

EVIDENCE CENTRE
TE POKAPŪ TAUNAKITANGA

**COVID-19 PULSE SURVEY OF
ORANGA TAMARIKI AND MSD
SERVICE PROVIDERS**

Published July 2020



**ORANGA
TAMARIKI**
Ministry for Children

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EXECUTIVE SUMMARY

Introduction

The Evidence Centre, working with Partnering for Outcomes (PfO) and the Ministry of Social Development (MSD), ran a survey of providers who are contracted to deliver social services for MSD and Oranga Tamariki. The aim of the survey was to understand:

- the experiences of providers during COVID-19
- what are providers' issues and worries ' now and going forward
- how Oranga Tamariki and/or MSD communicated with and supported them during this time
- how they worked differently because of COVID-19
- what they might continue to do differently post-COVID-19
- what they saw as the main issues for tamariki and whānau, during this time and going forward.

The survey ran from 25 May 2020 to 15 June 2020. This report presents a summary of the main results from the survey.

Providers were invited through a provider weekly newsletter which is sent to around 860 providers and we had a total of 125 responses.. The response rate means the results are indicative only.

Overview

- Around 15% of providers responded to the survey
- Social work, counselling and therapy services were most frequently recorded as being under strain
- Providers were most concerned about their ability to support their clients due to increased demand and inadequate resources and funding
- Providers are worried about their clients' wellbeing, are seeing increased demand for their services and are witnessing clients in increased states of stress
- Social or physical isolation and mental health were the main issues identified by providers for tamariki/children and young people
- Financial strain/difficulties were the main issues identified by providers for families and whānau
- Many providers had adopted the use of online communication platforms, found them successful and were keen to continue using them going forward
- Working from home and allowing flexible working arrangements was common amongst providers
- Most providers that responded were 'satisfied' or 'very satisfied' with the support provided by Oranga Tamariki and/or MSD
- Most providers were happy with the information provided but some wanted more links to useful contacts, clearer guidance on work practices and more timely information all in one place
- Providers suggested that:
 - Oranga Tamariki could collaborate with Work and Income to better support mutual clients
 - There may be a new type of client arising out of the COVID situation
 - Oranga Tamariki could increase investment in material and psychological support

RESPONDENTS

Respondents largely provided services to both MSD & Oranga Tamariki

We had a total of 125 responses from provider organisations, 94 of the respondents completed the whole survey. The survey was sent out to around 860 providers giving us a response rate of 15%.

Organisations contracted to provide services for Oranga Tamariki and/or MSD were the target population for this survey. Respondents were asked which organisations they provide services for:

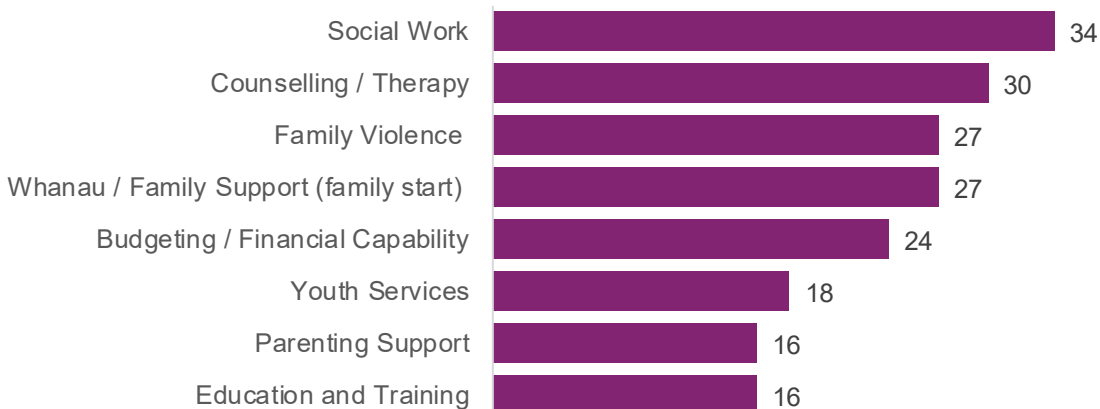


Around half of the providers responding provide services to both Oranga Tamariki and MSD. Other government organisations included;

Ministry of Housing and Urban Development (HUD), Ministry of Justice (MoJ), Ministry of Health (MoH), Ministry of Education (MoE), New Zealand Police (NZP), Department of Corrections, the Accident Compensation Corporation (ACC), and District Health Boards (DHBs).

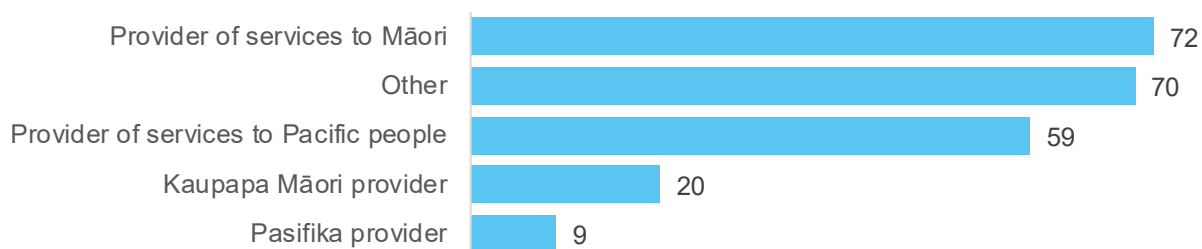
The providers responding were most likely to provide social work, counselling, family violence or whānau support services

The top eight types of services provided by respondents are shown below. Appendix 2 presents the full breakdown of the services that responding providers recorded that they deliver.



Twenty of the providers responding classified themselves as Kaupapa Māori providers

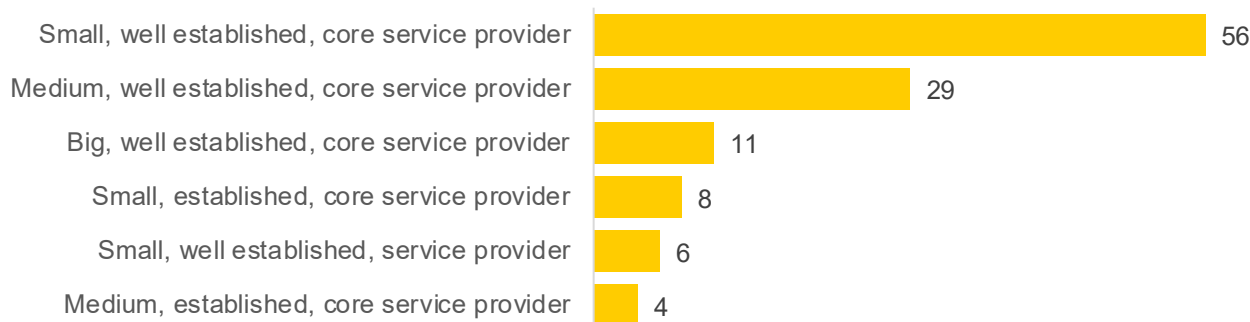
Providers were asked how they would classify themselves from a specified list:



The 'Other' response here is generally providers saying that they support all people, or all people in need.

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

To better understand the types of providers responding, they were asked a set of questions to understand their size, how established they were and the degree to which providing services was their core business. These were the results:



ISSUES AND WORRIES

Providers were asked several questions about the strains their services have been under, the problems, worries and concerns they have been facing and what issues they may face in the future due to the impact of COVID-19. See questions 8, 9, 12, 13 and 14 in Appendix 2 for full details.

