

# At a glance:

## How well is Oranga Tamariki supporting its caregivers?



### Background

In the right environment, with the right people surrounding and nurturing them, children can – and should – flourish. We need to ensure that caregivers have what they need to provide stable, loving homes for tamariki and to identify areas where change is needed.

Therefore, we undertook a quantitative survey among the population of some 4,000 caregivers and respite caregivers who provide care to children in Oranga Tamariki care. This survey provides a baseline to allow the effects of legislative and practice changes to be monitored and to understand how we can improve the caregiver experience.



### The focus

- 1 How well are caregivers supported?
- 2 What's working well, or needs to improve/change?
- 3 What challenges do caregivers face?
- 4 What would help them better support children in their care?



### Measurement

We used a census approach for the survey. A total of 3,848 eligible caregivers received a survey; with 1,283 completing it.

The survey data was 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/not recorded).



### Results

The survey is clear that we need to do better for a significant proportion of caregivers. 'Mixed feelings' are common throughout the measures in the survey, suggesting inconsistency of support or that the caregiver's satisfaction might depend on the situation.

Six key insights gained from survey findings were:

- Many caregivers do not feel valued or listened to
- Caregivers' experiences with social workers made a big difference to them
- Caregivers experience a lack of information when they become a caregiver
- Many caregivers were satisfied with the process of becoming a caregiver, but some found it frustrating
- Improvements should be made to the support that caregivers receive
- Although many find allowances adequate, there are some caregivers who are struggling financially as a result of being a caregiver

42%  
of caregivers  
are satisfied  
with the support  
they receive

68%  
of caregivers  
are satisfied  
with their  
allowances

61%  
of caregivers  
will continue to  
be a caregiver



### Significance

The survey raised additional questions about our caregivers and their views of the support they receive, which we plan to research further. Changes are already being made to support caregivers and since the survey was conducted we've made some real progress. Among other things, this includes:

- Establishing a new Caregiver Recruitment and Support Service
- Working with iwi and kaupapa Māori partners and supporting a marae-based assessment and learning experience that will reach whanau across the country and create a safe, supportive environment for becoming a whānau caregiver
- Working to transform the caregiver journey from the application process right through to approval and ongoing training and support
- Piloting evidence-based, trauma-informed training for caregivers
- New high-quality, specialised training and support, including respite support
- A review of the financial assistance for caregivers