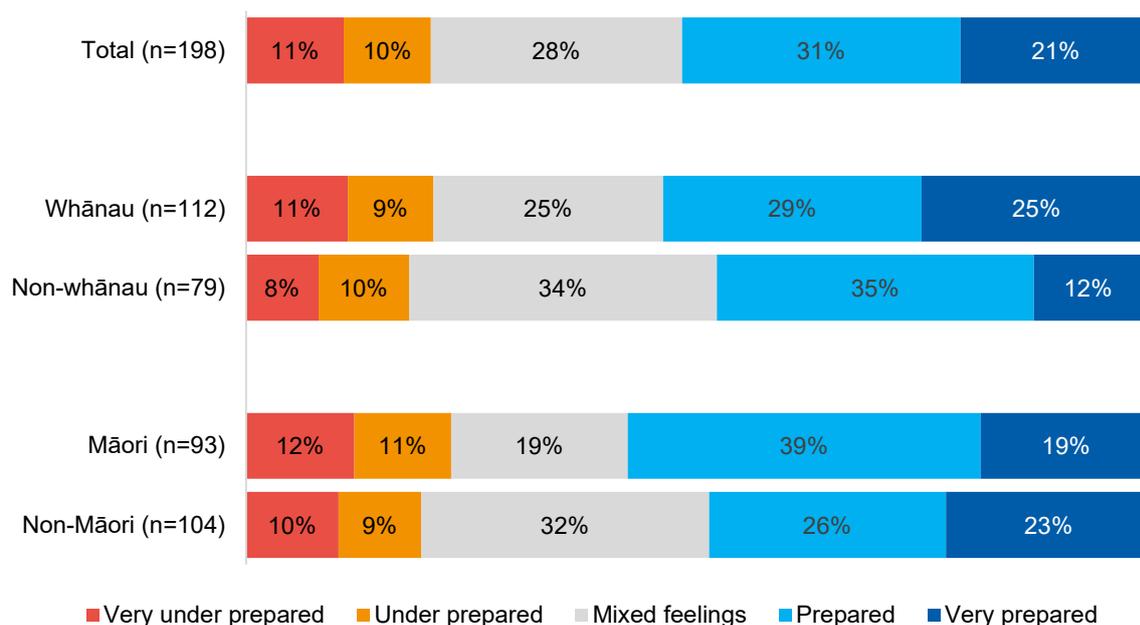
- **Put the child’s needs first** – this was particularly evident for those who felt very undervalued.
- **Listen and respect us** – When asked if there was one thing Oranga Tamariki could do to improve, 50% (n=73) of caregivers who felt very undervalued mentioned ‘listen to us/ value our opinions/ respect/ consult’ as a key theme. Comparatively, only 3% (n=5) of those who felt ‘very valued’ gave this feedback.

Half of the caregivers felt prepared to become a caregiver

Caregivers who had become a caregiver within the last 12 months were asked how well prepared they felt to become an Oranga Tamariki caregiver. Just over half (52%) felt prepared, and 21% did not feel prepared. A total of 54% of Whānau caregivers and 47% of non-whānau caregivers felt prepared. Māori caregivers felt more prepared to become a caregiver than non-Māori caregivers (58% & 49%). See Figure 4.

⁷ For further analysis of responses to questions with open text responses see Appendix 6.

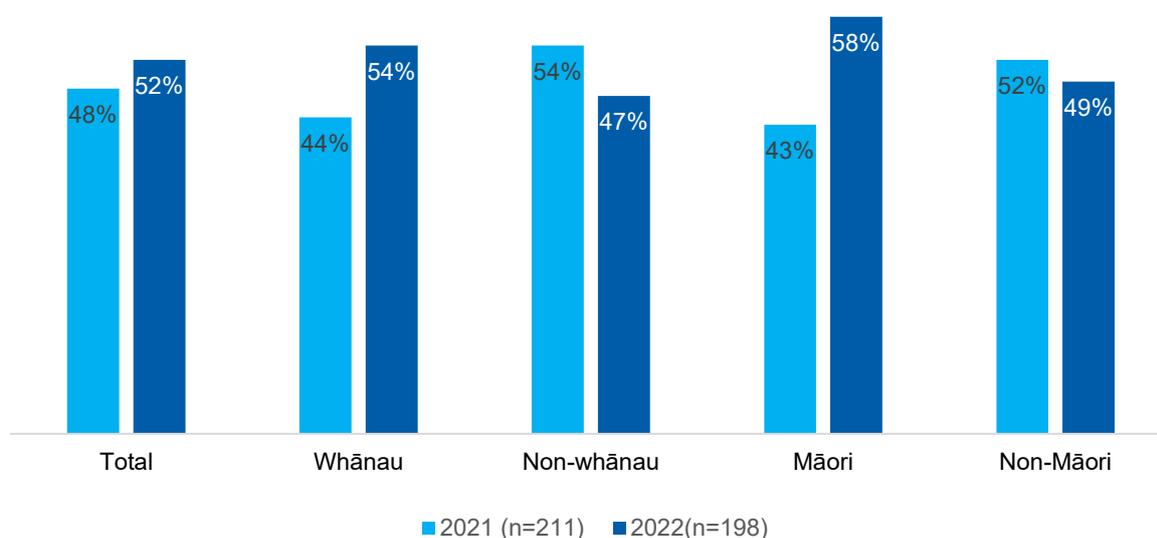
Figure 4. How prepared caregivers felt to become a caregiver



The number of caregivers who felt prepared to become a caregiver has increased slightly since 2021

The overall percentage of caregivers who felt prepared to become a caregiver increased slightly from **48%** in 2021 to **52%** in 2022. However, as shown in Figure 5, compared to the 2021 survey results, whānau caregivers experienced a ten percentage point increase in the level of feeling prepared to become a caregiver, while non-whānau caregivers experienced a seven percentage point decrease. In 2022, **58%** of surveyed Māori caregivers felt prepared to become a caregiver, a 15 percentage point increase from 2021.

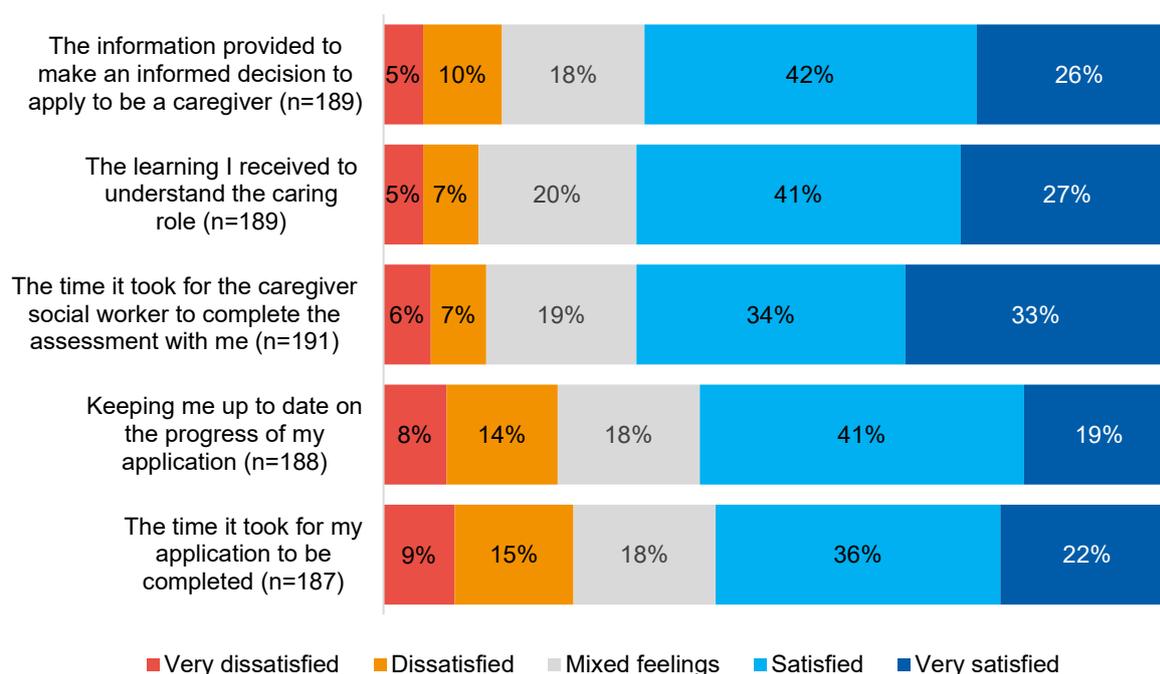
Figure 5. Percentage of caregivers who felt 'Prepared' or 'Very prepared' to become a caregiver. 2021 to 2022 comparison



Caregivers were mostly satisfied with aspects of the process to become a caregiver

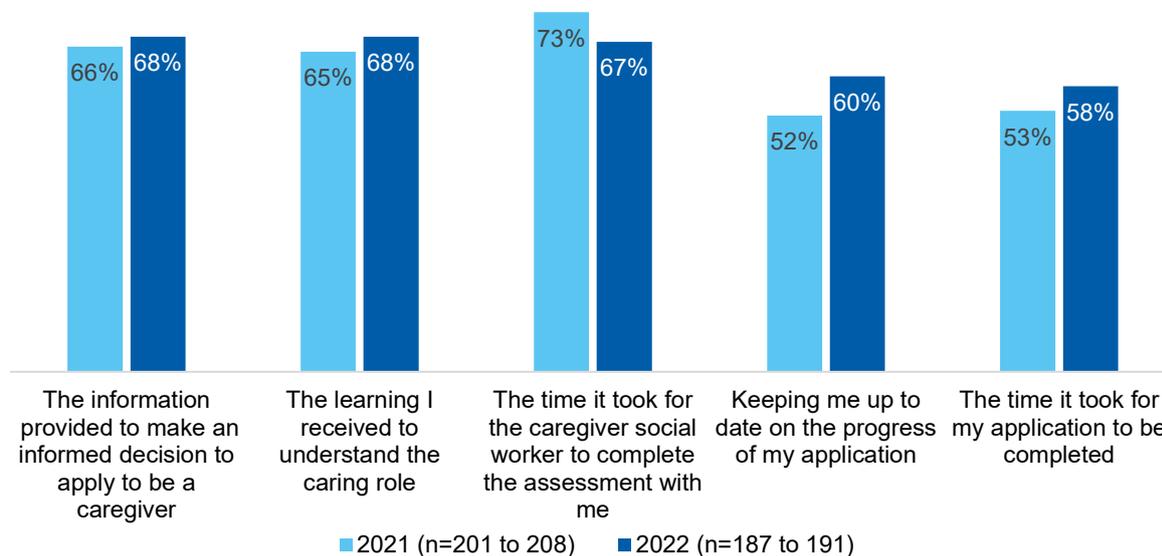
Those who had become a caregiver in the last 12 months were asked how satisfied or dissatisfied they were about several aspects of the process in becoming a caregiver. These caregivers were most satisfied with the information they received to help to decide to become a caregiver (**68%**), the learning they received to understand the caring role (**68%**), and the time it took for the social worker to complete the assessment (**67%**). Caregivers were comparatively less satisfied with the application process, with **60%** satisfied with how they were kept up to date with the progress of their application, and **58%** of caregivers with the length of time the application process took. See Figure 6.

Figure 6. Caregiver satisfaction with the following supports...



Compared to the 2021 survey results, the percentage of caregivers who were satisfied with the process of becoming a caregiver increased across each aspect in 2022, except the time it took for the social worker to complete the assessment which decreased by six percentage points. See Figure 7.

Figure 7. Percentage of caregivers who feel ‘Satisfied’ or ‘Very satisfied’ with the process to become a caregiver. 2021 to 2022 comparison.

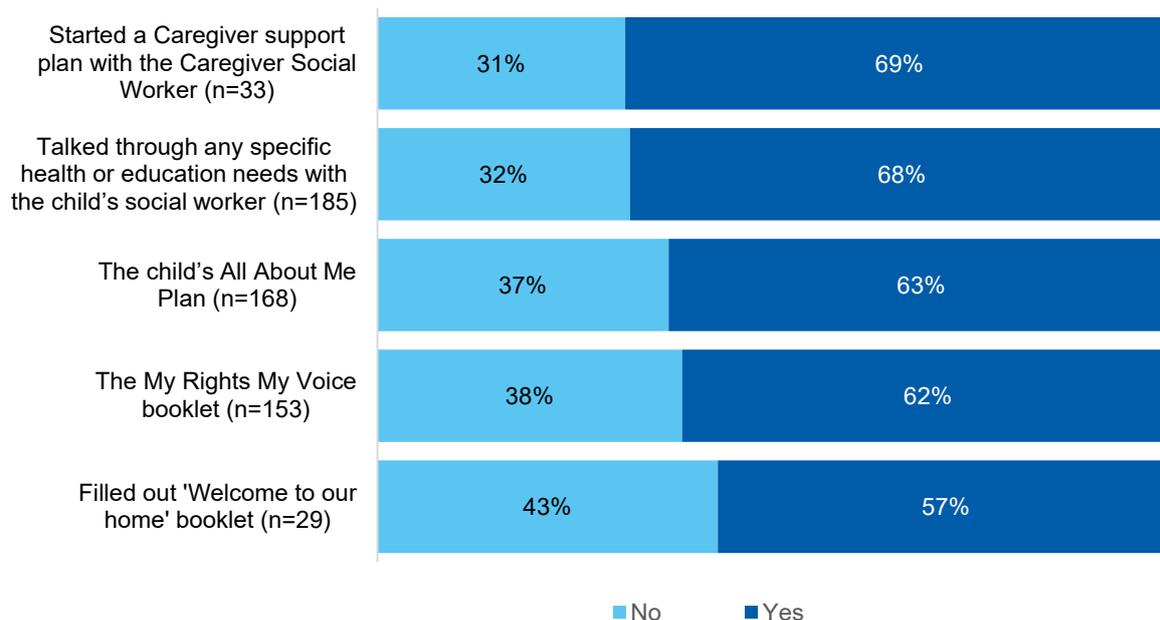


New caregivers mostly received and were satisfied with the information provided before becoming a caregiver

Over half the caregivers received essential information

New caregivers were asked about whether they had received essential information from Oranga Tamariki before becoming a caregiver. Around two-thirds of new caregivers had started a ‘Caregiver Support Plan’ with their caregiver social worker and discussed health or education needs with the child’s social worker. Over half of the new caregivers had received an ‘All About Me Plan’ for the child/ren in their care, had been introduced to the child’s ‘My Right My Voice’ booklet and had filled out the ‘Welcome to our Home’ booklet. See Figure 8.