Social work, counselling and therapy services were most frequently recorded as being under strain

While around a fifth of the providers responding to this question explained that care and protection services, including social work (n=11), counselling and similar therapy services (n=15) have been under strain and impacted due to COVID-19, this may be due to the fact that these were the most common services delivered by responding providers.

Around one fifth of the providers also stated that their organisations material provisions (n=14), like food and bedding, have been heavily impacted since the start of COVID-19. Other services that were mentioned as being under strain due to COVID-19 included youth services (n=12), family violence services (n=7) and financial services (n=11).

“Overrun ordering duvets online for families caught with little bed linen going into colder months, food parcels with special requirements... Group parenting sessions, parents often have no credit on their phones for virtual calls – or no Wi-Fi.”

Providers were most concerned about their ability to support their clients due to increased demand and not enough resources and funding

Providers explained that their concerns were largely around their ability to continue to support their clients. Providers were worried about increased demand in their services (n=52), therefore stretching the resources available to their clients (n=25).

“Increased demand for our services. Limited capacity to meet needs. Barriers caused by lack of funding support from Govt...”

Another cause for concern by providers was the financial strain that COVID-19 has had, and would continue to have, on their organisations. Providers mentioned concerns about their organisations' lack of, or decrease in, funding (n=67) and whether they would be able to continue providing their services at capacity (n=20). Some providers also expressed concern that their funding would not meet the increased needs and support for current and new clients.

“Lack of funding outside the small OT contract we have. Our primary prevention programme for disabled is currently run on a platform that is no longer supported and we are struggling to find funding to upgrade this...”

Concerns around staffing was another high-level theme that providers touched on. Providers explained that they were concerned with the impact that COVID-19 has had, and will continue to have, on staffing levels/workload in response to demands for their organisation's services (n=41). Another concern from providers was the retention of highly trained and qualified staff now and in the future (n=29). This concern was linked with some providers explaining their frustrations with competitive salaries offered elsewhere.

"Gap between OT paid social workers and NGO social workers. Overall funding gap 20-30% by funding line. Unable to recruit up for anticipated demand..."

Providers are worried about their clients' wellbeing, are seeing increased demand for their services and are witnessing clients in increased states of stress. Almost one-fifth of the providers who responded to questions about their worries, said that they were concerned about their clients' immediate and future wellbeing due to COVID-19. This included providers seeing their clients' wellbeing under strain since the beginning of COVID-19 (n=17) and having constraints on continuing client contact (n=40). Smaller, but still noteworthy, concerns from providers were that new/first-time clientele were now seeking support (n=15), and some clients were experiencing family breakdowns or tension (n=3) due to the lockdown restrictions.

Providers recorded some concerns for staff wellbeing (n=7) and supporting staff wellbeing while transitioning through the COVID-19 lockdown restrictions (n=11).

"We are planning for an increase in referrals due to an increase in family violence that is predicted. Our main concern with this is the lack of available social workers and counsellors in our area. We would also require increased funding to meet that need."

Providers also mentioned concerns in relation to sharing information between NGOs and stakeholders, long-term systematic change, returning to normal programme delivery, and technology capabilities to support clients.

TAMARIKI/CHILDREN AND YOUNG PEOPLE

Providers were asked to comment on the issues they saw being faced by tamariki/children and young people due to COVID-19 and what issues may be emerging in the future for them. See questions 20, 21 and 24 in Appendix 2 for full details.

Social or physical isolation and mental health were the main issues identified by providers for tamariki/children and young people

The most common issue identified by providers was the impact of physical and social isolation (n=25) facing tamariki and rangatahi during COVID restrictions. These include isolation, lack of social contact with appropriate people, social disconnect, boredom and inability to leave a certain place.

Mental health issues such as anxiety and loss of self-esteem were another common issue identified for tamariki (n=21). These included anxiety about returning to school, social anxiety and a lower sense of self-worth for those who lost jobs.

“Some family experiences have been negative as they are dysfunctional. Loss of casual employment and not being eligible for any subsidies. Difficulty engaging with schooling online.”

Material hardship in the family (n=14) and tension, violence or abuse in the home (n=8) were the last clusters of issues identified by providers as significant for tamariki. Other issues identified were absconding, breaking social distancing, issues with home-schooling or with accessing support from providers.

Mental health issues for tamariki were expected to be an ongoing issue

More than half (n=30) of the providers who responded to these questions said they expected the children they work with to exhibit mental health issues over the next few months, including anxiety, stress, loss of resilience, difficulties regulating emotions, anger or behavioural issues.

“Impacts of job loss in households meaning young people leave school and take up minimum wage jobs to bring in income into their whānau. Particularly, Māori whānau, Pacific aiga and solo parent households. Abuse and family harm detected at a later stage due to loss of regular face-to-face visits.”

For children and youth, financial stress (n=23), as a result of loss of work or job losses in the family, was another theme expected to emerge. This was followed by an anticipated increase of abuse in the home (n=13), either as a result of disclosure about events during lockdown, or as a result of whānau reacting to current stressors.

Other issues identified were related to school absenteeism (n=5), alcohol and drug use (n=2) and a general increase in demand for the providers' services (n=6). Finally, seven providers stated they could not foresee any issues for tamariki.

FAMILIES AND WHĀNAU

Providers were asked to comment on the issues they saw being faced by families and whānau due to COVID-19 and what issues may be emerging in the future for them. See questions 22, 23 and 24 in Appendix 2 for full details.

Financial strain / difficulties were the main issues identified by providers for families and whānau

For whānau, financial difficulties over the lockdown period were by far the most common issue identified by providers (n=51). This includes financial losses, inability to meet financial obligations, increased costs due to lockdown, housing shortages and inability to afford essentials such as food. Alongside this, comments about whānau losing work or experiencing a reduction in work hours (n=11) often accompanied comments about financial loss.

Family stress, such as arguments, domestic violence, lack of emotional capacity to deal with stressors, co-parenting issues and inability to visit other family members was the second most common issue for whānau (n=25).

"Parents not having coping skills for parenting under lockdown for 7 weeks. Change in access to food and money was a stressor. Lack of access to meth means people went through withdrawal and no support for children meant they witnessed (this)."

Other challenges for whānau were mental health issues (n=14) including issues such as; the stress of being in lockdown, anxiety, and alcohol or drug use. Trying to keep children occupied or needing respite from them was also mentioned (n=4). Some providers mentioned that their inability to deliver services may have had a general negative impact on clients (n=7) as did their difficulties communicating with clients using current technologies (n=6). Others discussed their clients' inability to attend to medical issues during lockdown (n=5).

"The hardest part for those who lost their jobs is fear for the future. Will they find employment? Some whānau regrouped in one home for the lock down and that was hard in terms of resources and relationships."

In relation to future situation for families and whānau, over two-thirds of the providers who responded, expected clients' financial issues to increase (n=55). These include the future loss of income or loss of work, inability to pay the bills or other essentials, like extra winter costs. Income-related stress (such as losing a job) was mentioned as a factor that is impacting whānau mental health along with issues such as; relapse in drug and alcohol use, anxiety, uncertainty about the future and difficulties managing emotions (n=12).

"I think when things get tougher due to job losses, there will be a lot of stress around, for everybody."

"Material poverty, violence, job loss and unable to access WINZ due to being in a relationship."

Domestic stress was the second most common theme of upcoming issues for whānau (n=23). This includes domestic violence, arguments, general family stress, issues with visitation and the need for safe housing in cases of domestic abuse.

WORKING DIFFERENTLY

One area of focus for this survey was to understand how COVID-19 has impacted the way providers work and how this might lead to longer term changes to the way they operate and deliver services. See questions 10 and 11 in Appendix 2 for full details.

