

TRANSPARENCY STATEMENT

We are dedicated to supporting any child or young person in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend.

We put the wellbeing of tamariki and rangatahi at the centre of how we collect, use and share information. We do this to ensure they are safe and have the opportunity to flourish.

Purpose of this statement

This transparency statement explains how we collect, use and share information that is gathered for our purposes of promoting the wellbeing of children, young persons, and their families, whānau, hapū, iwi and family groups. This includes detecting or investigating potential criminal offending including the abuse and neglect of tamariki and rangatahi.

This statement applies to information gathered by us, our contractors, or any other third parties engaged by us. It also explains how you can make a complaint about our information gathering activities, and how you can request information from us.

Respecting and protecting information

We are committed to respecting the information we hold and to keeping it safe. We have systems and safeguards in place to control how we collect, manage, use and share information.

We take care to exercise our information gathering powers appropriately and to meet our legal obligations, including those under the Privacy Act 1993, the Oranga Tamariki Act 1989, and the Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018. We also take care to fulfil our obligations under the State Sector Code of Conduct, and the State Services Commission's Model Standards on Information Gathering and Public Trust at all times.

Any information gathering we carry out is done in accordance with relevant internal processes and procedures, and in accordance with internal delegations and authorisations. Our processes and activities are regularly reviewed to ensure compliance with the law, and with our internal policies and procedures.

Information is stored and retained in accordance with our Privacy Policy, Privacy Guidance, Information Security Policy, and in compliance with the Privacy Act 1993 and the Public Records Act 2005.

What information is covered by this statement, and why do we collect it?

We collect, use and share information when we are carrying out services to achieve our purposes under the Oranga Tamariki Act 1989. Our core services include:

- Intake, Assessment and Referral – we identify the needs of children and whānau notified to us and find the best help for them
- Early intervention – we coordinate support and services for children and whānau showing early signs of need

- Intensive intervention – we support children at risk of harm and their whānau to keep them safely at home
- Care – we keep the children in the custody of the Chief Executive safe and promote their wellbeing
- Youth Justice – we support young people, whānau and victims of youth crime to restore their mana
- Transition – we prepare and support young people leaving care and youth justice to transition successfully to adulthood.

When carrying out these services, we may receive or collect a range of personal and other information. This includes:

- information relating to children, young persons, and their families, whānau, hapū, iwi and family groups
- information about applicants applying to be approved caregivers (whether they are individuals or organisations)
- information that is shared with us by other relevant agencies to assist us to carry out our functions.

Our approach to practice, that is, all of our policies, guidelines and procedures relating to the collection and use of information in the delivery of our services is available to the public via the [Practice Centre](#). Feedback on any of our policies, guidelines and procedures can be made directly from the relevant page of the Practice Centre.

Collecting personal information

When we carry out our statutory functions we need to collect personal information.

When we collect personal information to serve those functions, our starting point is to collect it directly from the individual concerned. If we need to collect an individual's personal information from another person, agency or entity, we will only collect personal information if it is reasonable to do so in the circumstances, and only as allowed by law.

Examples of when there would be a good reason for us to use a different way of collecting information would be where collecting personal information directly or obtaining a person's consent would prevent us detecting or investigating potential:

- criminal offending, including the abuse or neglect of a child or young person
- regulatory non-compliance
- threats to the physical security of staff
- threats to the security of information, places or operations.

To fulfil our statutory functions we may also collect publicly available information, including personal information on social media. We will only do this to the extent it is reasonable, and only as allowed by law.

Closed Circuit TV (CCTV)

We operate CCTV in our public offices to detect and investigate criminal offending, and to enhance the safety of the public and our staff.

We will only access CCTV footage if we need to investigate potential criminal offending or to review a safety or security incident. Footage may be used as evidence in support of a prosecution, or other proceeding or investigation.

Using information

We will use personal and other information to:

- decide whether to investigate an allegation of abuse or neglect of a child or young person
- support other steps being taken under the Oranga Tamariki Act 1989 such as providing information to the courts
- identify support services that may assist tamariki and rangatahi
- decide whether to investigate a complaint or a threat
- conduct an inquiry
- identify threats to our people, places or operations.

Where we need to use information in a way we have not anticipated, we will only do so if required or permitted by law, or with your authorisation.

Sharing information

We may share information with our Service Providers, the New Zealand Police, other government agencies and other professionals (such as teachers and doctors) in order to properly carry out our functions or if required by law. For example:

- to assist with providing services to tamariki and rangatahi
- to support the investigation of a criminal offence
- to help tamariki and rangatahi to receive assistance or the services of another agency
- to report serious misconduct
- where there is a serious threat to the safety of our staff, partners, contractors and volunteers
- to ensure the health and safety of our staff, partners, contractors and volunteers.

The information will only be shared as allowed by law.

How to make a complaint or ask for a review

For details on how to contact us to make a complaint or ask for a review in relation to our information gathering activities, go to [contact-us/feedback](#).

Alternatively you can make an online complaint directly to the [Office of the Privacy Commissioner](#).

Questions or concerns

If you have any enquiries about our information gathering, or believe that we have not acted in accordance with this statement, you should contact us at enquiry@ot.govt.nz.