Figure 8. Essential information received by caregivers ⁸



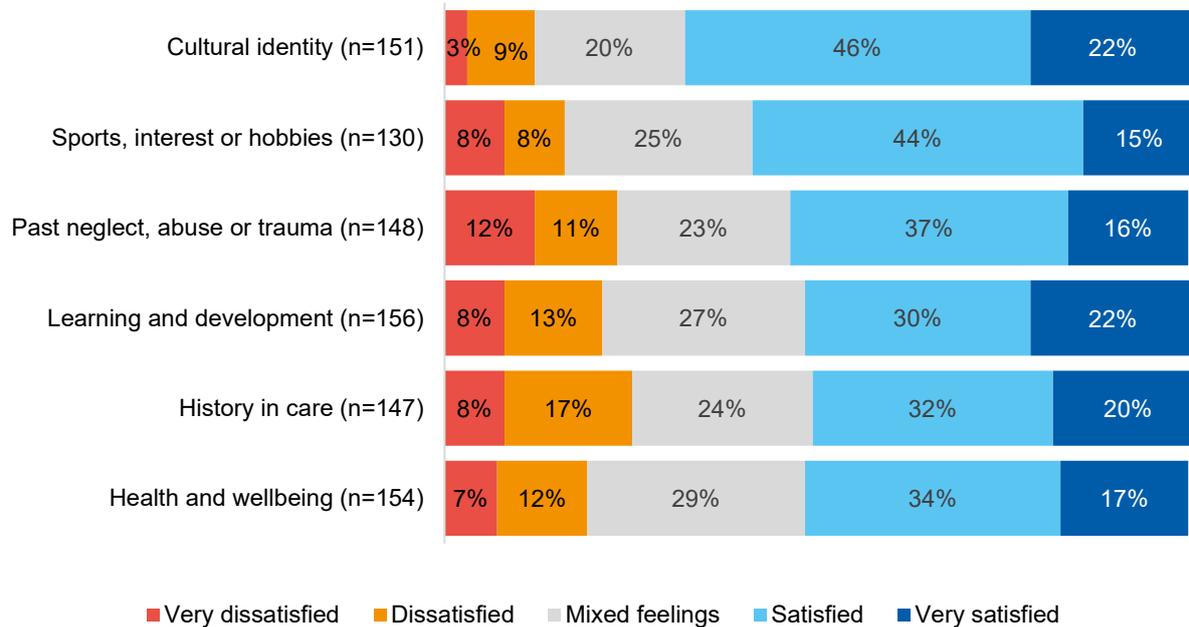
Most caregivers were satisfied with the information provided to them about the child in their care

New caregivers were also asked about their satisfaction with the information Oranga Tamariki provided them about the child in their care, and about any specific support needs that the child might have. Caregivers were most satisfied with information they received about the child's cultural identity (**68%** satisfied) and least satisfied with information received about past neglect, abuse, or trauma and the information provided about the child's history in care (**25%** dissatisfied for both). See Figure 9. Caregiver satisfaction with information provided about the child's specific support needs remained similar between the 2021 and 2022 surveys.

⁸ Please note that the items 'Started a Caregiver support plan with the Caregiver social worker' and 'Filled out 'Welcome to our home' booklet' were only asked in the March 2022 quarter.



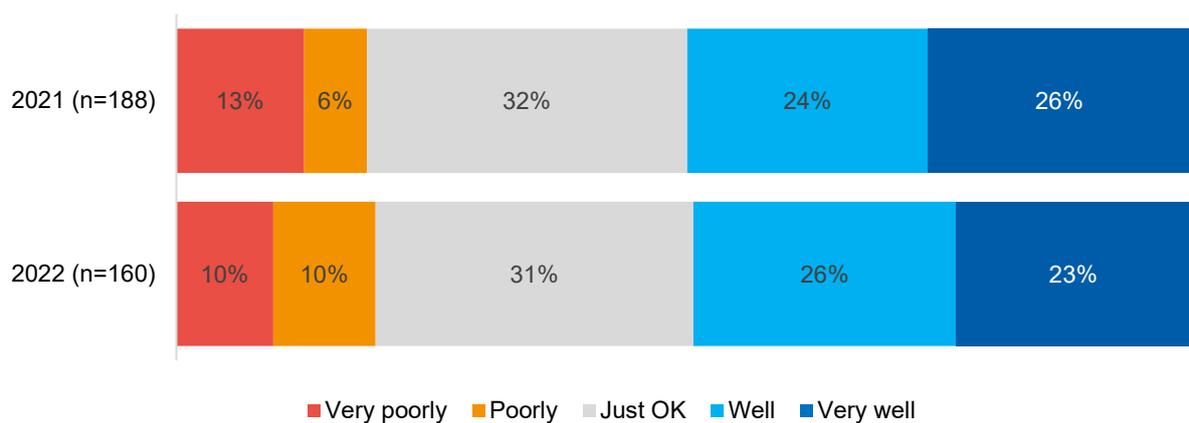
Figure 9. Caregiver satisfaction with information provided about the child’s specific support needs



Overall half the caregivers felt well prepared to care for the child

The 2022 survey results show that overall around half (**49%**) of respondents felt that Oranga Tamariki had prepared them well to care for the most recent child in their care, while **20%** felt that Oranga Tamariki poorly prepared them. Results for 2022 were similar to 2021. See Figure 10.

Figure 10. Caregiver view on how well Oranga Tamariki prepared them to care for the child 2021 to 2022 comparison



Caregivers had suggestions for ways Oranga Tamariki could support tamariki coming into their care

Caregivers who rated low scores as to how well Oranga Tamariki prepared them to care for the child were asked why they gave that response and how they thought Oranga Tamariki could have prepared them better to care for the child. The main ways caregivers thought they could have been better prepared are given below.

More information and background about the child

When asked about preparedness for looking after a child, many caregivers wanted more information and background about the child. This included information about any medical issues:

“Social workers don't 'know' the children well enough to make honest statements about the child. Often info is negative. I'd like to know simple things. Favourite food, movie, book, toy, activity. Places they like to go. Do they sleep with a toy, light on, door open? What makes them happy? What triggers them? What are they scared of? What concerns are there? What makes them feel safe? Probably lots more.”

Caregivers noted insufficient or redacted All About Me Plans which meant they were not informed appropriately about the tamariki and rangatahi in their care. Some caregivers acknowledged privacy concerns on sharing information but believed the lack of information impacted their ability to care for the child:

“Information was incorrect or missing. We needed better information to be able to deal with the behaviours, as we were not fully informed about them and the reasons behind them. It would have been good to have more information about the family connections as well and history in care.”

Information other caregivers had about the tamariki helped caregivers understand the background of the tamariki often better than information social workers provided. Meeting other caregivers appeared to be a valuable connection for caregivers:

“Child had very strong feelings and subsequent behaviours about coming into my care that I had no idea about until I met his current caregiver. He had been with them a year so had good insight into his ways. It would have been better for his transition to have greater connection and communication with his caregiver to support his transition to my care.”

Better organisation and planning before the arrival of the child

Some caregivers felt they were not adequately prepared for the child by Oranga Tamariki. When asked about preparedness for the child to arrive in their care, caregivers talked about time pressures and how that affected how well they were able to prepare. Some caregivers mentioned pressure to accept a child before they were ready:



“I felt everything was very rushed right from the start. I was given very little time to prepare for baby.”

“...We also felt pressured to take her when things were not yet put in place for us, support etc.”

More help and support for caregivers and tamariki

Once tamariki were in their care, caregivers stated they were not satisfied with the supports available:

“They [Oranga Tamariki] needed to prepare me better for the behaviour that came with this child. What she responds well to. How to set boundaries and stay calm.”

“The child came to us with his younger sibling on the day he had been discharged from hospital. He had been diagnosed with potentially life-threatening medical needs and there were no checks done to see if we were capable of safely caring for him with this condition. They could or should have known how serious his health needs were and checked if we understood and had enough first aid skill or medical knowledge to care for him.”

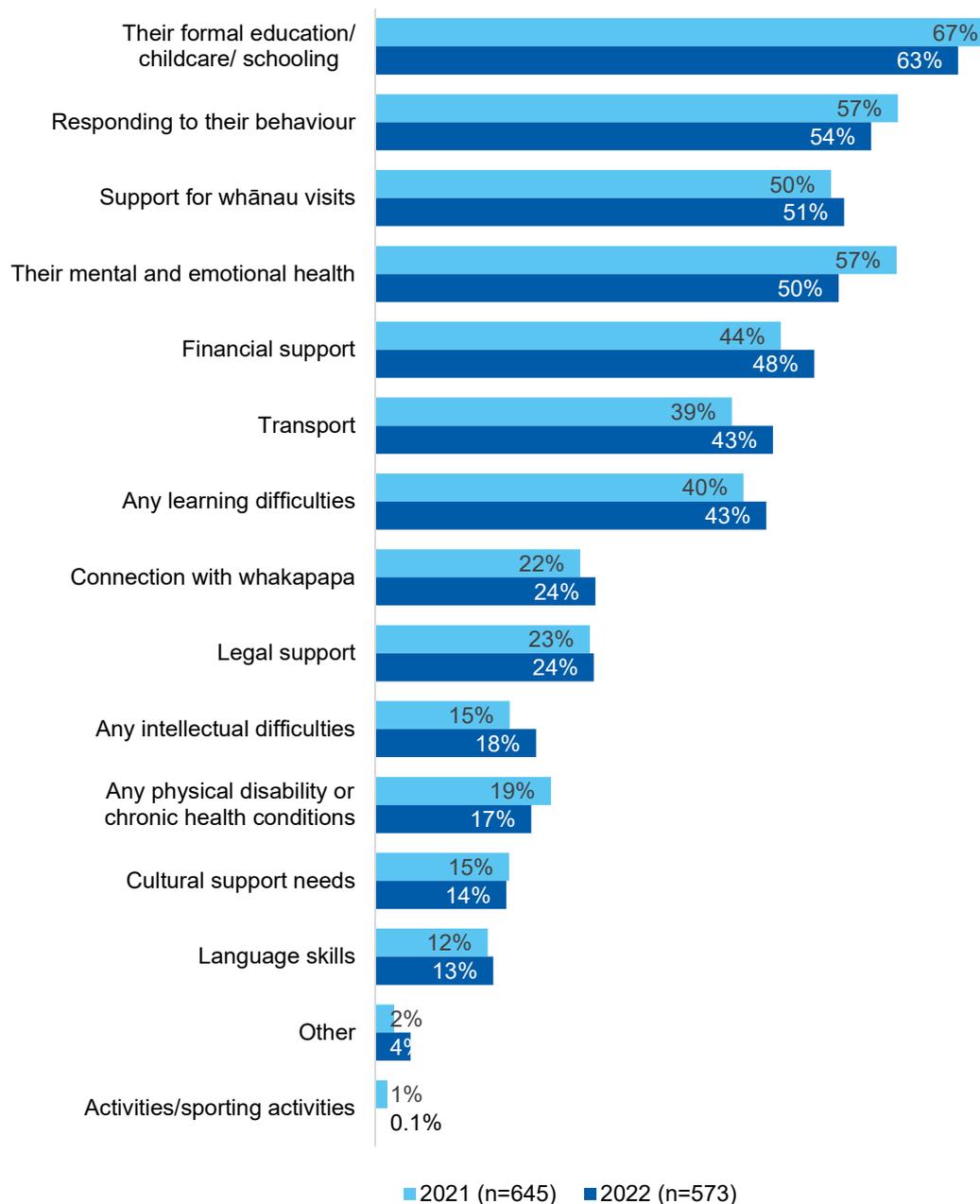
“We did not receive any support until we said we could not cope and needed respite immediately.”

Two-thirds of children need support with education, childcare or schooling

Caregivers were asked to indicate if the child they were caring for needed support in a range of areas over the past 12 months. Around two-thirds of the caregivers responded that the child they were answering about needed support with their formal education, childcare or schooling (**63%**). Around half the caregivers responded that the child needed support with their behaviour (**54%**) and/or whānau visits (**51%**).