Many providers had adopted the use of online communication platforms, found it a success and were keen to continue using it going forward

Almost two-thirds of the providers who responded to the questions about working differently said that one new way of working to deal with COVID-19 restrictions was to increase contactless communication. This included increasing remote and online communication platforms between staff and family/whānau (n=72) and supporting communication between families/whānau (n=4). Increased online communication will be continued in the future for many providers as they have found it to be very successful (n=16).

“Zoom was the place to go for work meetings. Staff were able to use different mediums to talk to clients, e.g., text, messenger, video chat, zoom.”

It should be noted that, while many providers did see benefits in using online communication and alternative ways to meet, they saw this as an additional option for interaction and not a replacement for face-to-face contact. Several providers mentioned that face-to-face interactions were still very central to the services that they provide.

Working from home and allowing flexible working arrangements was common amongst providers

Around half of the providers stated that they had to change the way they delivered their services in order to adapt to COVID-19 restrictions. This included increasing the ability to work from home/support flexible working arrangements (n=46), moving to contactless delivery of goods and services for clients (n=12), and giving staff equipment (laptops etc.) to be able to work off site (n=6).

“The organisation implemented the Health and Safety regulations as instructed by the Ministry of Health and COVID19.govt and were able to meet the needs of the community while practicing non-contact restrictions. This resulted in operating all 3 services in a very different way. Many challenges and barriers were overcome while adhering to these guidelines.”

Around a third of the providers stated that they have made changes to the way their organisation operates in response to COVID-19. This included more communication between other agencies and stakeholders (n=11), and moving staff training and client programmes to online platforms (n=14). More communication between other agencies and stakeholders will continue to be used in the future.

“More collaboration between our regional service providers has been a very positive outcome during this time.”

Around a quarter of the providers who responded to the questions about working differently stated that they had introduced more wellbeing support for their clients and staff members in response to the COVID-19 pandemic. This included offering more support and more frequent check-ins with clients (n=27) and increasing check-ins with staff members (n=5).

"Clients were informed that they could receive support via phone or video or some sort. We set up an 0800 number to enable poor clients to access remote support and we engaged a team of new counsellors and psychologists to provide remote support."

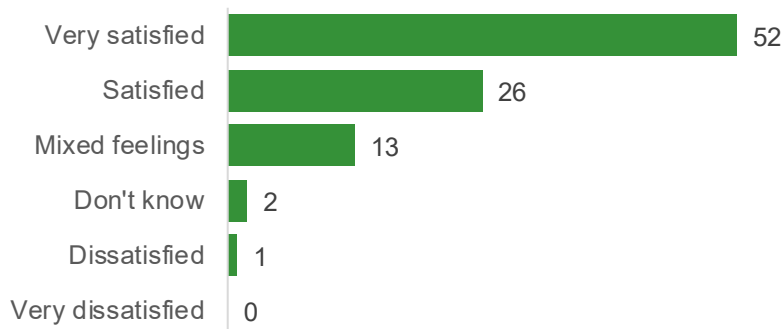
Providers also mentioned that they increased their focus on health and safety protocols in relation to COVID-19 e.g. regular cleaning, the use of PPE gear, and maintaining a work bubble to deal with the restrictions.

SUPPORT AND INFORMATION

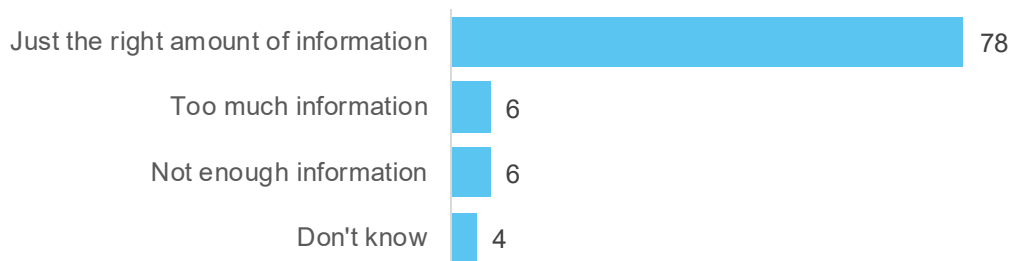
Providers were asked questions about the support and information provided by Oranga Tamariki and MSD. See questions 16 and 17 in Appendix 2 for full details.

Most providers that responded were 'satisfied' or 'very satisfied' with the support provided by Oranga Tamariki and/or MSD

The breakdown of responses to the question; "Since the start of COVID-19, how satisfied are you with the support we have provided you?" is shown below. It is worth noting that only one provider recorded being 'dissatisfied' in any way with the support provided by Oranga Tamariki and/or MSD.



Providers were also asked; "Thinking about the information you have received from Oranga Tamariki/MSD so far, in regard to the COVID-19 pandemic (such as that about financial help, health and quarantine procedures), would you say that there has been..." The breakdown of responses is shown below. Again, very positive feedback from providers.



When asked about which aspects of the information they found most helpful, over half (n=19) of the providers who responded to this question said that the updates and guidance on what happens next regarding alert levels and changes in work practices and expectations were most helpful.

Almost a third of responders (n=11) to this question commented on the useful nature and structure of the information they received. This included the links to resources or helpful contacts, general availability of information specific to providers, timeliness of communications or having all information in one place. Some providers said that information on funding or financial support was useful.

Finally, some mentioned that all the information they received was helpful (n=4).

"Your humanity as staff. Receiving actual telephone calls from our funding managers were GOLD, knowing our NGO staff were in their thoughts and were cared about and were not just

made to feel like a number. Going beyond the call of duty hand delivering to our homes when offices were closed the PPE gear - GOLD!

Most providers were happy with the information provided but some wanted more links to useful contacts, clearer guidance on work practices and more timely information in one place

When asked about what information they would have liked more of, or have presented more clearly, half of the providers said they were happy with the information they received. On the other hand, some identified the need for clarity – information being too long winded, repetitive, too frequent or already obtained elsewhere (n=4). The rest stated they would have liked better guidance on alert levels (n=4) and how this would affect their practice, information about getting in touch with helpful contacts or links to resources (n=4), clear messaging that is timely and consistent with Ministry of Health guidelines (n=4); and information about contract changes and funding (n=3).

“Early on the info on what constituted an essential service was unclear and then the definition changed.”

PROVIDER SUGGESTED ACTIONS

Although providers were not explicitly asked about possible actions that Oranga Tamariki and/or MSD could initiate, a number of potential actions emerged which could be acted upon.

Oranga Tamariki could collaborate with Work and Income to better support mutual clients

The subject of Work and Income inaccessibility and its effects on children and whānau was raised at times. Previous staff and caregiver surveys have also talked about the convoluted process of going to WINZ and how this negatively impacts children. Many providers identified that material and financial strain would hit families, as such, this may be an effective way of lessening or reducing the impact.

"Work and Income staff are becoming less and less accessible. Many people need the reassurance of a face to face interview, not everything can be done over the phone – we are copping the flack for a poor WINZ service"

Oranga Tamariki and MSD could ensure that their points of contact for providers are available and are forthcoming about the help that could be offered.

There may be a new type of client arising out of the COVID situation

Some providers mentioned that they expect to see a novel type of client who does not normally access their services or experience financial hardship.

"New poverty will be a problem. I worry about families who are over-committed financially losing all their income. This could result in family violence which some schools are not 'expecting' because many higher decile schools believe it does not happen in their families. Staff at these schools appear to be less prepared to deal with suspicions or disclosures of abuse. All schools need to be fully supported, on a regular basis, to review child protection policies and procedures with ALL staff (not just teachers)."

"More needy whānau with job losses etc - a new group of high needs clients causing an upsurge in FV."

