

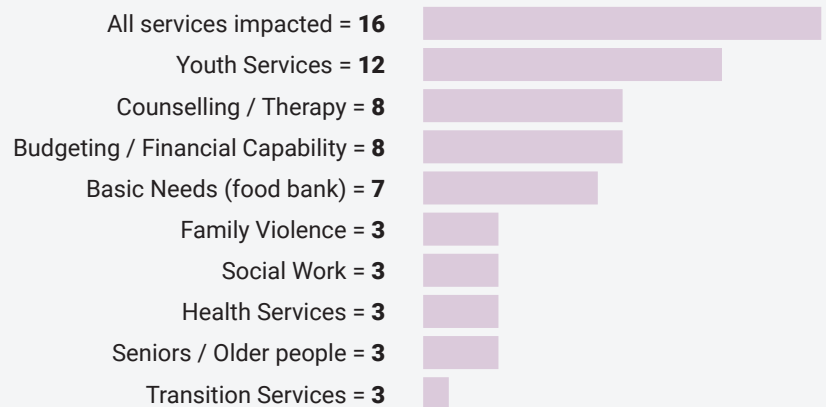
The COVID-19 pulse survey of Oranga Tamariki and MSD service providers

The Evidence Centre, working with Partnering for Outcomes and the Ministry of Social Development, surveyed our contracted service providers to better understand their concerns and experiences in relation to the pandemic. We wanted to get their perspectives on the support they needed, their changed working practices and what they saw as the main issues for tamariki and whānau during this time and going forward.

What service providers told us

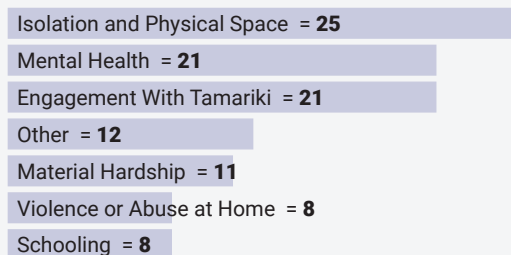
Their main concerns were maintaining social work, counselling and therapy services which were under strain, and how to continue supporting clients with increasing demand and inadequate funding.

Thinking about the services that you provide, which, if any, have been under particular strain since the start of COVID-19?

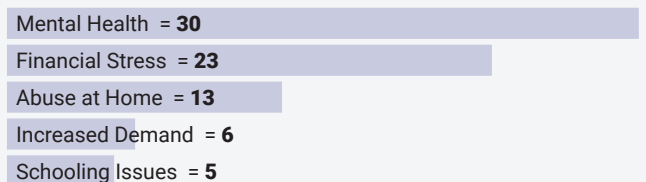


They were most concerned about social or physical isolation and mental health issues for tamariki and rangatahi

If you work with tamariki/children and young people, what have been the main issues in coping with the COVID-19 restrictions facing them so far?

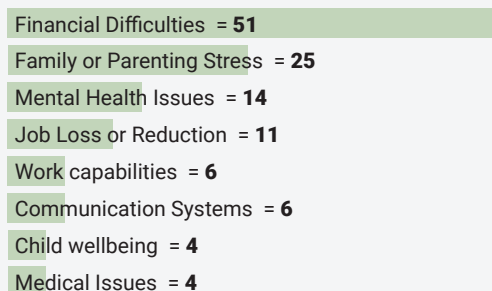


Are there any issues you expect to see emerging over the next few months for tamariki/children and young people?

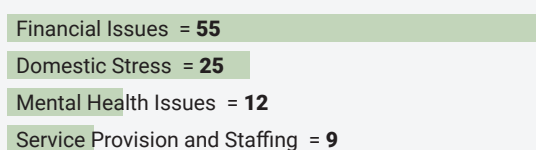


Financial strain was the main issue identified for families/whānau

What have been the main issues coping with the COVID-19 restrictions facing the families and whānau you've been supporting?



Are there any issues you expect to see emerging for families and whānau over the next few months?



Providers adapted to the new working conditions by moving some operations online, which had largely been a success and would continue. However, some providers had problems working differently.

What new ways of working have you had to introduce to deal with the COVID restrictions?

Increase in contactless communication = 68

Change in service delivery = 50

Work capabilities = 40

Wellbeing = 32

Health and safety = 25

What kind of problems have you had? (e.g. staffing issues, access to clients, financial concerns, etc)

Staff (levels/workload) = 28

Client contact = 27

Funding = 21

Limited ability to deliver services = 17

Technology = 6

Support from Oranga Tamariki had been good, but could be improved with some practical tweaks.

Which content did you find helpful?

Updates and Guidance = 40

Quality of Information = 21

Funding or Financial Information = 18

All Useful = 10

Other = 10

Links to resources = 8

Contract = 7

Which areas would you have liked more or clearer information about?

COVID Work Guidance = 9

More Clear Information = 7

Funding Information = 7

Helpful Contacts = 4

Contract Information = 4

OSCAR = 3

Client Related = 3

Providers offered some practical suggestions including:

Better collaboration with Work and Income to support mutual clients

Expect a new type of client to emerge

Invest in support for anxiety, anger management and stress

Who responded

We had 125 responses to our survey, mostly from providers contracted to Oranga Tamariki or MSD. The services they provide include social work, counselling, family violence and whānau support services.

Twenty of the providers responding classified themselves as Kaupapa Māori providers

Provider of services to Māori = 72

Other = 70

Provider of services to Pacific people = 59

Kaupapa Māori provider = 20

Pasifika provider = 9

Respondents largely provided services to both MSD & Oranga Tamariki

Ministry of Social Development = 91

Oranga Tamariki = 89

Other Government organisation = 55

Non-Government organisation = 51

The providers responding were most likely to provide social work, counselling, family violence or whānau support services

Social Work = 34

Counselling / Therapy = 30

Family Violence = 27

Whanau / Family Support (family start) = 27

Budgeting / Financial Capability = 24

Youth Services = 18

Parenting Support = 16

Education and Training = 16

Most providers responding were well established providers whose core business was the provision of services

Small, well established, core service provider = 56

Medium, well established, core service provider = 29

Big, well established, core service provider = 11

Small, established, core service provider = 8

Small, well established, service provider = 6

Medium, established, core service provider = 4