The findings from the 2021 and 2022 surveys were largely similar. However, there were decreases in the percentage of caregivers who indicated that the child they are caring for has support needs related to their mental and emotional health, formal education, childcare or schooling, and behaviour. There was a small increase in the percentage of caregivers indicating the need for financial, and/or transport support. See Figure 11.

Figure 11. Caregiver support needs 2021 to 2022



Caregivers were largely satisfied with their caregiver social worker

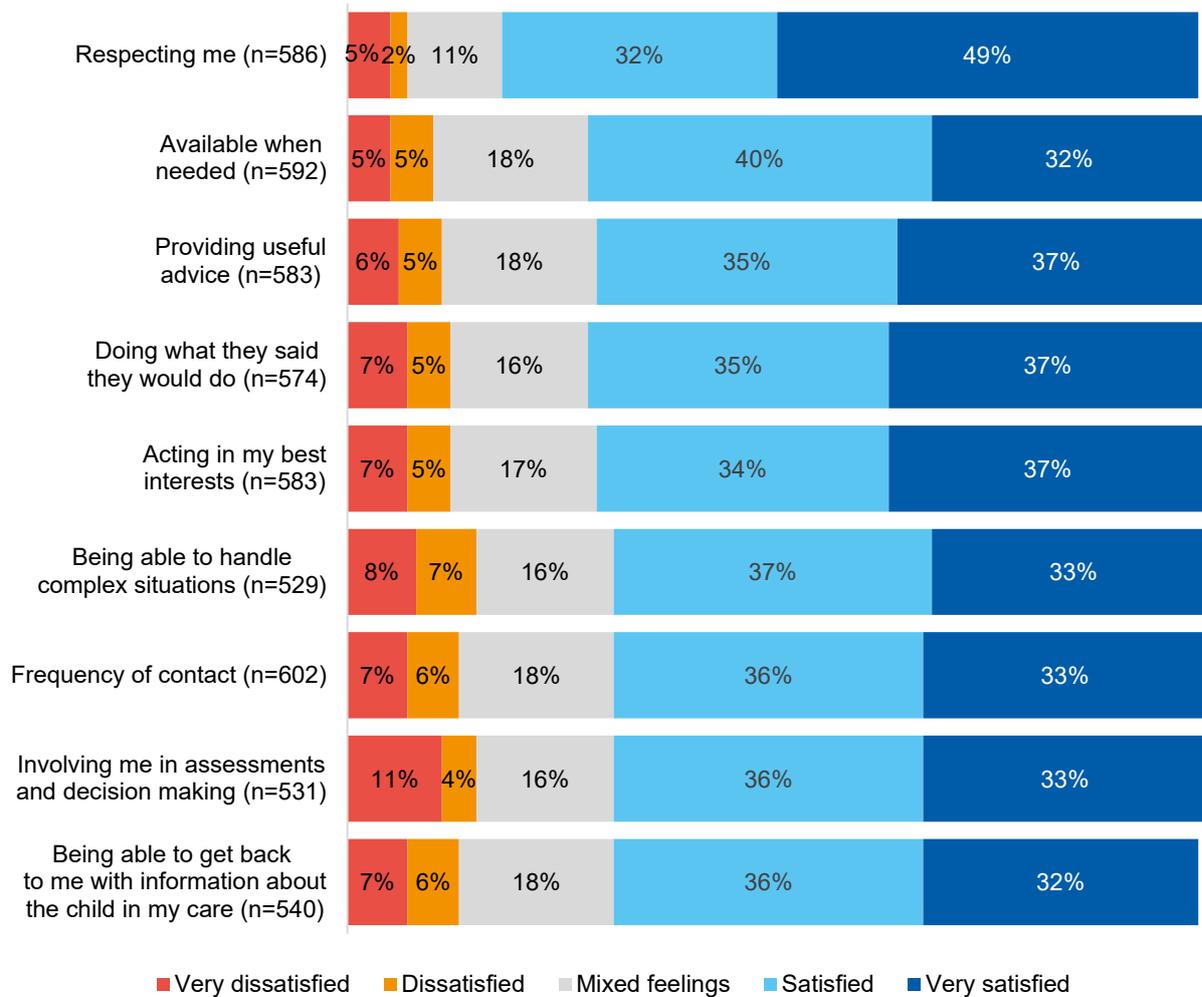
Caregivers were asked a range of questions about their experience and satisfaction with their caregiver social worker across different areas. Caregivers were most satisfied with their caregiver social worker respecting them (81%), being available when needed (73%), and doing what they said they would do (72%). Overall, 72% of caregivers were satisfied with the support they receive from their caregiver social worker. See Figure 12.



There were some minor differences between types of caregivers, with Māori caregivers slightly less satisfied than non-Māori caregiver with their social worker ‘respecting me’ (**78%** Māori, **84%** non-Māori caregivers) and ‘being able to handle complex situations’ (**66%** Māori, **74%** non-Māori caregivers).

The results between the 2021 and 2022 surveys for this question were similar.

Figure 12. Caregiver satisfaction with their caregiver social worker across several areas

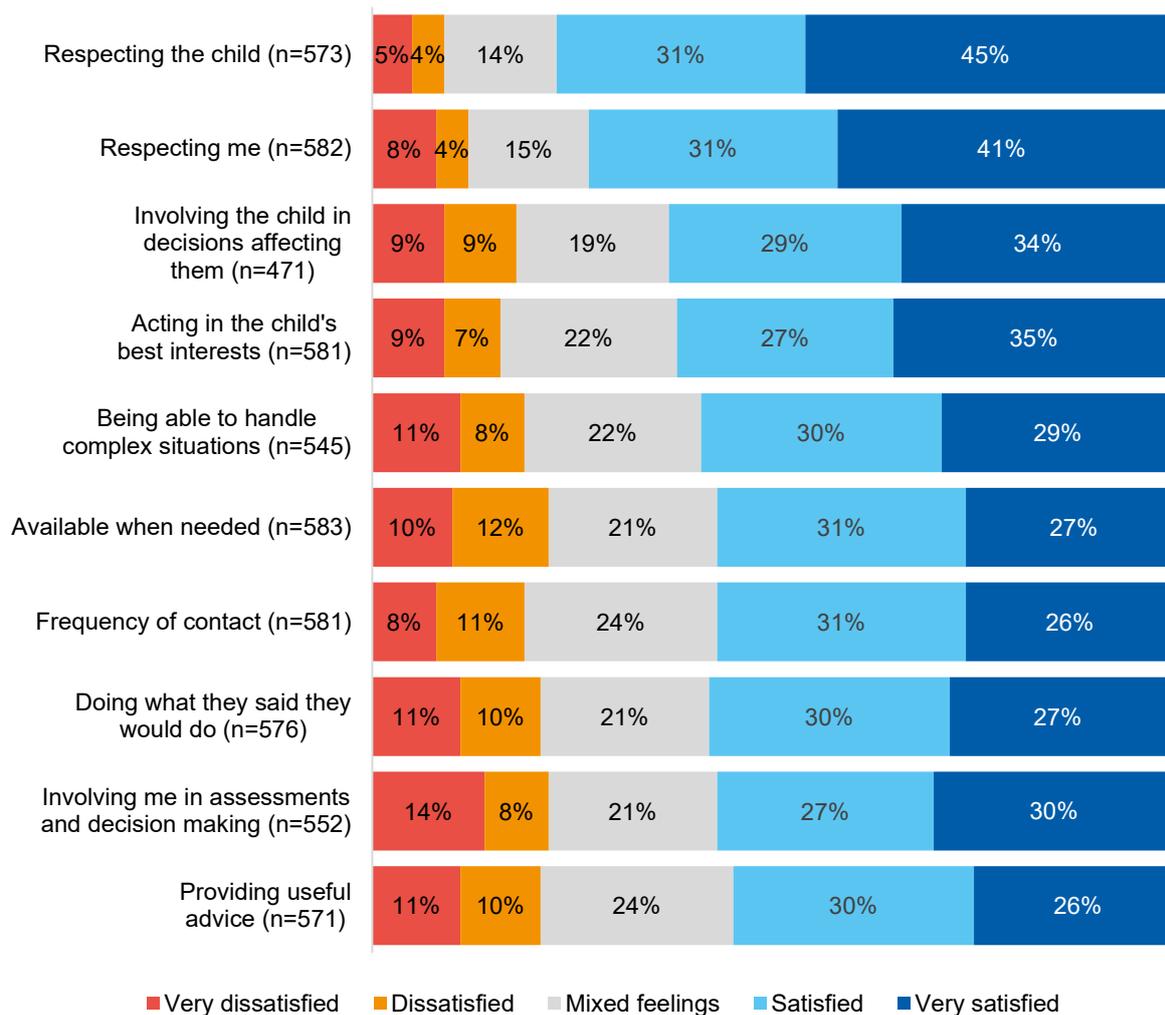


Caregivers were largely satisfied with the child’s social worker

Caregivers were also asked a range of questions regarding their experience and satisfaction with the child’s social worker. Caregivers were most satisfied with the child’s social worker respecting the child (**76%**), respecting them (**72%**), and involving the child in decisions affecting them (**63%**). It is promising to see that over half of caregivers were satisfied across all areas asked about. See Figure 13.

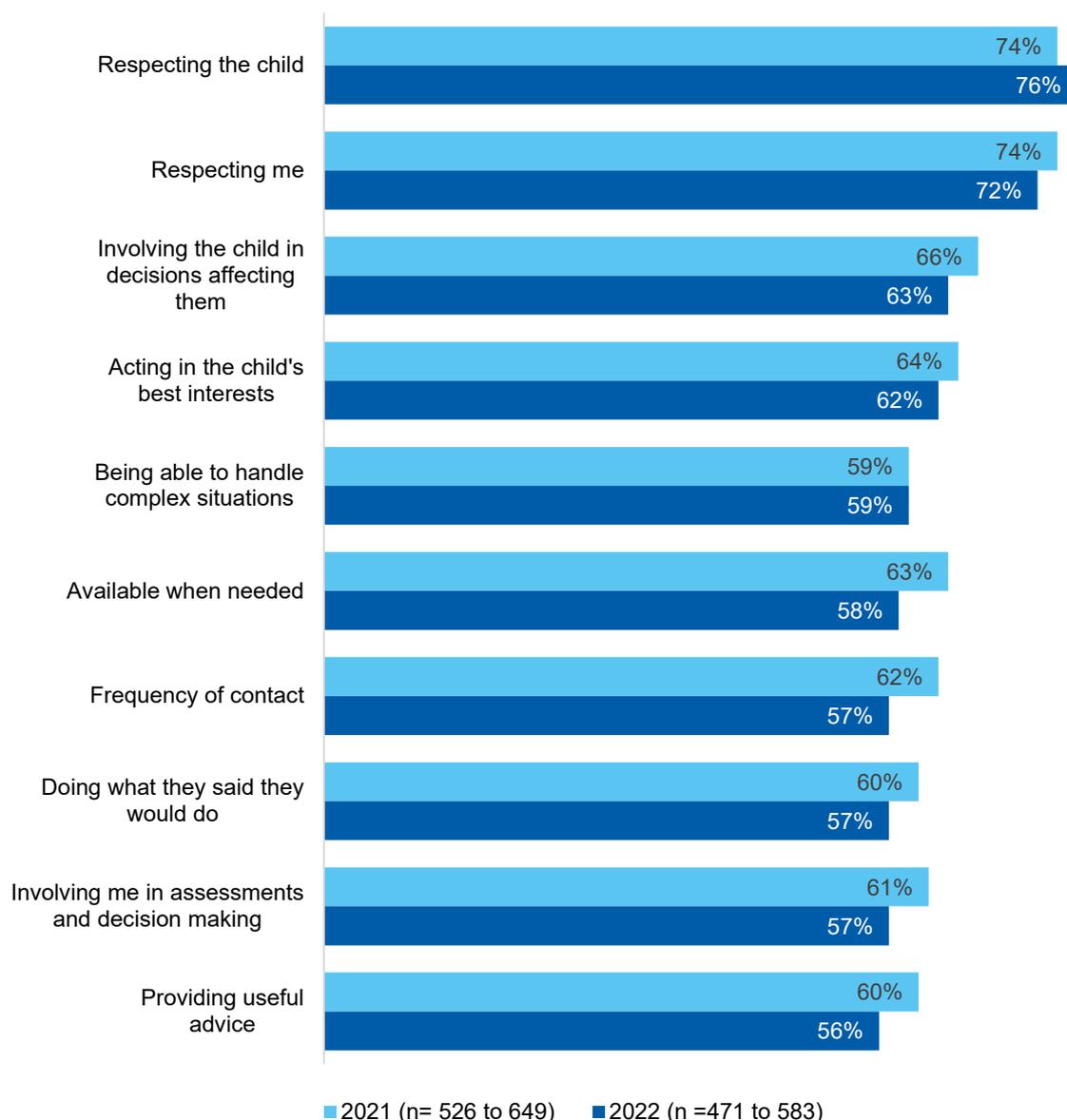


Figure 13. Caregiver satisfaction with the child’s social worker across several areas



When we compare the results between the 2021 and 2022 surveys for this question, we see that the caregivers responding that they were satisfied with the child’s social worker has remained relatively stable. The child’s social worker being ‘available when needed’ showed the largest decrease in satisfaction by the caregivers who responded to the survey. See Figure 14.