Additionally, some providers specified that this may be a middle-income type of client.

"The MSD Wage Subsidy finishing. Middle to high income earners losing their jobs."

"The middle-income earner is going to struggle because they cannot access anything from WINZ."

Some providers gave very positive feedback about financial and other information they received over the last few months, especially that which was supplied to them through advisors. On the other hand, those who wanted better information – financial, contractual or otherwise – seemed to be asking for it in a general sense, possibly meaning that they were not aware of who to approach or what help is available. Facilitating a better relationship between such people and providers may help ease confusion.

"I emailed information to apply for the COVID-19 Community Awareness Prepared Grant fund. I still have not received any acknowledgement to both emails I sent. I rang MSD and they told me that the fund had all been allocated as of that day."

“Regular updates were good although long winded. (We had the) ability to contact Christchurch managers/advisors directly by phone.”

Increasing investment in material, as well as psychological, support to alleviate anxiety, anger and stress may be helpful

Providers discussed offering a range of programmes, such as anger management, mindfulness, therapy, parenting skills and financial competence. Some expected the need for their services to rise as the effects of COVID-19 unfold. With interventions that target emotional regulation, as well as with some material support, the impacts of COVID-19 could possibly be reduced while also alleviating some providers’ fears of funding cuts.

“Family violence is likely to increase as people deal with the economic downturn and the end of supports.”

APPENDIX 1: SURVEY CONTENT

We want to hear how providers are coping with the consequences of COVID-19. We know it's a difficult and challenging time, but we hope you will spend a few minutes to give us some feedback.

The purpose of this survey is to hear how you and the people, children, families and whānau you provide services for are doing and if you are getting the support you need. We'll use that to help us improve what we are doing.

These questions may best be answered by the person who manages contracts with service funders, but we welcome feedback from whoever you think best. If you would prefer to do separate responses for specific sites that's perfectly fine too.

The survey is anonymous, no-one will know whether you took part or what you said.

The results won't be reported in a way that identifies you.

Do you need help now? Some of what you say may be quite specific to you. Because no-one knows which answer belongs to which organisation, Oranga Tamariki and MSD can't answer you directly. If you have an issue that needs to be resolved, please do contact contract manager directly.

If you have questions about the survey itself, please contact Isabelle.Collins@ot.govt.nz

Firstly, a few questions about your organisation

1. What kind of services do you provide? (Please list all where more than one service is provided, for example, transitions support, social workers in schools, family violence crisis services, building financial capability etc)

2. Which agencies do you provide services to tamariki and whānau for? (tick all that apply)

- Oranga Tamariki
- Ministry of Social Development (MSD)
- Non-Government organisations
- Not sure
- Other government organisation (please specify)

3. As a provider, how would you classify yourself? (tick all that apply)

- Kaupapa Māori provider
- Pasifika provider
- Provider of services to Māori
- Provider of services to Pacific people
- Other (please specify)

4. Which region(s) do you provide services in? (tick all that apply)

- Northland/Te Tai Tokerau
- Auckland
- Waikato
- Bay of Plenty
- Gisborne

- Hawke's Bay
- Taranaki
- Manawatū-Whanganui
- Wellington
- Tasman/Nelson/Marlborough
- West Coast
- Canterbury
- Otago
- Southland
- North Island
- South Island
- National

5. On a scale of 0 to 100, how would you categorise yourself as an organisation?

- Small organisation [0]
- Medium organisation [50]
- Large organisation [100]

6. On a scale of 0 to 100, how would you categorise yourself as an organisation?

- Providing services is just part of what we do [0]
- Providing these services is our main function [100]

7. On a scale of 0 to 100, how would you categorise yourself as an organisation?

- We are quite new to providing these services [0]
- We are an established provider [100]

Now some questions about how COVID-19 has affected your organisation

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

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

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

11. Are you planning to continue with any of these new ways in the future? If so, which ones and what advantages have you found?

12. What are your main worries for the next few months? e.g., stretched resources, increased demand for service and broader population (not just the usual vulnerable groups), lack of funding.

13. What are your main concerns for service delivery for the longer term?

14. Over the coming year, what are your main concerns for your organisation and how you deliver services in future?

These questions are about the support you have had from Oranga Tamariki/MSD during COVID-19

15. Thinking about the information you have received from Oranga Tamariki/MSD so far, regarding the COVID-19 pandemic (such as that about financial help, health and quarantine procedures), would you say that there has been...

- Not enough information
- Just the right amount of information
- Too much information
- Don't know

16. Which content did you find helpful?

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

18. Since the start of COVID-19, how satisfied are you with the support we have provided you?

- Very dissatisfied
- Dissatisfied
- Mixed feelings
- Satisfied
- Very satisfied
- Don't know

19. If there's anything else we could do to support you during the COVID-19 transition, or there is something you're struggling/grappling with, please let us know below. Remember that this survey is anonymous, so it is not possible to respond directly to you.

The questions in this final section are about how COVID 19 has been affecting the tamariki and families and whānau that you support

20. 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?

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

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

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

24. Are there any other issues you are worried about that may affect the people you support which you want us to be aware of, even if they are outside what you do directly?

Thank you for completing our survey!

We really appreciate your time and will consider how we can implement your feedback and ideas to help support you further. We will make a summary of the findings available to providers once the analysis is complete.

APPENDIX 2: DATA TABLES

Below is the data for each question. For the open-ended questions the data here refers to the quantity of the themes that were identified during the qualitative analysis.

1. *What kind of services do you provide?*

Type of services	Count	%
Social Work	34	28%
Counselling / Therapy	30	25%
Family Violence	27	22%
Whānau / Family Support (family start)	27	22%
Budgeting / Financial Capability	24	20%
Youth Services	18	15%
Parenting Support	16	13%
Education and Training	16	13%
Housing Support (temporary, emergency housing, tenancy support)	11	9%
Out of school, afterschool care, holiday programmes	11	9%
Transition Services	10	8%
Youth Justice (supported bail, crime-related, restorative justice)	10	8%
Sexual Violence	8	7%
Basic Needs (food bank)	7	6%
Caregiver Support	7	6%
Mental Health and Addiction	7	6%
Health Services	6	5%
Disability Services	6	5%
Seniors / Older People	3	2%
Respite Services	3	2%

