

18 May 2023

9(2)(a)

Tēnā koe 9(2)(a)

Thank you for your email of 27 March 2023 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting information about requests made under the Official Information Act and the Privacy Act, and how Oranga Tamariki considers what is to be made available. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested: the following

*I need to know about the databases that Oranga Tamariki uses to store information
It is beneficial for me to know about the databases so I can tighten up information requests*

In your email you state that there is another database so there is CYRAS and the other database

I need an explanation to help me understand the information I can access and the information that each database stores

Name of databases:

Purpose of each database:

Records that the database stores:

Records that we can access and from which database....I only know what I know and I need to know so I can ask for specific information as asking for everything is just far too onerous for both of us

For example:

- Investigation reports
- s132 Reports
- Court documents
- FCG meeting outcomes and minutes???
- Anecdotal records???
- Ministerial reports???? what can we access from the ministerial team
- emails
- Letters
- ROC and investigations from ROC

Please share my OIA and the outcome on your website because I think it will help lots of people

Please find attached as Appendix 1 a table showing 4 client-facing databases used by Oranga Tamariki with an explanation of their purpose and function.

All readily available information and emails relevant to a case are filed on CYRAS (our electronic database) or TRIM (our paper-based system). CYRAS was implemented in the mid 1990's so information prior to that time can only be found in TRIM which holds all our archived historic files.

Therefore, investigation reports, Family Group Conference (FGC) meeting outcomes and minutes, anecdotal records, emails, letters, Reports of Concern (ROC) and investigations from ROC are filed in CYRAS.

In some instances, a CYRAS or TRIM file might contain court documents that are covered by additional legislation (other than the Privacy Act and Official Information Act), and therefore may need to be withheld. Examples of this are psychologist or social worker reports that have been ordered by the Family Court, Youth Court, or the Criminal Court even if they contain the requester's personal information. These documents are controlled by the Court, so agencies do not have the right to release them.

Where court documents exist, requestors can contact the Courts directly on the 0800 2 AGREE number to request information from their court files. Other instances where additional legislation and rules apply include, but are not limited to, Adoption information, Family Group Conferences and matters before the Coroner.

Other sources of information such as audio or visual recordings may be stored in an ad hoc manner at sites. They are not kept centrally and may be time sensitive.

The following information regarding case recording and saving information can be found on our Practice Centre at the links below:

- [Case recording | Practice Centre | Oranga Tamariki](#)
- [Information Management - Records Management Policy.pdf - All Documents \(sharepoint.com\)](#)
- [Recording considerations | Practice Centre | Oranga Tamariki](#)
- [Casenote examples | Practice Centre | Oranga Tamariki](#)
- [Keep accurate records — guidance | Practice Centre | Oranga Tamariki](#)
- [Keep accurate records | Practice Centre | Oranga Tamariki](#)
- [Privacy - Oranga Tamariki Privacy Guidelines 2022.pdf - All Documents \(sharepoint.com\)](#)

You can read about relevant legislation that underpins these policies at these links:

- [Public Records Act 2005 No 40 \(as at 01 September 2022\), Public Act Contents – New Zealand Legislation](#)

- [Privacy Act 2020 No 31 \(as at 30 November 2022\), Public Act Contents – New Zealand Legislation](#)

Correcting Information

A person has a right under Principle 7 of the Privacy Act 2020 to ask the organisation that holds the records to correct information if they think it is wrong (for instance if it listed an incorrect date of birth or misspelled their name). A correction can mean:

- Changing the information to say something else.
- Adding information so the record is correct.

Where the agency is unwilling or unable to make the requested correction, it will attach a statement of correction (if provided) to the information setting out the requester's contrary view or position. This will be attached in such a way that the information and statement of correction may be read together.

Searching for information

If a person believes information is missing from a release it would be helpful to have specific details of what is missing to enable a further search to be completed. Oranga Tamariki continues to work with our technology providers and other agencies regarding what information is considered “readily retrievable” and what efforts to complete a search are reasonable.

Oranga Tamariki intends to make the information contained in this letter and any attached documents available to the public. We will do this by publishing this letter and attachments on our website. Your personal details will be deleted and we will not publish any information that would identify you as the person who requested the information.

I trust the information provided is useful. I encourage you to raise any concerns about the response with OIA_Requests@ot.govt.nz. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman by contacting them on 0800 802 602 or at info@ombudsman.parliament.nz.

Nāku noa, nā



Julie Miller
General Manager Monitoring and External Relationships
Quality Practice and Experiences

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Information about Oranga Tamariki databases.

Type of system	In-house name (if any)	Business function supported and type of information held
Case Management	CYRAS (Care and Protection, Youth Justice, Residential and Adoption Services)	<p>It is the primary case management system used by social workers and others. It allows them to record and view actions taken in relation to individual clients or to all clients in a case; identify relationships between clients and others; record and view client related expenditure associated to a case.</p> <p>It includes CYRAS Gateway and Tuituia which are browser-based portals into CYRAS for health providers and social workers respectively. Tuituia provides a holistic view of the mokopuna that can be shared through the care and protection, youth justice, residential and high needs service. It provides a consistent framework including the recording tool and the report.</p>
Case Management	CGIS (Care Giver Information System)	<p>It is a Cloud-based, case management web application that provides a caregiver focused space for caregiver information and support.</p>
Document Management - Paper records	TRIM	<p>It is used across the main business lines to index and manage physical records. Most of these records are high-value client (tamariki/whanau) records which are stored on-site or at an external offsite records management company, Iron Mountain.</p> <p>There are 3 database repositories within TRIM</p> <p>(1) Ministerial is a legacy database that was used to store Ministerials related correspondence. This database is now read only and used for research only.</p> <p>There are 2 users of Ministerials, and the database holds approximately 36,000 records.</p> <p>It contains low sensitivity historical data. The information contained in this database records the following personally identifiable information: Name of staff and young persons; Name of Ministers and the title of the of the Official Information Act request.</p> <p>(2) Adoptions database indexes physical records related to adoptions or adoption enquiries in New Zealand. This includes international adoptions where the Adopters are New Zealanders.</p> <p>There are approximately 145 users of the Adoptions database which holds approximately 480,000 records.</p>

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		<p>Users of the Adoptions database standardly have access to both the Case and Admin and Adoptions database as Child, Youth and Family (CYF) clients may have records in both databases.</p> <p>(3) Case and Admin database indexes all physical records related to CYF clients (with the exception of Adoption records) and corporate and administrative CYF records.</p> <p>The Case and Admin database has approximately 960 users and 1,820,000 records.</p>
Feedback Management System	Compliments, Complaints and Suggestions (CCS) system	<p>It is the feedback management system for managing information relating to Compliments, Complaints and Suggestions submitted by the public or staff via an online webform, email, phone call etc.</p> <p>It holds:</p> <ul style="list-style-type: none"> • Contact information that the person has given us about themselves: name, phone, email address. • Details of the feedback the person provides. • Analysis and resolution – the processing of the feedback including gathering information and steps taken to resolve (where applicable), and interactions with the feedback provider.