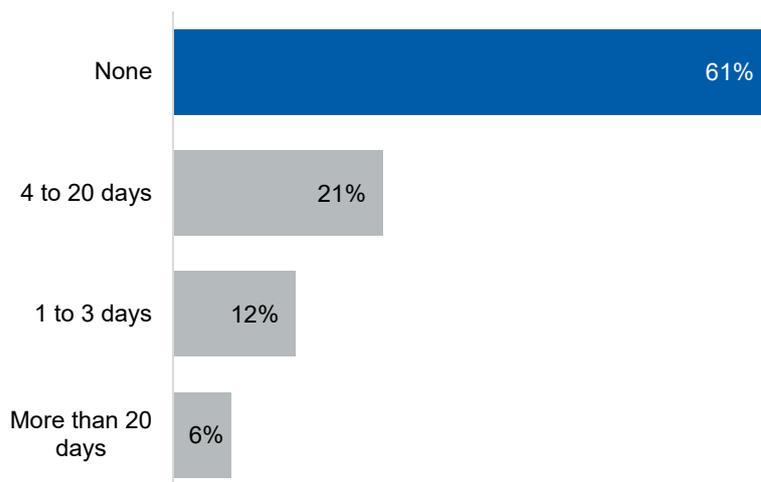
Figure 14. Percentage of caregivers reporting that they were satisfied with the child's social worker on the items listed. 2021 to 2022 comparison



Two thirds of caregivers have not used respite care

Caregivers were also asked about their use of Oranga Tamariki organised respite care (n=501). Within the last 12 months, **61%** of caregivers had not used any Oranga Tamariki respite for the child in their care. See Figure 15.

Figure 15. Amount of respite taken by caregivers in the last 12 months



The main reasons for not using respite did not change significantly between the 2022 (n=285) and 2021 surveys (n=235), these were because:

- they didn't need it (**41%**) a decrease from **49%** in 2021
- it would be too traumatic for the child (**19%** in 2022, **14%** in 2021)
- they didn't know they could take respite (**6%**) a decrease from **13%** in 2021 indicating potentially more caregivers were aware of respite care in 2022.
- the process to get approval for respite care is too hard (**9%** in 2022 and **3%** in 2021).

For some caregivers respite care wasn't appropriate or accessible

In open text responses, some caregivers discussed how respite was difficult to access or that more respite should be available to them. Caregivers suggested alternatives for respite, such as providing a babysitter or respite that allowed them to take some time to do errands:

"Respite that didn't leave you out of pocket."

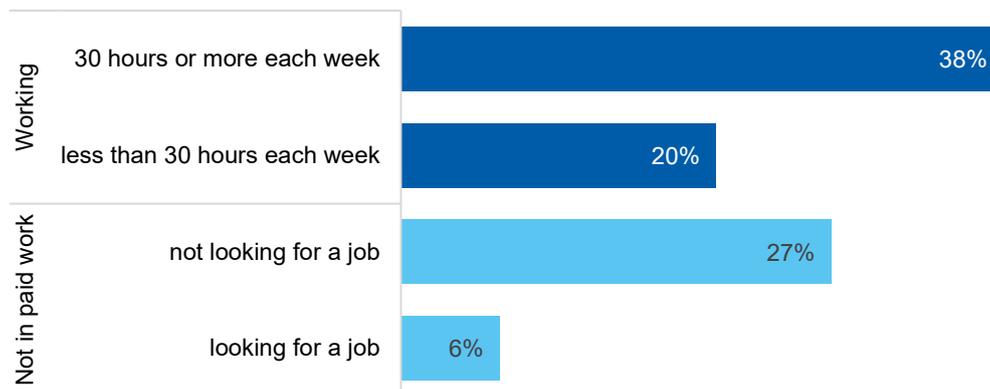
"Allowing respite to be used to pay for a babysitter instead of being that a child needs to physically leave the house for a day or more. Sometimes it's easier to have a child sleep at home and for the caregiver to be able to go out and have time out one night. Paying for babysitters (that the caregiver can arrange)."

"The number one thing is to provide regular consistent respite which without this makes caring for 3 tamariki incredibly difficult and stressful. Respite is crucial to the health and wellbeing of caregivers and allows them to provide the necessary care the children deserve."

Caring impacted the employment for half the caregivers

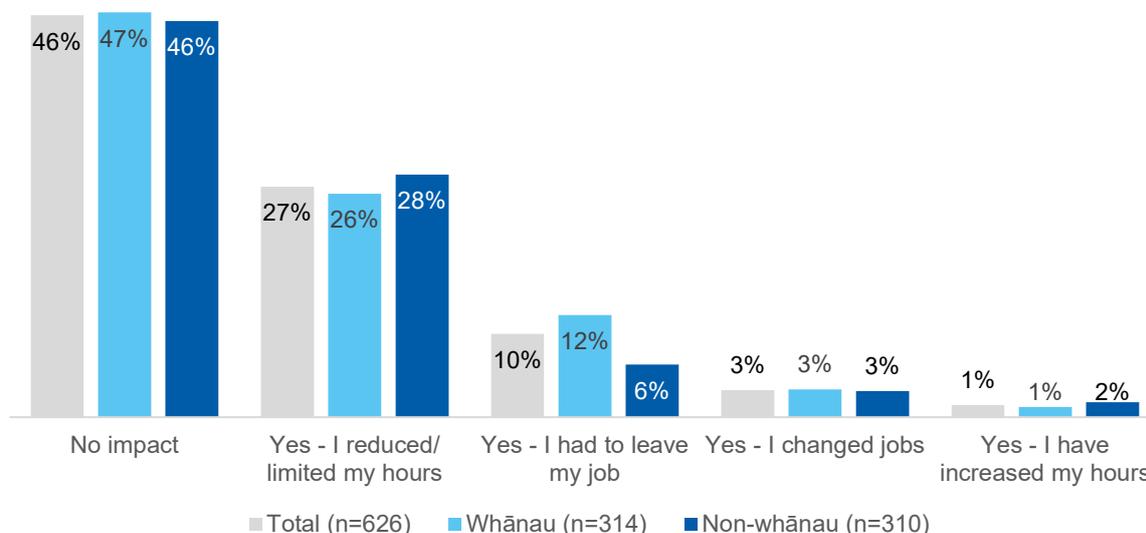
Over half of the caregivers who responded to the survey were employed (58%), with 39% working full-time and 20% working part time. A further 6% were looking for work. One third of the caregivers (33%) were not in paid work. See Figure 16.

Figure 16. Caregivers reported employment



Caregivers were asked whether caring for the child in question had impacted their employment situation. As shown in Figure 17, overall, about half (46%) saw no impact on their employment situation. Around a quarter (27%) reduced their hours of work and 10% said they had to leave their job. The impact on employment for whānau and non-whānau caregivers was similar; however, 12% of whānau caregivers responded that they had to leave their job to care for the child compared to 6% of non-whānau caregivers.

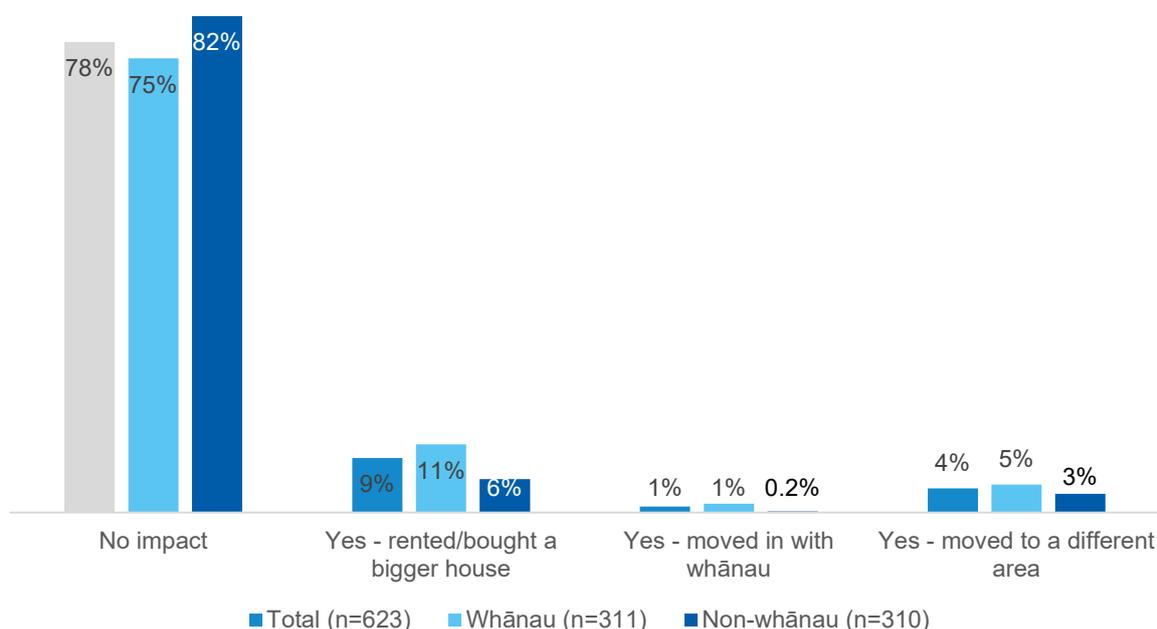
Figure 17. Percentage of caregivers reporting impact of caregiving on their employment situation. Total, Whānau and Non-whānau comparison



Caring has not impacted on housing for most caregivers

Caregivers were asked whether caring for the child in question had impacted their housing situation. Most caregivers (**78%**) reported no impact on their housing situation. A small number (**9%**) rented or bought a bigger house in response to their caregiving role and **4%** moved to a different area. More non-whānau caregivers reported that caring for the child had no impact on their housing (**82%**) than whānau caregivers (**75%**). See Figure 18.

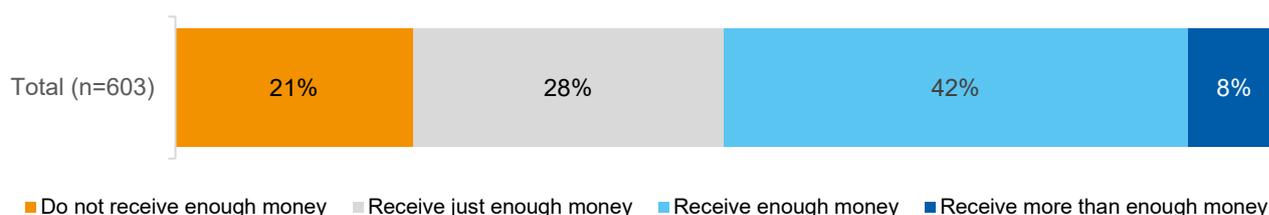
Figure 18. impact on caregivers housing situation



Half of the caregivers say they receive enough money

When asked about the allowances they receive, half of the caregivers who responded to the 2022 survey (**50%**) said that they had 'enough' or 'more than enough' money to meet the needs of the child. See Figure 19. There were no changes between the 2021 and 2022 surveys.

Figure 19. Caregiver's views on whether the allowances they receive for the child are adequate



Half the caregivers have undertaken learning opportunities related to caregiving

Just under half (**43%**) of the caregivers who responded to the survey reported that they had taken part in some learning opportunities to help them as a caregiver during the last 12 months. Fewer whānau caregivers took part in learning than non-whānau caregivers (**38%** & **51%**).

A quarter of non-whānau caregivers are considering not being a caregiver

Non-whānau caregivers were asked whether they were thinking about stopping being a caregiver for Oranga Tamariki. Of the 241 non-whānau caregivers who responded to this, **26%** said that they were thinking of stopping a slight decrease from **33%** in 2021.

There was no change in the number of caregivers who would recommend caregiving to others

Caregivers were asked how likely they would be to recommend becoming a caregiver to friends and whānau on a scale of 1-10. Respondent's responses were then grouped into 'would recommend' for those who answered with a 9 or 10, 'might recommend' for those who answered with a 7 or 8, and 'unlikely to recommend' for those who responded 6 or lower. This question was not asked of whānau caregivers, and it was not asked in the final quarter of 2021. In both years, around **60%** of caregivers were 'unlikely to recommend' caregiving to others. See Table 1.