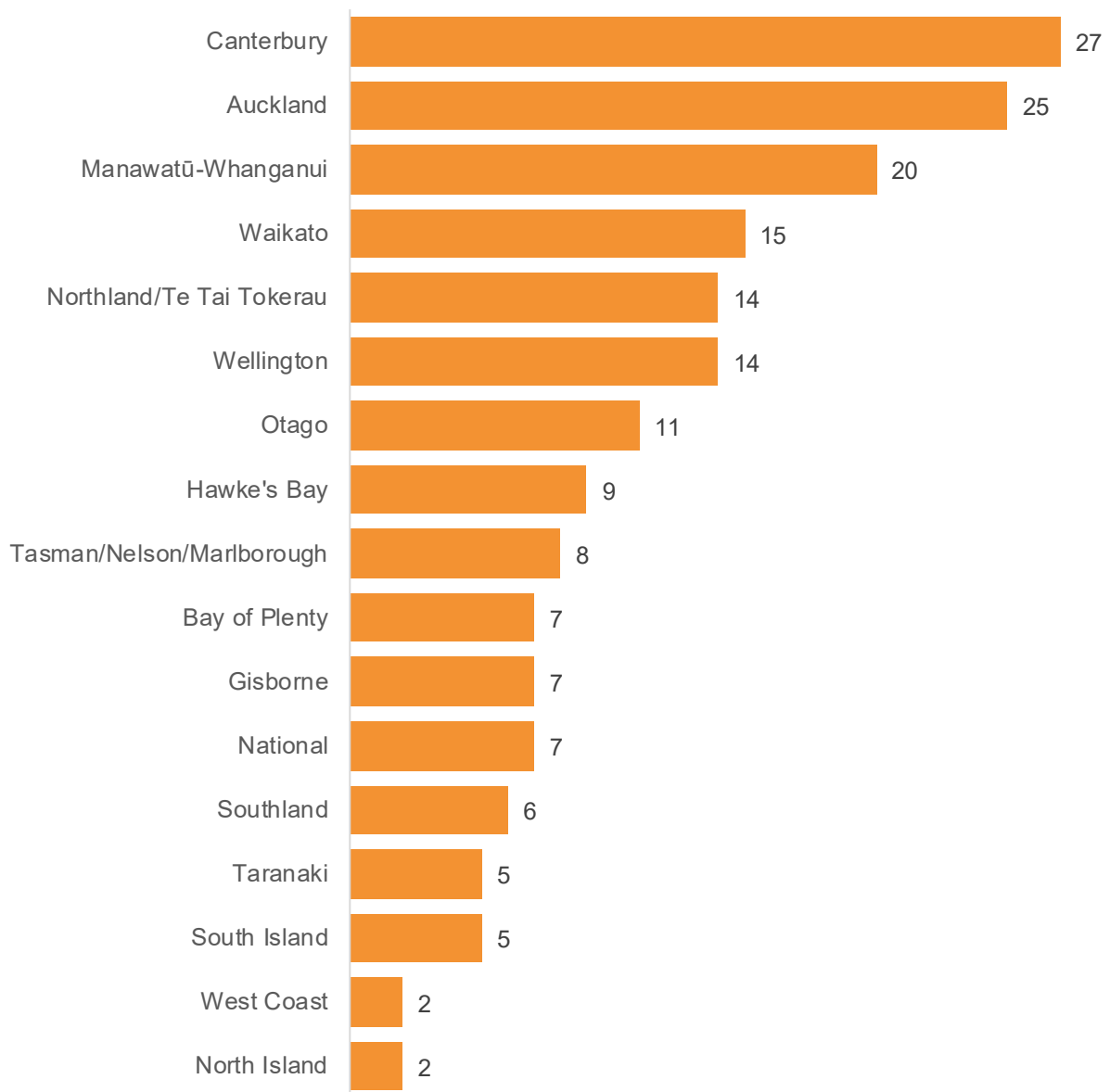
2. Which agencies do you provide services to tamariki and whānau for?

Agency	Count	%
Ministry of Social Development	91	73%
Oranga Tamariki	89	71%
Other Government organisation	55	44%
Non-Government organisation	51	41%
Not sure	1	1%

3. As a provider, how would you classify yourself?

Type of provider	Count	%
Provider of services to Māori	72	62%
Other	70	60%
Provider of services to Pacific people	59	51%
Kaupapa Māori provider	20	17%
Pasifika provider	9	8%

4. Which region(s) do you provide services in?



Region	Count	%
Canterbury	27	22%
Auckland	25	20%
Manawatū-Whanganui	20	16%
Waikato	15	12%
Northland/Te Tai Tokerau	14	11%
Wellington	14	11%
Otago	11	9%
Hawke's Bay	9	7%
Tasman/Nelson/Marlborough	8	6%
Bay of Plenty	7	6%
Gisborne	7	6%
National	7	6%
Southland	6	5%
Taranaki	5	4%
South Island	5	4%
West Coast	2	2%
North Island	2	2%

5. On a scale of 0 to 100, how would you categorise yourself as an organisation?

Rating	Descriptor	Count	%
0-34	Small	75	60%
35-64	Medium	39	31%
65-100	Big	11	9%

6. On a scale of 0 to 100, how would you categorise yourself as an organisation?

Rating	Descriptor	Count	%
0-34	New	7	6%
35-64	Established	14	11%
65-100	Well established	104	83%

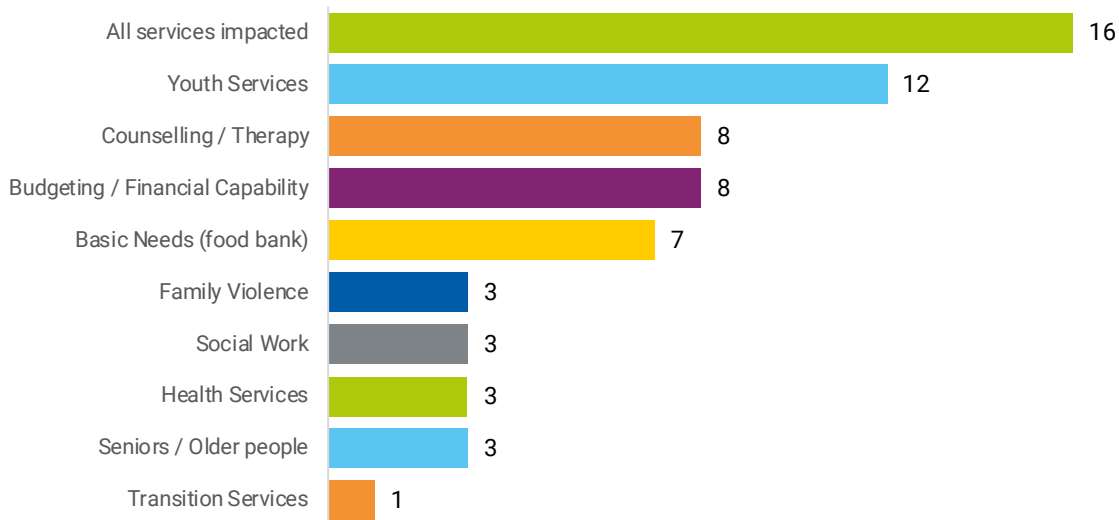
7. On a scale of 0 to 100, how would you categorise yourself as an organisation?

Rating	Descriptor	Count	%
0-34	Organisation that provides some services	3	2%
35-64	Service provider	8	6%
65-100	Core service provider	114	91%

Questions 5, 6 and 7 were combined to create the following data:

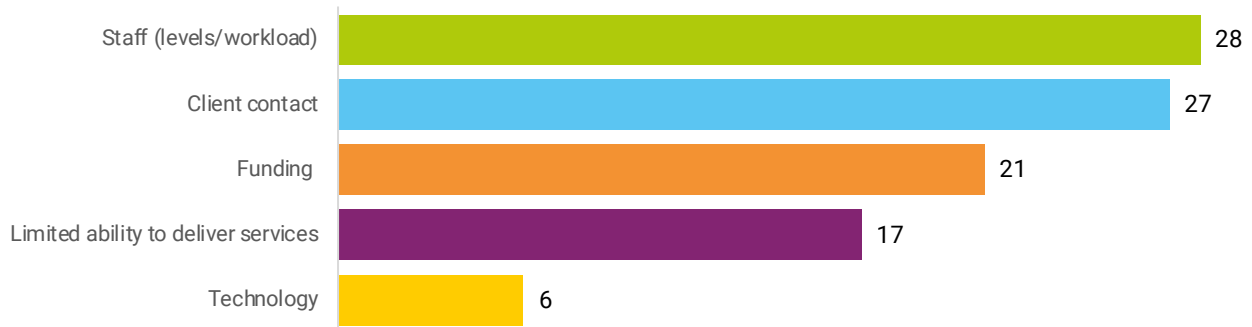
Type of provider	Count	%
Small, well established, core service provider	56	45%
Medium, well established, core service provider	29	23%
Big, well established, core service provider	11	9%
Small, established, core service provider	8	6%
Small, well established, service provider	6	5%
Medium, established, core service provider	4	3%
Medium, new, core service provider	3	2%
Small, new, core service provider	3	2%
Small, well established, organisation that provides some services	1	1%
Small, established, organisation that provides some services	1	1%
Medium, new, service provider	1	1%
Medium, well established, service provider	1	1%
Medium, established, organisation that provides some services	1	1%

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



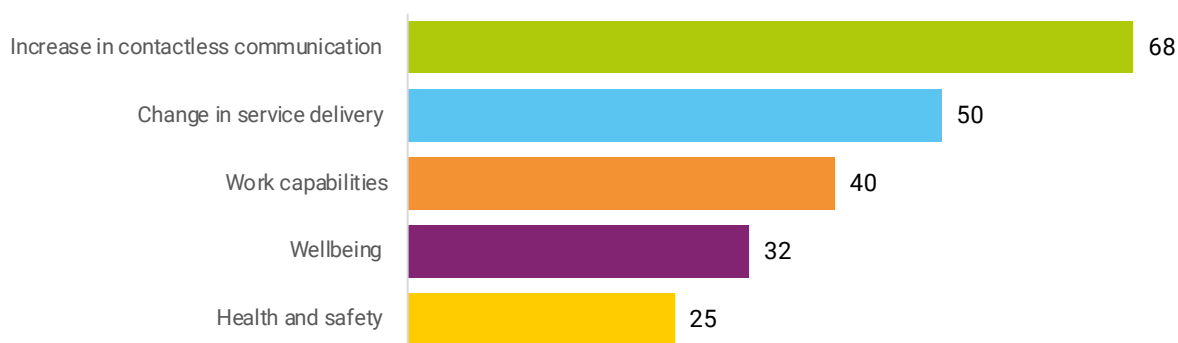
No sub-themes were coded for this question.

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



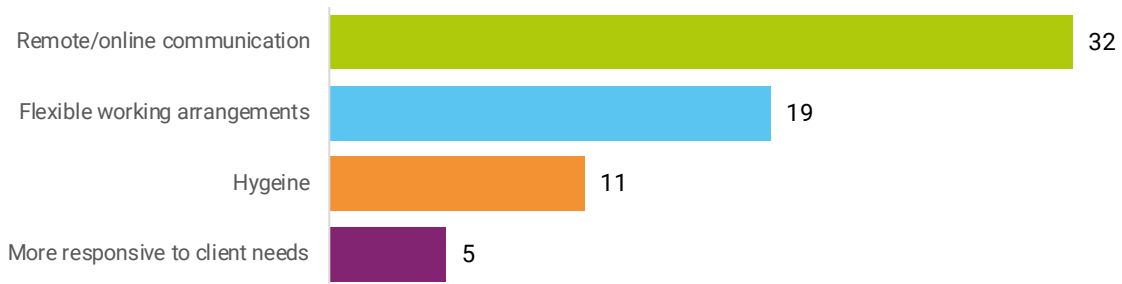
No sub-themes were coded for this question.

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



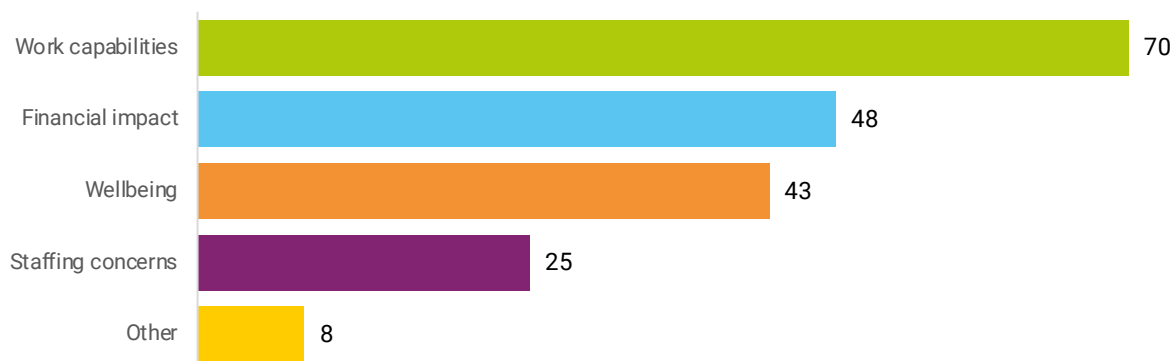
High-level theme	Code	Count
Increase in contactless communication	Online platforms	62
Change in service delivery	Work from home	32
Wellbeing	More support for clients	27
Health and safety	Hygiene/PPE gear/Social Distancing	20
Change in service delivery	Contactless delivery	12
Work capabilities	New organisational systems/procedures	10
Work capabilities	Moved programmes online	9
Work capabilities	Sharing between NGO's	8
Change in service delivery	Equipment	6
Wellbeing	Check ins with staff	5
Work capabilities	Reduce staff/client	5
Work capabilities	Online training	5
Health and safety	Work bubble	5
Increase in contactless communication	Support communication between families	4
Increase in contactless communication	Cannot replace face to face	2
Work capabilities	Return to face to face	2
Work capabilities	Staff recruitment	1

11. Are you planning to continue with any of these new ways in the future? If so, which ones and what advantages have you found?



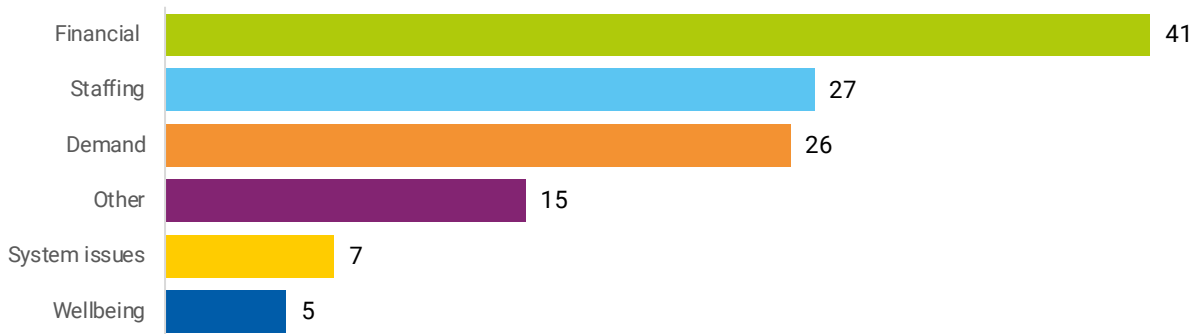
No sub-themes were coded for this question.

12. What are your main worries for the next few months? e.g., stretched resources, increased demand for service and broader population (not just the usual vulnerable groups), lack of funding.