Table 1 Percentage of caregivers who would recommend becoming a caregiver

Rating	2021 (n=229)	2022(n=302)
9-10 - would recommend	19%	16%
7-8 - might recommend	21%	24%
0-6 - unlikely to recommend	60%	60%

Key themes from caregiver comments

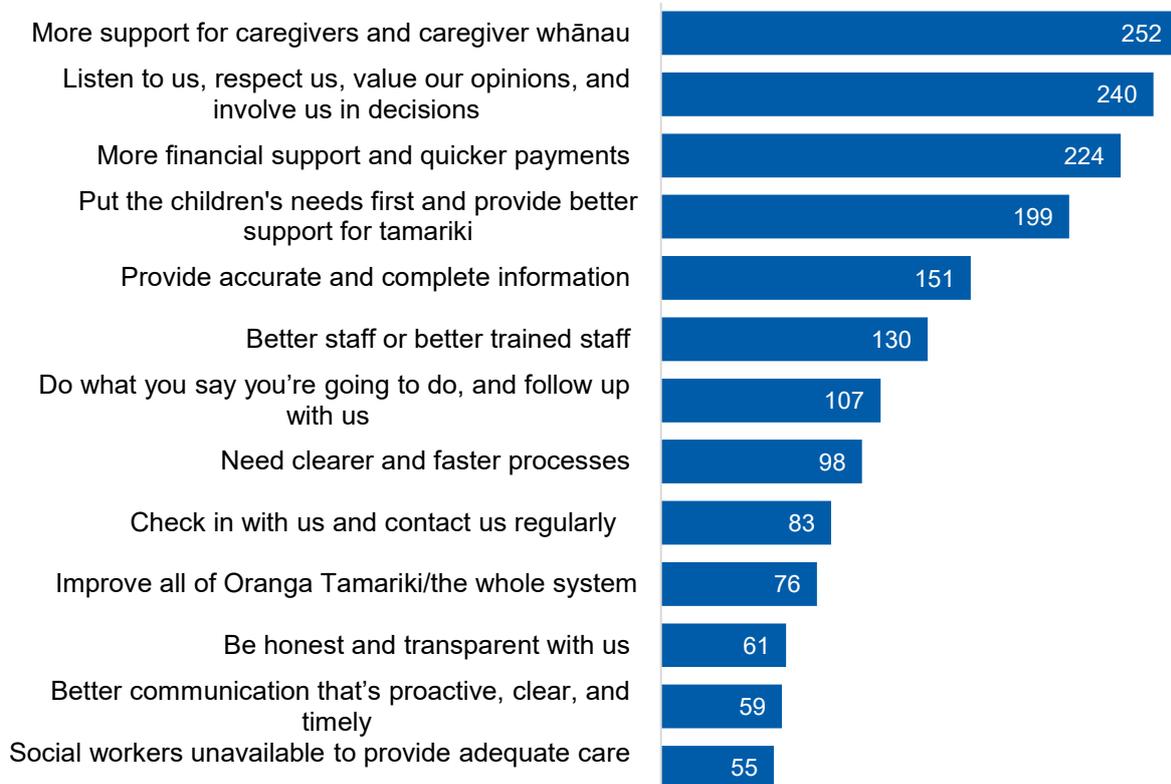
Caregivers were asked open text questions, with 1,111 caregivers (86%) responding to at least one open text question in the 2021 and/or 2022 surveys. As themes that emerged were similar across questions, themes were aggregated and sorted into main themes. Please see Appendix 1 for the full coding framework.

As shown in Figure 20, the main themes to emerge from caregiver comments across the 2021 and 2022 surveys were:

- more support and respect for caregivers
- improve communication and responsiveness

- put the child’s needs first
- more and/or better trained staff and social workers
- improve Oranga Tamariki processes and systems.

Figure 20. Comment themes from caregivers in order of mentions



Caregivers wanted more support for themselves and their whānau

Almost a quarter of open text comments from caregivers asked for more support (n=252). Support was a broad term which often referred to the need for Oranga Tamariki to provide better resources and guidance to caregivers to support them in their caregiving role. To a lesser extent, this support extended to the caregiver’s whānau who were adjusting to a new child coming into the caregiver’s home:

“Because of the lack of support that OT gave to us the placement broke down and we had asked for the children to leave our care which broke our hearts having to do this. OT could have done better by co-parenting with us to avoid the placement break down.”

“The child seriously hurt one of my own children and no one ever contacted us to ask how our child was doing or if we needed support to cope with what happened. We were left alone to deal with the trauma.”

“We had a baby in our care for a short time and in that time we never heard from our Caregiver Social Worker and no one has ever followed up to ask about our experience. Even though it was a short time it would have been nice to have been supported and even for a check in after baby had gone. This was our first experience as caregivers and we didn't know if we could ask for a couple of updates from the new family which probably would have helped our own kids too as they loved having the baby in our family. The only call we got was to ask for bank details so we could be given money which was the thing I cared about least.”

Caregivers wanted their perspectives of the child valued and listened to

Caregivers (n=240) wanted to be listened to, consulted, and respected by Oranga Tamariki in matters about the child in their care. They stated their unique perspectives of the child were important and should be listened to by the social workers they communicated with. Frequent contact and follow-up from social workers were seen as a sign of respect:

“Respect, acknowledge us as people with a massive amount of knowledge and that we live 24/7 with the child. We see all of the child's emotional levels and these need to be acknowledged for the future of the child. Listen to us, involve us in decisions that are about the child's life. Treat the child as an equal human being not a 'child in care.’”

Caregivers wanted more financial support and quicker payments

Caregivers expressed frustration to delays of funding or grants to cover the new expenses of a child in their home, such as food or medical supplies. It was mentioned more financial clarity around allowances would also be helpful. Finances were sometimes seen as barriers to providing quality experiences for the child or attending caregiver training:

“Did not get gas money and had to get everything out of own pocket like clothes etc. Had to wait 2 months to get a benefit. In the end went to WINZ. and it was for all 4 Children. Thanks to Whānau and the community they gave what they all could to help out with beds, clothing, nappies etc.”

“I stopped participating in learning courses because I found it too hard to be reimbursed for travel, which has to be pre-approved. Along with a care plan a payment advice slip would be helpful for planning in advance i.e., how much you will be paid for each child, when, if you're going to paid Xmas allowance, birthday, etc. as I have not been paid these previously when entitled, maybe because they were away for a few days although they were living here.”

“It's such a horrible battle to ask for what we are entitled to. I became aware of holiday support and made the mistake of asking for contribution. It made me feel judged and talked about by an



entire office that I've never set foot in. An office newly set up in my small town that we should have a place in. We still have not been there as we don't feel welcome. It's not worth asking for support to take the kids on holiday if OT won't cover urgent surgery, dental or education needs. The child I have answered questions for needs surgery, I am awaiting a response from Oct 2020."

There is a need to put the child's needs first and provide support to tamariki in care

Some caregivers voiced that they felt the best interests of tamariki were not being met by Oranga Tamariki. Caregivers felt support needs raised to Oranga Tamariki about tamariki in their care were not acted upon, and if they were acted on, faced long delays, waiting lists, and insufficient financial support. Healthcare needs, including learning need assessments or mental health support were commonly mentioned:

"Again, concerning health needs as already mentioned but also probable developmental delay including speech and hearing. Although his medical condition was significantly improved by surgery he need support with these other matters. Continued requests for pediatrician appointments for both children were not acted on and still have not been as far as I know."

"Urgent support was asked for on repeat; trauma counsellor, updated Koru assessment, psychologist asap. Nothing was put in place. SW seemed to be not fully understanding of our child's back story of trauma. I felt OT staff gave lip service to my requests for urgent intervention. It would have been beneficial for OT staff to have taken concerns seriously and worked collaboratively with myself. Had this happened in a timely manner, our child would now be in a better psychological state. During his prior 15 months in OT care homes he received no counselling or medical support whatsoever."

Caregivers wanted more complete and accurate information

Caregivers mentioned information they received about tamariki before they came into their care was often missing important information, dated, or incorrect. There were accounts of names of tamariki and the whānau of tamariki being misspelled:

"...Had no documents for any of the children and had no knowledge of their ECE or medical information. Had not assessed trauma for child and did not know much if anything about the needs of the child."

"...we are not privileged to background information which limits our depth of understanding and ultimately affects the child."

Caregivers also noted that they wanted more information in the caregiver application about the process. There were comments asking for more information about their entitlements as a caregiver, and what allowances and resources they could receive.



Caregivers wanted to be kept informed about tamariki after they left their care

As well as wanting Oranga Tamariki to provide better information prior to, and during the time tamariki were with the caregiver, caregivers wanted to be informed about the wellbeing of tamariki after leaving their care. They had concerns about how well tamariki were supported when placements transitioned or ended, particularly when previous caregivers were no longer able to contact tamariki. Some caregivers requested information or debriefs after placements had been completed, but their requests had not been fulfilled:

“The children left in a fairly distressed state, and we would have liked to know a little more about whether they are doing okay in their new home.”

“For the last two sibling groups, who left our care, there was absolutely NO transition!! At least one of those groups has asked to see us as a whānau again, and this hasn't happened.”

Appendix 1: Survey method

Target population

To be eligible to be sampled for the survey a caregiver must have had a child currently in their care or have had a child in their care within the last 24 months. Oranga Tamariki had around 3,000 caregivers who meet this eligibility criteria.

Sampling frame

A random sample was drawn from the list of eligible caregivers each fieldwork period. All caregivers were given an opportunity to take part in the survey. For March 2022 and June 2022 around one quarter of the eligible caregiver population was sampled each period. For September 2022 the remaining half of the caregiver population was surveyed.

Sample size and response rates

The table below provides a summary of the sample sizes and response rates for the 2021 survey and the three quarters of 2022.

Table A1 sample sizes and response rates across surveys

Survey	Collection Period	Sample Size	Number of Responses	Response Rate
2021 Survey	Feb/Dec 2021	2,985	746	25%
Mar 22 Quarter	Feb/Mar 2022	682	137	20%
Jun 22 Quarter	May/Jun 2022	810	162	20%
Sep 22 Quarter	Aug/Sep 2022	1531	406	27%
Total for 2022	Feb/Sep 2022	3023	705	23%

A response rate of around 30% is generally what might be expected for a voluntary online survey.

When looking at ethnicity, and region, the respondents appear to be representative of the full population of caregivers. However, responses were not representative when looking at caregiver type (whānau & non-whānau), non-whānau caregivers were more likely to respond than whānau caregivers, non-whānau caregivers had a response rate of 33% (359 responses) and whānau caregivers had a response rate of 18% (392 responses).

Classifications

The main classifications used for analysis within this report are broken down by caregiver type (whānau/non-whānau) and ethnicity (Māori/non-Māori). These



classifications are based on self-reported data from questions within the survey which asked whether the caregiver was a whānau caregiver and their ethnicity.

Weighting

At the end of the year the survey data were weighted to ensure that the sample was representative of the population of caregivers in the Oranga Tamariki caregiver database in terms of their relationship to their Oranga Tamariki child (whānau/non-whānau) and ethnicity (Māori/non-Māori). Total population numbers were provided by Oranga Tamariki to enable the weighting.

To construct the weighting matrix for 2022, two ethnicity groupings were used (Māori/non-Māori). Responses were assigned to one of these groups based on self-defined ethnicity.

Relationship to the child (whānau/non-whānau) is also drawn from the survey response.

The quarterly datasets and reports were not weighted. Weights were only applied to annual data.

Margin of error

After adjusting for the design effects of weighting the data, the maximum Margin of Error at the 95% confidence estimate for the achieved sample of n=705 caregivers is +/- 3.3%.

Comparisons to the 2021 survey

Caution needs to be taken when comparing the results from the 2022 surveys to the survey conducted in 2021. This is because much has changed in the survey, including several questions, the methodology, and response rates.

Coding of open questions

The answers given to open ended questions were analysed for selected questions. Recurring themes formed the code frames, which were developed by NielsenIQ's coding team and quality assured and modified by Oranga Tamariki staff. These themes built on code frames from previous iterations of the survey.

Definitions and guidance on survey completion

Caring for more than one child

When a caregiver has, or is, looking after multiple children, they were instructed to think about the child who has the next birthday and think about their experiences while caring for that child.

Child

For ease of reference throughout the survey 'child' was used to describe children/tamariki and young people/rangatahi of all ages.



Children/tamariki and young people/rangatahi in care can be aged up to 18 years old. Young people/rangatahi can also chose to be with caregivers up to 21 years old.

Caregiver

We have used the term 'caregiver' to describe the many types of care arrangements people have caring for a child. These may include people caring for children in their own whānau or extended family.

Incentive

As an acknowledgement of the time taken to complete the survey, caregivers could choose to participate in the draw to win a Prezzy® card. Each quarter there was one \$250 card and five \$50 cards to be won.

0800 number

NielsenIQ operated an 0800 number for caregivers to call if they wanted more information about the survey or if they needed any help.

Data collection

The online surveys were programmed in Decipher (the online survey software NielsenIQ uses) and were device agnostic, so respondents saw the best layout for their computer/ tablet/ phone regardless of their device brand.

As completed paper questionnaires were received at the Nielsen's office, the data were entered manually. The data entry team had the ability to select 'No response' for any question where a paper respondent had not selected a response.

Data entry protocols were set up to ensure consistency between data entry team members. As part of Nielsen's quality control processes, 10% of each team member's data-entered surveys were validated by another coder.

Notes

Some questions were only asked of caregivers who had become a caregiver within the last 12 months and some only to caregivers who currently had a child in their care.

Throughout the report you will see 'n=' this provides the number of responses that were received for the question or response being discussed, this gives you context where percentages are used to be able to know the number of responses.

For the results shown in this report 'don't know,' 'not applicable,' and 'prefer not to say' responses have been excluded.



Appendix 2: Sample data

Representativeness of responses

The proportion of respondents for the survey were compared to that of the population for ethnicity, caregiver type and region. The respondents are not representative regarding caregiver type, where non-whānau caregivers are over-represented in the responses nor ethnicity proportions of respondents in each region are similar to those for the population of all eligible caregivers.

Consequently survey responses were weighted by caregiver type and ethnicity (Māori/non-Māori).