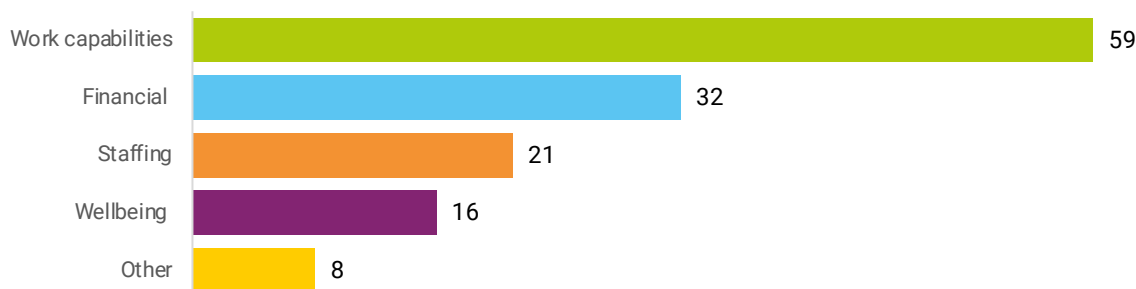
High-level theme	Code	Count
Work capabilities	Increased service demand	45
Financial impact	Lack or decrease in funding	35
Work capabilities	Stretched service resources	25
Wellbeing	Different clientele seeking services	15
Wellbeing	Decrease in client wellbeing	14
Staffing concerns	Need more staff due to demand	13
Financial impact	Financial strain on continuing services	13
Wellbeing	Support staff wellbeing through transition	11
Staffing concerns	Need more staff due staff resigning	9
Staffing concerns	Limiting staff numbers	3
Wellbeing	Rise in family breakdown	3
Other	Another COVID-19 outbreak	3
Other	Breakdown in interagency comms	2
Other	No Concerns	2
Other	Increased technology demand	1

13. What are your main concerns for service delivery for the longer term?



High-level theme	Code	Count
Financial	Funding	37
Demand	Increased demand for services	24
Staffing	Lack of or issues with retention of qualified staff	19
Other	Other	15
Staffing	Capacity to meet client needs	5
System issues	Specific systematic change suggested, with some focus on the long term	4
Staffing	Staffing levels	3
Financial	Contract continuity	3
Wellbeing	COVID-19 related health concerns	3
System issues	Coordination between agencies	3
Wellbeing	Staff wellbeing - mental or physical	2
Demand	Decreased demand or less referrals	2
Financial	Increased costs	1

14. Over the coming year, what are your main concerns for your organisation and how you deliver services in future?

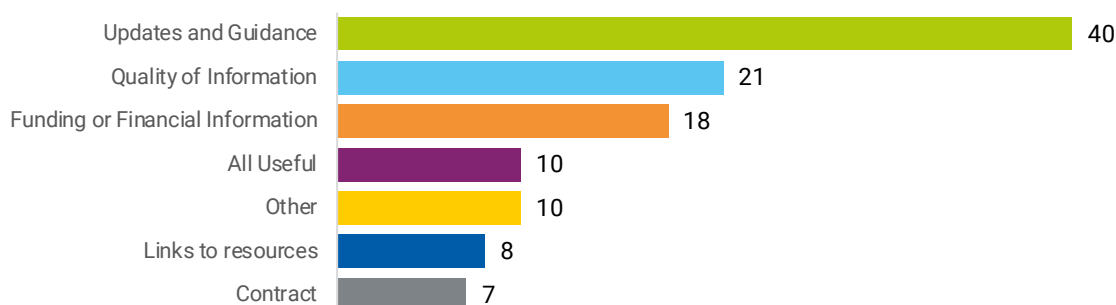


High-level theme	Code	Count
Financial	Lack or decrease in funding	24
Staffing	Need for qualified and highly trained staff	21
Work capabilities	Capability to meet client needs	20
Work capabilities	Increase in demand for services	12
Other	No concerns	8
Financial	Financial strain on continuing services	8
Work capabilities	Learn from new practices	6
Wellbeing	COVID-19 related health concerns	6
Work capabilities	Contract continuity	5
Work capabilities	Decrease in demand for services	5
Work capabilities	Return to normal programme delivery	5
Wellbeing	Staff wellbeing	5
Wellbeing	Supporting client wellbeing	5
Work capabilities	Coordination between agencies	4
Work capabilities	Incorporation of Kaupapa and Pacifica	2

15. Thinking about the information you have received from Oranga Tamariki/MSD so far, regarding the COVID-19 pandemic (such as that about financial help, health and quarantine procedures), would you say that there has been...

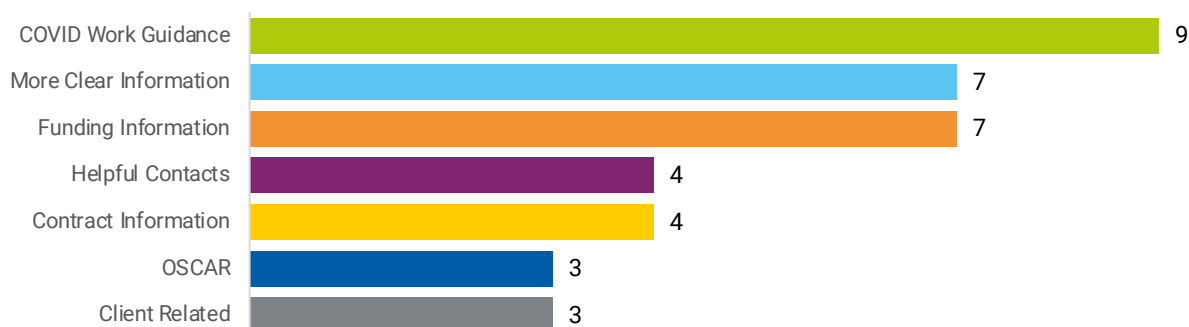
Response	Count	%
Just the right amount of information	30	79%
Too much information	4	11%
Not enough information	2	5%
Don't know	2	5%

16. Which content did you find helpful?



No sub-themes were coded for this question.

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

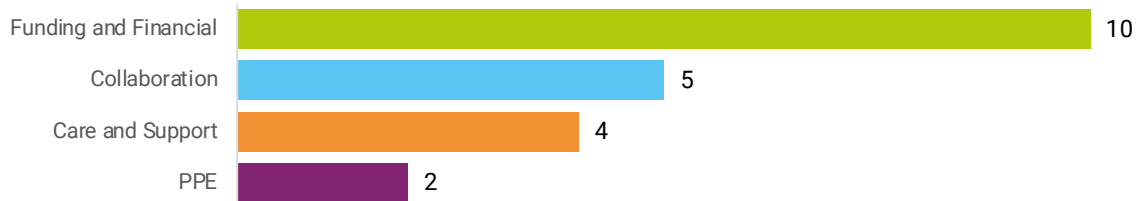


No sub-themes were coded for this question.

18. Since the start of COVID-19, how satisfied are you with the support we have provided you?

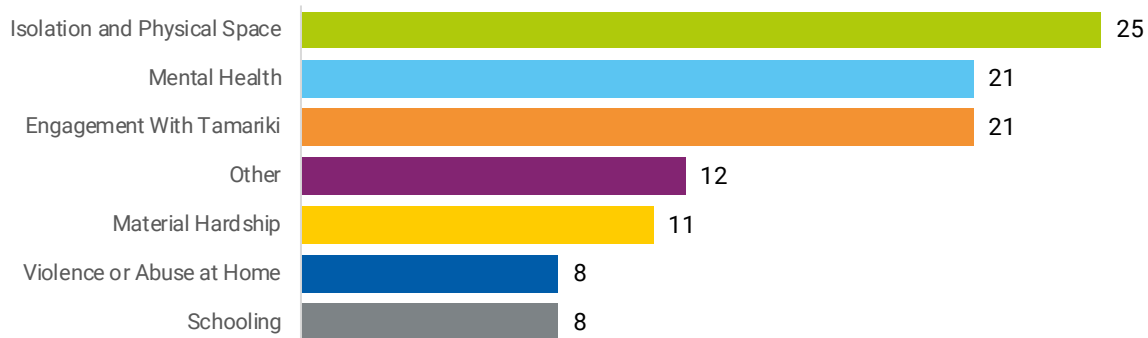
Response	Count	%
Very satisfied	18	47%
Satisfied	12	32%
Mixed feelings	6	16%
Don't know	2	5%

19. If there's anything else we could do to support you during the COVID-19 transition, or there is something you're struggling/grappling with, please let us know below. Remember that this survey is anonymous, so it is not possible to respond directly to you.