Table A1: Ethnicity of respondents

Ethnicity	Response breakdown (unweighted count n=705)	Response breakdown (n=705)	Whole population breakdown (n=2770)	Difference (% points)
Māori	329	47%	38%	+9%
Pacific peoples	76	11%	6%	+5%

Table A2: Respondents by caregiver type

Caregiver Type	Response breakdown (unweighted count n=705)	Response breakdown (n=705)	Whole population breakdown (n=3064)	Difference (% points)
Whānau	346	49%	64%	-15%
Non-whānau	359	51%	36%	+15%

Table A3: Region of respondents

Region	Response breakdown (unweighted count n=705)	Response breakdown (n=705)	Whole population breakdown (n=3062)	Difference (% points)
Te Tai Tokerau	32	5%	6%	-2%
North and West Auckland	44	6%	8%	-1%
Central Auckland	42	6%	6%	0%
South Auckland	56	8%	7%	1%
Waikato	62	9%	9%	-1%



Region	Response breakdown (unweighted count n=705)	Response breakdown (n=705)	Whole population breakdown (n=3062)	Difference (% points)
Bay of Plenty	51	7%	8%	-1%
East Coast	79	11%	12%	-1%
Taranaki-Manawatu	80	11%	11%	0%
Wellington	75	11%	9%	2%
Upper South Region	25	4%	3%	0%
Canterbury Region	101	14%	14%	0%
Lower South Region	58	8%	6%	2%

Appendix 3: Coding of open text responses

The survey contained some opportunities for caregivers to provide comments. These 'open text' responses were read, analysed and coded by NielsenIQ and Oranga Tamariki Evidence Centre staff to summarise the feedback provided by caregivers. The table below presents the full results of the qualitative coding. These are aggregate themes across the open text questions. Please note the open text data is unweighted.

Themes	Total n=1,111	Whānau n=510	Non- whānau n=543	Total	Total whānau	Total non- whānau
Support and respect for caregivers						
Listen to us, respect us, value our opinions, and involve us in decisions	240	114	120	22%	22%	22%
More support for caregivers and caregiver whānau	252	127	110	23%	25%	20%
More financial support and quicker payments	224	116	97	20%	23%	18%
Give caregivers' more rights with whānau decisions	9	3	6	1%	1%	1%
Make respite care more available and appropriate for tamariki	54	26	24	5%	5%	4%
Provide better training and guidance for caregivers	35	17	14	3%	3%	3%
Improve communication and responsiveness						
Better communication that's proactive, clear, and timely	59	30	26	5%	6%	5%
Check in with us and contact us regularly	83	40	37	7%	8%	7%
Provide more information, and make it accurate and complete	151	83	60	14%	16%	11%
Do what you say you're going to do, and follow up with us	107	47	52	10%	9%	10%
Be honest and transparent with us	61	35	25	5%	7%	5%



Themes	Total n=1,111	Whānau n=510	Non- whānau n=543	Total	Total whānau	Total non- whānau
Make it easier for us to contact them	29	16	11	3%	3%	2%
Put the child's needs first						
Put the children's needs first and provide better support for tamariki	199	60	88	18%	12%	16%
More or better trained Oranga Tamariki staff						
Better staff or better trained staff	130	21	62	12%	4%	11%
Social workers change too often	53	26	27	5%	5%	5%
Social workers unavailable to provide adequate care	55	7	25	5%	1%	5%
More culturally aware	17	7	9	2%	1%	2%
Oranga Tamariki processes and systems						
Need clearer and faster processes	98	25	46	9%	5%	8%
Better caregiver application processes or general information about entitlements	14	38	5	1%	7%	1%
Be consistent in how you act across teams and staff	55	98	29	5%	19%	5%
Improve all of Oranga Tamariki/the whole system	76	49	33	7%	10%	6%

Appendix 4: Analysis of questions with open text responses

An analysis of caregiver's responses to certain questions with open text data was undertaken. The main insights from this analysis is outlined below.

Overall those who responded they were very dissatisfied or dissatisfied most frequently suggested areas for improvement.

Caregiver satisfaction with the support Oranga Tamariki provides

A total of 237 caregivers were dissatisfied or very dissatisfied with the support provided by Oranga Tamariki. Of these, n= 190 provided a verbatim response when asked about what Oranga Tamariki could change or improve on. Those that were very dissatisfied (n=104) or dissatisfied (n=86) identified the following key improvements:

Put the child's needs first

Twenty-four per cent (n=25) of very dissatisfied caregivers mentioned this as a key area for improvement, while 17% (n=15) dissatisfied caregivers identified this theme. This is in comparison to only 3% and 7% (n=6 and n=16, respectively) of very satisfied or satisfied caregivers mentioning an improvement that related to this theme.

Listen to us/ value our opinions/ respect/ consult us

This was a strong message seen amongst very dissatisfied and dissatisfied caregivers. Close to half (43%) of very dissatisfied caregivers (n=45) provided a response aligned with this theme, while just over a third (36%) of dissatisfied caregivers (n=31) mentioned this. Conversely, considerably fewer very satisfied (6%) or satisfied (10%) caregivers identified this theme (n=24, n=11, respectively).

More support/ help for caregivers/ caregiver whānau

A general theme around more or better help and support was noted amongst very dissatisfied and dissatisfied caregivers. Twenty-three per cent of very dissatisfied (n=24) and 27% of dissatisfied (n=23) caregivers mentioned this, compared to 7% of very satisfied (n=13) and 10% of satisfied (n=24) caregivers.



Better staff/ better trained social workers

Close to a quarter (21%) of very dissatisfied caregivers (n=22) mentioned the need for improvement around better staff or better trained social workers. This was further iterated with 14% (n=12) of dissatisfied caregivers identifying this as an improvement. Three per cent (each) of very satisfied or satisfied caregivers mentioned this as an improvement (n=5, n=8 respectively).

Improve the whole system/ organisation/ culture

Eleven per cent of very dissatisfied caregivers provided a response which aligned with the theme of improving the whole system, organisation, or culture (n=11), while 7% of dissatisfied (n=6) caregivers mentioned this. This is in comparison to very few very satisfied (2%, n=3) and satisfied (0%, n=1) caregivers identifying this as an area of improvement.

How valued caregivers feel by Oranga Tamariki

Qualitative responses gave an indication of key drivers of low feelings of value. n=355 felt very undervalued or undervalued by Oranga Tamariki; the following qualitative analysis looks at the n=292 very undervalued or undervalued caregivers that provided a verbatim response regarding improvements that Oranga Tamariki could make and the n=57 very undervalued or undervalued caregivers that provided a verbatim response for reasons for dissatisfaction around support provided. The following key themes were identified amongst caregivers that felt undervalued or very undervalued with the support provided.

Put the child's needs first

As with satisfaction ratings, there was a strong sentiment amongst caregivers with lower feelings of value that Oranga Tamariki should put the child's needs first. This was particularly evident for those who felt very undervalued with 25% (n=36) of these caregivers identifying this as a core theme to improve, compared to only 3% (n=5) who felt very valued mentioning this.

“Listen to the needs required for each and every child. We urgently requested a transporter and have been denied due to a lack of drivers resulting in the resignation....frustrating”

Listen and respect

The theme of listening and respecting caregivers came through strongly for caregivers with low feelings of value. When asked if there was one thing Oranga Tamariki could do to improve, 50% (n=73) of caregivers who felt very undervalued mentioned 'listen to us/ value our opinions/ respect/ consult' as a key theme. Comparatively, only 3% (n=5) of those who felt very valued mentioned this as an area of improvement, indicating that this is a core component in feeling valued. This was further iterated when asked regarding reasons for dissatisfaction; 'lack of respect' was mentioned by 25% (n=9) of caregivers with very low feelings of value, compared to 0% of those who felt valued or very valued.

“Respect, acknowledge us as people with a massive amount of knowledge and that we live 24/7 with the child. We see all of the child emotional levels and these need to be acknowledge for the future of the child LISTEN TO US, INVOLVE US IN DECISIONS THAT ARE ABOUT THE CHILD’S LIFE. Treat the child as an equal human being not a 'child in care’”

How prepared caregivers felt to become a caregiver

A total of 102 caregivers felt very underprepared or under prepared for becoming a caregiver. Of these, 70 gave a verbatim response regarding improvements that Oranga Tamariki could make to support caregivers. The top three mentions amongst caregivers who felt unprepared or very unprepared to become a caregiver, when asked regarding improvements, pertained to:

- 24% of combined very unprepared and unprepared caregivers mentioned more support/ help for caregivers/caregiver whānau (n=17)
- 21% of combined very unprepared and unprepared caregivers mentioned listen to us/ respect us/ consult us (n=15).
- 17% of combined very unprepared and unprepared caregivers mentioned communication as an improvement, such as being more proactive, clear, or timely (n=12).

Essential information received by caregivers

A total of 13 caregivers mentioned they hadn’t received any of the essential information mentioned above. Interestingly when looking at the qualitative responses, the majority of these caregivers identified themes regarding needing more information or more contact.

When asked how Oranga Tamariki could prepare them better, the majority of caregivers who hadn’t received any of information listed mentioned they would like Oranga Tamariki to provide more information about the background of tamariki (n=6).

When asked why they were not satisfied with the support provided by Oranga Tamariki, these caregivers mentioned that there was no contact/ or poor contact (n=6).

New caregiver satisfaction with information provided about the child’s specific support needs

A total of n=139 caregivers expressed dissatisfaction with at least one of the above support needs. When looking across the qualitative responses (aggregating the themes across all verbatim questions), the key mentions made by these caregivers included:

- 17% mentioned a theme pertaining to the need for Oranga Tamariki to listen to caregivers (n=23);

- 14% felt there should be more support for caregivers and caregiver whānau (n=20);
- A further 14% felt that there should be more financial support and quicker payments (n=19);
- 13% identified a theme regarding the provision of accurate and complete information (n=18); and,
- 11% felt that the needs of Tamariki should be put first and to prioritise supports for tamariki (n=15).

Caregiver view on how well Oranga Tamariki prepared them to care for the child

Caregivers who felt very poorly, poorly, or just OK about how well Oranga Tamariki prepared them to care for the child were asked to provide a reason behind their response and suggest ways that Oranga Tamariki could have prepared them better. Of the 144 caregivers that provided a response, 66% (n=95) would have liked to have seen more information about the background of tamariki before they entered their care. This was followed, at a much lower level, by 18% (n=26) identifying giving notice and planning before arrival of the child would be a way to better prepare, with better communication identified by 18% (n=20). Fifteen per cent mentioned issues regarding social workers (n=21).

Caregivers who were considering stopping being a caregiver

The qualitative responses can give some indication as to the factors that may drive caregivers to decide not to be a caregiver any longer. There were 116 caregivers that said they were considering stopping being a caregiver and 241 caregivers that were not considering this that answered the question regarding improvements for Oranga Tamariki:

- Put child's needs first (18% cf. 7%) (n=21 cf. n=18)
- Better follow up/ follow through on what they say (12% cf. 6%) (n=14 cf. n=14)
- Listen to us/ respect/ value (28% cf. 16%) (n=33 cf. n=38)
- More support/ help for caregivers/ caregiver whānau (25% cf. 16%) (29 cf. 38)
- Better staff/ better trained social workers/ staff (13% cf. 5%) (n=15 cf. n=13)
- Better follow up/ follow through on what they say (12% cf. 6%) (n=14 each)

Appendix 5: Invitation letter



<Addressee's Name>
<Address Line 1>
<Address Line 2>
<City> <postcode>

Kia Ora <named respondent>,

How can we support you better? Me pēhea mātou te tautoko ake ia koe kia pai ake tou haerenga?

Caregivers are vital for children in the care of Oranga Tamariki to heal and thrive. Your aroha, attention and 24/7 care for tamariki and rangatahi can make all the difference in their lives. Oranga Tamariki needs to support you and, to do this, we need to hear from you about your experience as a caregiver.

We are inviting a quarter of caregivers to give us feedback through a Caregiver Survey ever three months. This means we'll have feedback regularly coming in from caregivers to inform our decision-making about how to improve the way we support you.

We'd like to invite you to take part in the survey. The survey should take about 20 minutes, depending on how much you'd like to share.

Thank you to all those caregivers who took part in the caregiver surveys throughout 2021.

As an acknowledgement of your time, once you've completed the survey, you can choose to go in the draw to win a Prezzy® card* - there is one \$250 and five \$50 cards to be won.

If you have any questions about the survey, please contact NielsenIQ (the independent research company running this survey) on 0800 400 402.

For any questions that relate directly to your role as a caregiver please contact your Caregiver Social Worker or call the Oranga Tamariki Caregiver Support Line on 0508 CARERS (0508 227 377).

We really value your feedback, and we'd like to thank you for taking the time to share your thoughts with us.

Ngā manaakitanga.

Janet Smart
General Manager
Caregiver Recruitment and Support | Oranga Tamariki

HOW TO TAKE PART



We have sent you a paper copy of the survey; however, you can complete it online instead.

OR

GO TO:

WWW.NLSN.ONLINE/CAREGIVERS

Enter the following details to login:

Username: <user_name>

Survey Code: <survey code>

Using the address bar works best



If you have any difficulties, please call 0800 400 402

OR

Scan the QR code:



FREQUENTLY ASKED QUESTIONS

<p>Why was I invited to take part in the survey?</p> 	<p>Oranga Tamariki is interested in finding out if caregivers are getting the support they need. You are on our database as someone who is currently, or has recently been, a caregiver of a child in the care of Oranga Tamariki.</p> <p>If this is incorrect, please contact NielsenIQ on 0800 400 402 so your details can be removed.</p>
<p>I received a letter but my partner/another caregiver in my household has not. Can they also answer the survey?</p> 	<p>We have sent out one letter per household. If there is more than one caregiver in your household, please answer the survey about your shared experiences.</p>
<p>Can I change my response?</p> 	<p>If you would like to change one of your responses, please call 0800 400 402.</p>
<p>I am no longer a caregiver. Is this survey relevant to me?</p> 	<p>Yes, your views are important. As well as current caregivers, we would also like to hear from people who have recently experienced the caregiver journey but are no longer an active caregiver for Oranga Tamariki.</p>
<p>Will my answers be kept confidential?</p> 	<p>Yes, please know that no data that could identify you, your whānau or the children in your care will be used in any reports. NielsenIQ, an independent research company, is conducting the survey and will only give information that will identify you to Oranga Tamariki if you say they can. Nothing you say will be passed on in a way that identifies you unless you ask for this to happen.</p>
<p>I don't want to complete this survey. How can I stop communication regarding this survey?</p> 	<p>That is OK – the survey is voluntary. We would like to hear from all Oranga Tamariki caregivers because each whānau /family has a different experience. But, if you would like to be removed from the survey list, please call NielsenIQ on 0800 400 402.</p>

Appendix 6: Questionnaire

Below are the questions used throughout 2021-2022 in the Caregiver Survey. Some questions were only asked in certain quarters, the columns on the right indicate which quarters the questions were asked in.

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
1	In which of the following age groups do you belong?	Less than 18 years	Yes	Yes	Yes	Yes	No	No	No
		18-24 years							
		25-29 years							
		30-39 years							
		40-49 years							
		50-59 years							
		60-69 years							
70 years or over									
2	Which ethnic group, or groups, do you belong to?	Māori	Yes						
		Samoan							
		Cook Island Māori							
		Tongan							
		Niuean							
		Tokelauan							
		Fijian							
		Tuvaluan							
		Chinese							
		Indian							
		New Zealand European							
		Other (please specify)							
		Prefer not to say							
3	In total, how many people (adults and children) live in your household all or most of the time, including yourself? Please include yourself in this count.		Yes						
4		Number of children aged 0 to 17 years:	Yes	Yes	Yes	Yes	No	No	No

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	And how many of these people are in each of the following age groups?	Number of people aged 18 to 25 years:							
		Number of people aged 26 to 64 years:							
		Number of people aged 65+ years							
5	Overall, how satisfied or dissatisfied are you with the support Oranga Tamariki provides you as a caregiver when you are caring for children through Oranga Tamariki?	Very dissatisfied	Yes						
		Dissatisfied							
		Mixed feelings							
		Satisfied							
		Very satisfied							
		Don't know							
6	Overall, how valued do you feel by Oranga Tamariki?	Very under valued	Yes						
		Under valued							
		Mixed feelings							
		Valued							
		Very valued							
		Don't know							
7	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?	Very under prepared	Yes						
		Under prepared							
		Mixed feelings							
		Prepared							
		Very prepared							
		Don't know							
8	How satisfied or dissatisfied were you with the following...	Very dissatisfied	Yes						
	The information provided to make an informed decision to apply to be a caregiver	Dissatisfied							
	The time it took for my application to be completed	Mixed feelings							
	Keeping me up to date on the progress of my application	Satisfied							
	The learning I received to understand the caring role	Very satisfied							
	The time it took for the caregiver social worker to complete the assessment with me	Don't know							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
9	For the most recent child you are caring for through Oranga Tamariki, which of the following did you receive?	Yes							
	The contact details of the child's social worker and the caregiver social worker	No	Yes	No	No	No	No	No	No
	Set up with a Care Allowance	Don't know	Yes	No	No	No	No	No	No
	The child's All About Me Plan		Yes						
	The My Right My Voice booklet		Yes						
	Talked through any specific health or education needs with the child's social worker		Yes						
	Started a Caregiver support plan with the Caregiver Social Worker		Yes	Yes	Yes	Yes	Yes	No	No
	Filled out 'Welcome to our home' booklet		Yes	Yes	Yes	Yes	Yes	No	No
10	If you want to make comments on any other areas of your experience of applying and becoming an approved caregiver, please do so.		Yes						
11	How old is the child that you are specifically thinking about?		Yes						
12	Which ethnic group, or groups, does the child belong to?	Māori	Yes	Yes	Yes	No	No	No	No
		Samoan							
		Cook Island Māori							
		Tongan							
		Niuean							
		Tokelauan							
		Fijian							
		Tuvaluan							
		Chinese							
		Indian							
		New Zealand European							
		Other (please specify)							
		Prefer not to say							
13	In the last 12 months, would you say this child's wellbeing was...	Poor	Yes	Yes	Yes	No	No	No	No
		Fair							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Good							
		Very good							
		Excellent							
		Don't know							
14	Thinking about the child's whakapapa and whānau connections, which of the following best describes your relationship with the child?	Whānau/family							
		Hapū/ iwi							
		Other connection, eg, family friend	Yes						
		Not personally connected and not related							
		Other (please specify)							
15	If you are whānau/whāngai, which of the following best describes your relationship with this child? I am their...	Grandparent or great grandparent							
		Aunt or uncle or great aunt or uncle							
		Niece or nephew							
		Cousin	Yes						
		Sibling (step or biological)							
		Other relative/in-law (please specify)							
		Whāngai							
		Don't know							
16	Were you aware of this whakapapa and family connection before the child came into your care?	Yes	Yes	No	No	No	No	No	No
		No							
		Don't know							
17	What type of care have you, or are you, providing for the child you are thinking of? You can select more than one category if you have looked after the child in different ways.	Respite							
		Emergency							
		Transitional/short term							
		Oranga Tamariki Family Home	Yes						
		Long-term							
		Permanent/ Home-for-life							
		Other (please specify)							
		Don't know							
18	How long ago did this child first come to live at your house with you? They may have come and gone	Less than 3 months ago	Yes						
		3 to 6 months ago							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	several times, so please think back to the very first time.	More than 6 months but less than 1 year 1 year or more Don't know/can't remember							
20	Even if you already knew this child before they came into your care, how would you rate Oranga Tamariki on providing information about this child's history and background when they first came to your care?	Very dissatisfied Dissatisfied Mixed feelings Satisfied Very satisfied Don't know	Yes	Yes	Yes	No	Yes	Yes	Yes
21	When they first came into your care, how would you rate Oranga Tamariki on providing information about the child's specific support needs?	Very dissatisfied							
	Learning and development	Dissatisfied							
	Sports, interest or hobbies	Mixed feelings	Yes						
	Cultural identity	Satisfied							
	Past neglect, abuse or trauma	Very satisfied							
	History in care	Don't know							
22	All things considered, how well do you think Oranga Tamariki prepared you to care for this child when they first came to you?	Very poorly							
		Poorly							
		Just OK	Yes						
		Well							
		Very well							
		Don't know							
23	Please tell us a little bit about why you gave that response and how you think Oranga Tamariki could have prepared you better to care for this child.		Yes						
24	This question asks about support the child you are thinking of might need. In the last 12 months have they needed support with any of the following...	Their formal education/ childcare/ schooling	Yes						
		Any learning difficulties							
		Responding to their behaviour							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Their mental and emotional health Any physical disability or chronic health conditions Any intellectual difficulties Transport Financial support Language skills Cultural support needs Connection with whakapapa Legal support Support for whānau visits Other (please specify) None of these							
25	If you said the child needed support with their formal education/childcare/schooling in the last 12 months, which of the following was that related to?	Learning and achievement (teacher aid, learning at home, staying in school, academic success) Resources and equipment (eg, stationery) Behavioural (eg, peer relations, attendance, challenging behaviour, suspension/expulsion) Physical ability (eg, wheelchair access) Transport - to and from school or for special lessons Support from school and staff After school care Extracurricular activities (eg, fees, uniform, equipment) Other (please specify) Don't know The child didn't need support with formal education/childcare/schooling in the last 12 months	Yes	No	No	No	No	No	No
26		None	Yes	No	No	Yes	Yes	Yes	Yes

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	In the last 12 months, if you did ask for support for the child from Oranga Tamariki, what amount of support did you get?	Not enough							
		Enough							
		More than enough							
		Mixed levels of support							
		Don't know							
		I didn't ask for support for the child from Oranga Tamariki in the last 12 months							
28	This question asks about support you might need when caring for the child. In the last 12 months, excluding social workers, where else have you received support from?	Family/whānau/friends	Yes	No	No	No	No	No	No
		My hapū, iwi or other cultural group							
		My church							
		Peer support from other caregivers							
		The 24/7 Caregiver advice and guidance line 0508CARERS							
		Caring Families Aotearoa/Fostering Kids NZ organisation							
		Grandparents Raising Grandchildren organisation							
		A counsellor, a psychologist							
		A disability support specialist							
		A lawyer (in relation to the child I am caring for)							
		Other (please specify)							
None									
29	In the last 12 months how often have you had contact (face to face, phone call, text etc) with your caregiver social worker from Oranga Tamariki? Note: This is your caregiver social worker not a social worker assigned to the child/children you are looking after.	About once a week	Yes	No	No	Yes	Yes	Yes	Yes
		About twice a month							
		About once a month							
		About every 2 or 3 months							
		About every 4 to 6 months							
		Less often than that							
		Don't know							
30	How would you rate your satisfaction with your current caregiver social worker on the following:	Very dissatisfied	Yes						
	Frequency of contact	Dissatisfied							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	Available when needed	Mixed feelings							
	Providing useful advice	Satisfied							
	Acting in my best interests	Very satisfied							
	Being able to handle complex situations	Not applicable							
	Respecting me	Don't know							
	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								
31	How would you rate your satisfaction on the following with the social worker for the child you are thinking of? Note: We are now asking about the social worker assigned to the child you look after.	Very dissatisfied	Yes						
	Frequency of contact	Dissatisfied							
	Available when needed	Mixed feelings							
	Providing useful advice	Satisfied							
	Acting in the child's best interests	Very satisfied							
	Being able to handle complex situations	Not applicable							
	Respecting me	Don't know							
	Doing what they said they would do								
	Involving me in assessments and decision making								
	Respecting the child								
Involving the child in decisions affecting them									
32	In the last 12 months, how much respite care have you used for this child?	None	Yes						
		1 to 3 days							
		4 to 20 days							
		More than 20 days							
		Don't know							
33	If you have not used respite care for this child in the last 12 months, please select one option that best describes the reason for this.	I didn't know I could	Yes	Yes	Yes	No	Yes	Yes	Yes
		I don't need respite care for this child							
		Too traumatic for the child							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Caregiver social worker could not find a respite caregiver							
		There are no respite caregivers to meet the needs of the child							
		Process to get approval for respite care is too hard							
		I thought I would lose some of my financial support							
		Other (please specify)							
		Don't know							
34	If you have used respite care in the last 12 months, was the respite caregiver already known to the child?	Always							
		Sometimes							
		Never	Yes	No	Yes	No	No	No	No
		Don't know/unsure							
		I haven't used respite care in the last 12 months							
35	All caregivers are now able to have up to 20 days of respite care in a year without it changing their financial support. Has this new change led to you having more respite care?	Yes	Yes	No	Yes	No	No	No	No
		No							
37	Which one of these best describes your current work situation?	Working on average 30 hours or more each week							
		Working on average less than 30 hours each week							
		Not in paid work, and looking for a job	Yes						
		Not in paid work, and not looking for a job (for any reason, such as being retired, a homemaker, a caregiver, or a full-time student)							
		Other (please specify)							
38	In the last 12 months has caring for this child had an impact on your employment situation?	No impact							
		Yes – I reduced/ limited my hours							
		Yes – I had to leave my job	Yes						
		Yes – I changed jobs							
		Yes – I have increased my hours							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Other (please specify)							
		Don't know							
40	In the last 12 months has caring for this child had an impact on where you live?	No impact							
		Yes – rented/bought a bigger house	Yes						
		Yes – moved in with whānau							
		Yes – moved to a different area							
		Other (please specify)							
Don't know									
42	Caregivers get allowances to support them to provide for the tamariki in their care. The allowance is paid fortnightly and covers board, personal items and pocket money. There is also a four-weekly clothing allowance, and allowances for Christmas and birthday presents. Which of the following best describes how well the allowances for looking after this child meet the individual needs of the child?	Do not receive enough money	Yes	Yes	Yes	Yes			
		Receive just enough money							
		Receive enough money							
		Receive more than enough money							
		Don't receive allowances							
		Don't know							
43	If you feel you need more financial support, please select the areas that this money would cover.	Accommodation costs (rent, mortgage etc)	Yes	No	No	Yes	Yes	Yes	Yes
		Household running cost (power, water, gas, heating etc)							
		Food costs							
		Clothing costs							
		Medical/dental costs							
		Other (please specify)							
44	In addition to the standard care allowance there are extra payments that the child may qualify for, including for buying a school uniform, school fees, club costs, camps, school stationery etc. Thinking specifically about these reimbursements or extra payments from Oranga Tamariki, how satisfied or dissatisfied are you with...	Very dissatisfied	Yes	No	No	Yes	Yes	Yes	Yes
	The length of time it takes to receive reimbursements/ extra payments	Dissatisfied							
	Whether I get the right amount	Mixed feelings							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	The amount of effort I have to put in to get my reimbursements/ extra payments	Satisfied							
		Very satisfied							
		Not applicable							
		Don't know/can't say							
45	In the last 12 months has a child you cared for through Oranga Tamariki left your care?	Yes	Yes	No	No	Yes	Yes	Yes	Yes
		No							
46	Why did the child leave your care?	They returned to their own parents/ usual guardian							
		They moved to live with other family/whānau							
		They moved to live with other caregivers							
		They moved to live in a permanent care arrangement							
		They transitioned out of care							
		We couldn't provide for their cultural needs	Yes	No	No	Yes	Yes	Yes	Yes
		I didn't get enough financial support to properly care for them							
		I didn't get enough support from Oranga Tamariki or my social worker							
		I didn't get enough support from the child's social worker							
		Other (please specify)							
47	How satisfied were you with the support Oranga Tamariki provided you during this time of change?	Very dissatisfied							
		Dissatisfied							
		Mixed feelings							
		Satisfied	Yes	No	No	Yes	Yes	Yes	Yes
		Very satisfied							
		Don't know							
49	In the last 12 months, have you taken part in any learning opportunities to help you as a caregiver?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		No							
		Don't know/can't remember							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
51	Imagine someone is interested in becoming a caregiver, based on your experiences with Oranga Tamariki, how likely are you to recommend becoming an Oranga Tamariki caregiver to them, where 0 is not at all likely and 10 is extremely likely?		Yes	Yes	Yes	No	Yes	Yes	Yes
53	Are you thinking about stopping being an Oranga Tamariki Caregiver?	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
		No							
		Not sure/Don't know							
54	Why is that?	No longer needed	Yes	Yes	Yes	No	Yes	Yes	Yes
		Don't have enough time							
		Financial burden							
		Emotional/physical strain							
		Other whānau responsibilities							
		Unhappy with Oranga Tamariki – please specify							
		Other - please specify							
Don't know									
56	were you aware that young people can remain with their caregivers after they turn 18 years of age?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		No/not sure							
57	Were you aware that young people can also remain and/or return to a caregiver until they are 21 years of age?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		No/not sure							
58	Would you be willing to care for a young person who is 18 to 21 years old? Please note this question is to help us to understand how some people might be willing or able to help. Your answer does not commit you to anything and Oranga Tamariki will not contact you about your response.	Yes, if they were already in my care	Yes	Yes	No	Yes	No	No	No
		Yes							
		No							
		I'm not sure							
60	The purpose of this survey is to make improvements based on feedback, some of which may be quite specific to you. Are you happy for your name to be linked to this survey's information in order for Oranga	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	Tamariki researchers to follow up with you on the information you have provided? If you select no, your name will NOT be linked to the information you have provided in this survey.	No							
61	It is likely that more research will be carried out with caregivers through Oranga Tamariki. For example, Oranga Tamariki might want your opinion on some things they are thinking of doing to try to make improvements for caregivers. Are you willing to provide your contact details so you can be contacted and invited to take part in further research? Your contact details will only be used to invite you for future research being conducted on behalf of Oranga Tamariki. Saying yes now does not mean you have to take part, it just means you may be invited to take part.	Yes	Yes	Yes	Yes	Yes	No	No	No
		No							
62	We would like your permission to combine the survey information you have provided here with other routinely collected government data held by Statistics New Zealand. Any information that could identify you will be removed after the survey data has been linked and the linked data can only be used by authorised researchers for research purposes. Do you consent to your personal information and survey results being provided to Statistics New Zealand and linked to other routinely collected government data?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		No							
80	Has your social worker shared the Prepare to Care learning programme with you?	Yes - I have completed the programme	No	Yes	Yes	Yes	Yes	Yes	Yes
		Yes - but I have not completed the programme							
		No							
		Don't Know/Can't Remember							
81	How useful did you find the Prepare to Care learning programme for the following...	Not at all useful	No	Yes	Yes	Yes	Yes	Yes	Yes
	Understanding the role of the caregiver	Slightly useful							
	Knowing what to expect when caring for children who have experienced trauma	Moderately useful							
	Understanding what support is available	Very useful							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Don't know							
83	When did you first see a copy of the child's All About Me plan (previously called a Care Plan)?	Before they first came to live with me	No	Yes	Yes	Yes	Yes	Yes	Yes
		When they first came to live with me							
		In the first few weeks after they came to live with me							
		In the first few months after they came to live with me							
		Six months or more after they came to live with me							
		I have never seen it							
		Don't know							
84	How would you rate the child's All About Me plan on the following...	Very dissatisfied	No	Yes	Yes	Yes	Yes	Yes	Yes
	Being up to date	Dissatisfied							
	Accuracy and completeness of information	Mixed feelings							
	The opportunity to provide input/feedback into the care plan	Satisfied							
		Very satisfied							
	Don't know								
85	Do you have a Caregiver Support Plan?	Yes	No	Yes	Yes	No	Yes	Yes	Yes
		No							
		Don't know/can't remember							
86	Please rate how much you agree or disagree that your Caregiver Support Plan..	Strongly disagree	No	Yes	Yes	No	Yes	Yes	Yes
	Reflects the needs and ideas of you and your whānau	Disagree							
	Supports you and members of your whānau who help with caregiving	Mixed feelings							
	Helps you and your whānau meet the needs of children in your care	Agree							
	Maintains your wellbeing as a caregiving whānau	Strongly agree							
	Gets regularly updated with your caregiver social worker to reflect the changing needs of you and your whānau	Don't know							
87		Decreased	No	Yes	Yes	Yes	Yes	Yes	Yes

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	In the last 6 months, has the ability to make contact with your caregiver social worker...	Remained the same							
		Increased							
		Don't know							
88	Overall, how satisfied are you with your dealings with the social worker for the child you are thinking of?	Very dissatisfied	No	Yes	No	Yes	Yes	Yes	Yes
		Dissatisfied							
		Mixed feelings							
		Satisfied							
		Very satisfied							
		Don't know							
90	Which benefit, if any, are you receiving from Work and Income?	Jobseeker Support	No	Yes	No	Yes	No	Yes	Yes
		Sole Parent Support							
		Supported Living Payment							
		Superannuation							
		Other (please specify)							
		None of these							
		Prefer not to say							
91	Please say if you have any of the following qualifications which directly support you as a caregiver, for example, counselling or teaching qualifications or a degree in childhood development.	Bachelor's degree	No	Yes	No	Yes	No	No	No
		Diploma							
		Certificate							
		Other (please specify)							
		None of these							
		Prefer not to say							
92	What additional costs did you face when the child was first placed with you?	Furniture	No	Yes	No	Yes	No	No	No
		Linen							
		Additional clothing							
		Supermarket costs							
		Health specialist costs							
		Education specialist costs							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Other - specify							
		No additional costs							
93	In the last 12 months, have you needed to access additional assistance from Work and Income? E.g. food grants or emergency, dental treatment, clothing and bills.	Yes							
		No	No	Yes	No	No	No	No	No
		Don't know/can't remember							
		Prefer not to say							
94	In the last 12 months, is the amount of assistance you receive from Oranga Tamariki for school related costs sufficient for covering school uniforms, stationery and extracurricular costs for the child in your care?	Yes							
		No/not sure	No	Yes	No	No	No	No	No
		Prefer not to say							
		Child does not have school related costs							
95	New caregivers receive a set up grant of \$350 to prepare them to care for children. Which of the following best describes how you feel about this grant?	Did not receive enough for set up costs							
		Received just enough for set up costs							
		Received enough for set up costs	No	Yes	Yes	No	No	No	No
		Received more than enough for set up costs							
		Did not receive set up grant							
		Don't know							
96	In the last 12 months, have you taken part in any learning opportunities to help you meet the individual needs of the children in your care?	Yes							
		No	No	Yes	Yes	Yes	Yes	Yes	Yes
		Don't know/can't remember							
97	If there was a choice, what would be the way you would most like to learn more about your caregiving role? You can tick two choices.	Caregiver support groups to share experiences and learn from each other							
		Virtual sessions with experts at different times of the day and recorded so you can watch it when you like							
		Wananga with Kaupapa Māori delivery	No	Yes	Yes	No	No	No	No
		Kanohi-ki-te-kanohi (in person) sessions with experts, as well as social workers, teachers, and others in the community connected to children in your care							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		Learning that is just for your whānau in your home							
		Books, websites, videos							
		Learning that goes over multiple weeks with the same group of people							
		No preference							
		Don't know							
99	Oranga Tamariki provides me learning opportunities...	Strongly disagree	No	Yes	Yes	Yes	Yes	Yes	Yes
	That meet my cultural needs and values	Disagree							
	That help me understand the importance of mana tamaiti, whakapapa and whanaungatanga	Mixed feelings							
		Agree							
		Strongly agree							
		Not applicable							
100	Did you know that Oranga Tamariki can provide learning for you and anyone in your whānau who contributes to caregiving?	Yes	No	Yes	No	No	No	No	No
		No/not sure							
101	Do you feel connected to other Oranga Tamariki caregivers and their whānau? By this we mean being able to share experiences, support and learn from each other.	Not at all connected	No	Yes	Yes	Yes	Yes	Yes	Yes
		Slightly connected							
		Moderately connected							
		Very connected							
		Don't know							
102	Would you like to be supported to connect to other Oranga Tamariki caregiving whānau?	Yes	No	Yes	Yes	No	Yes	Yes	Yes
		No/not sure							
104	Please rate your satisfaction with how your current caregiver social worker has...	Very dissatisfied	No	Yes	Yes	No	Yes	Yes	Yes
	Worked with you and your whānau to understand areas of learning that would help meet the needs, strengths, or aspirations of children in your care	Dissatisfied							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
	Listened to your knowledge about the child's individual needs	Mixed feelings							
	Included in your Caregiver Support Plan the things you do to help meet the child's individual needs	Satisfied							
	Talked with you about learning opportunities that could support you and your whānau to better understand and meet the needs of children in your care	Very satisfied							
		Not applicable Don't know/can't say							
105	Which, if any, of these specific areas would you like to learn more about to help you with your caregiving role?	Caregiver training	No	Yes	Yes	No	No	No	No
		Preparing to care							
		Ways to care							
		Trauma-training							
		Fetal Alcohol Spectrum Disorder (FASD)							
		Suicide prevention							
		Other (please specify)							
		None of these							
Don't Know									
106	If you are caring for a child through permanent care/home for life, have you had a Permanent Caregiver Support Service plan developed?	Yes	No	Yes	No	No	No	No	No
		No/not sure							
		I am not a permanent care/home for life caregiver for this child							
107	Were you aware that financial support can be provided to caregivers if a young person remains with a caregiver after they turn 18-years-old and until they turn 21-years-old?	Yes	No	Yes	Yes	Yes	No	No	No
		No/not sure							
108	Were you aware that a young person can have a transitions worker from around 16-years-old until they turn 21-years old?	Yes	No	Yes	Yes	Yes	No	No	No
		No/not sure							
109	In the last 12 months, have you taken part in any Oranga Tamariki provided learning opportunities?	Yes	No	Yes	No	No	No	No	No
		No/not sure							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
120	Including yourself, how many approved Oranga Tamariki caregivers are there within your whānau or household who can help care for the children that you are looking after through Oranga Tamariki?	More than 3	No	No	Yes	No	No	No	No
		Don't know / not sure							
121	Do you recall reading online or receiving the Caregiver Kete when you first became a caregiver?	Yes	No	No	Yes	No	No	No	No
		No							
		Don't know / not sure							
122	If you read Caregiver Kete, how useful did you find it in helping you understand what being a caregiver would be like?	Not at all useful	No	No	Yes	No	No	No	No
		Slightly useful							
		Moderately useful							
		Very useful							
		I did not read Caregiver Kete							
Don't know / can't say									
123	How long did it take from the time you put your application in to the time your social worker shared the Prepare to Care learning programme with you?	One month or less	No	No	Yes	Yes	Yes	Yes	Yes
		Two to six months							
		More than six months							
		Don't know / can't remember							
124	How many members of your caregiving whanau were involved in the learning?	Just me	No	No	Yes	Yes	Yes	Yes	Yes
		1 to 2 others							
		3 or more							
		Don't know / can't say							
125	Did your social worker talk to you beforehand about the topics that would be discussed in the Prepare to Care learning programme to help you know what to focus on?	Yes	No	No	Yes	Yes	Yes	Yes	Yes
		No							
		Don't know / can't remember							
126	Thinking back to when the tamariki first came into your care, how quickly did you receive the first Foster Care allowance payment?	Within the first 24 hours of the tamariki coming into my care	No	No	Yes	Yes	No	Yes	Yes
		2 to 3 days of the tamariki coming into my care							
		4 to 5 days of the tamariki coming into my care							
		6 to 7 days of the tamariki coming into my care							

Number	Question	Answer options/categories	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
		More than a week after the tamariki first came into my care							
		Don't know							
		The child has been in my care for longer than 12 months							
129	Do you know what a transitions worker does?	Yes							
		Somewhat	No	No	Yes	No	No	No	No
		No							
140	Did you know that there were options about how you could take part? For example, just with whānau, in a group, done at home or another location.	Yes							
		No	No	No	No	Yes	Yes	Yes	Yes
		Don't know / can't remember							
141	Did you get to decide the best way for you and your family/whānau to take part in the Prepare to Care learning programme?	Yes							
		No	No	No	No	Yes	Yes	Yes	Yes
		Don't know / can't remember							
142	Another purpose of this survey is to reach out to caregivers that may be in need of support. Are you happy for your name to be linked to this survey's information in order for someone from the Caregiver Recruitment and Support team to follow up with you on the information you have provided?	Yes							
		No	No	No	No	Yes	Yes	Yes	Yes