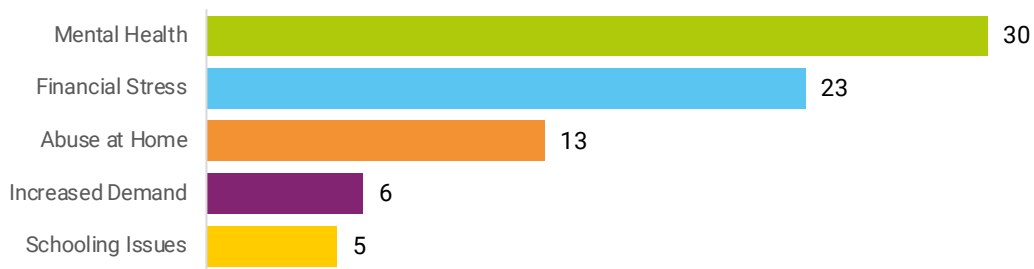
No sub-themes were coded for this question.

20. 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?



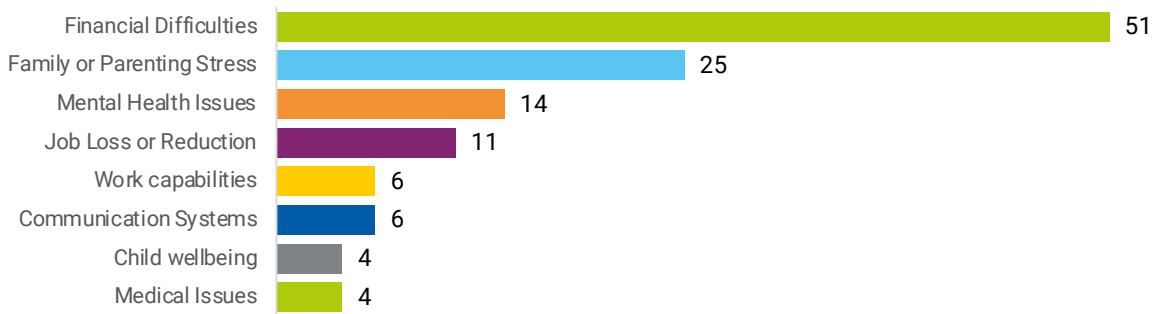
No sub-themes were coded for this question.

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



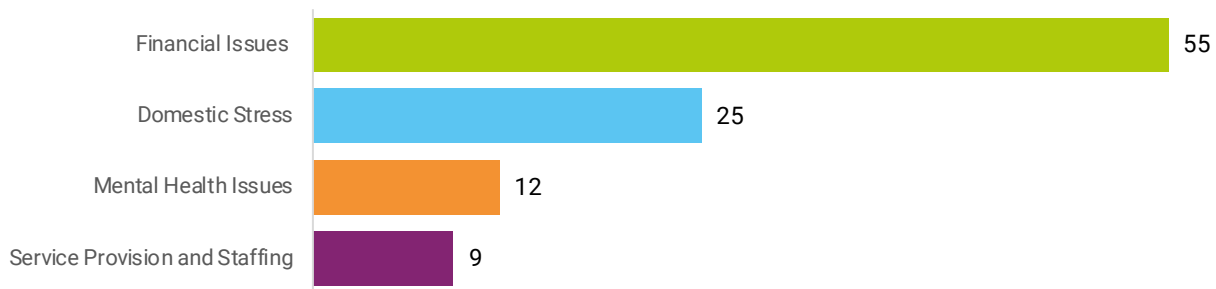
No sub-themes were coded for this question.

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



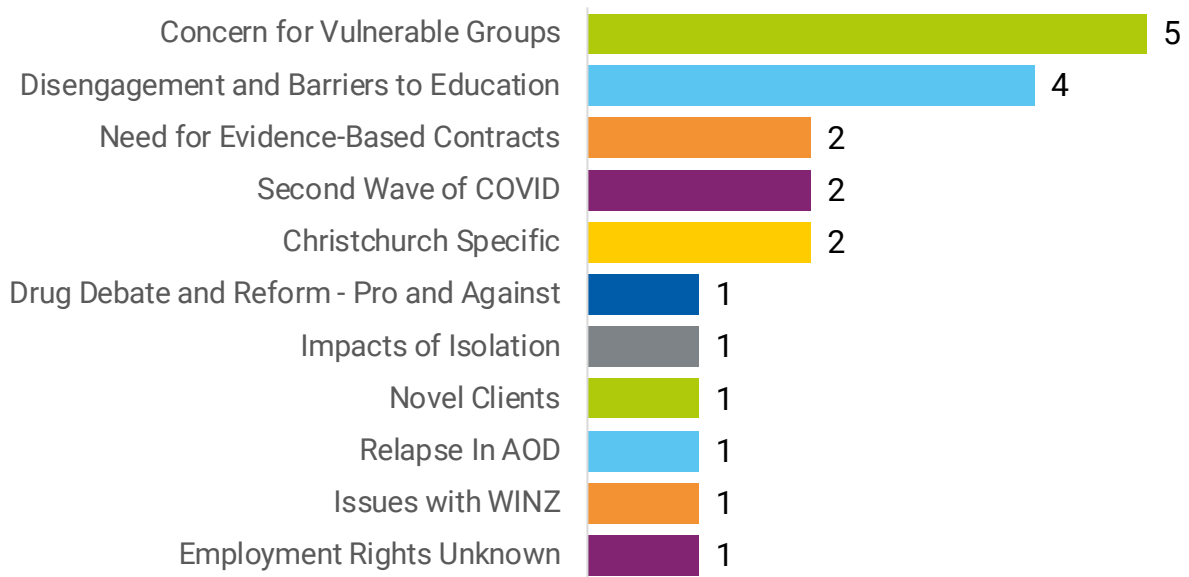
High-level theme	Code	Count
Financial Difficulties	Inability to afford food supplies	20
Financial Difficulties	Financial loss	16
Family or Parenting Stress	Inability to access whānau support	12
Other	Other	12
Job Loss or Reduction	Job loss	11
Mental Health Issues	Breakdown of emotional wellbeing	11
Family or Parenting Stress	Family stress	10
Financial Difficulties	Inability to meet financial obligations	8
Communication Systems	Limited contact due to lack of phones/Wi-Fi	6
Financial Difficulties	Inability to afford secure housing	5
Child wellbeing	Struggles keeping children occupied	4
Work capabilities	Inability to check on vulnerable children face to face	4
Medical Issues	Medical issues	4
Mental Health Issues	Alcohol/drug abuse	3
Family or Parenting Stress	Domestic violence	3
Financial Difficulties	Increase in utilities due to lockdown	2
Work capabilities	Having access to support during lockdown	2

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



High-level theme	Code	Count
Financial Issues	Financial loss	14
Financial Issues	Financial loss	20
Financial Issues	Job loss	20
Domestic Stress	Domestic violence	13
Financial Issues	Inability to meet financial obligations	10
Mental Health Issues	Breakdown of emotional wellbeing	10
Domestic Stress	Family stress	10
Service Provision and Staffing	Increased service demand	7
Financial Issues	Families won't be able to afford winter supplies	5
Mental Health Issues	Alcohol/drug abuse	2
Domestic Stress	elder abuse	2
Service Provision and Staffing	Do not have the capacity to meet demand	1
Service Provision and Staffing	Need more staff due to staff resigning	1

24. Are there any other issues you are worried about that may affect the people you support which you want us to be aware of, even if they are outside what you do directly?



No sub-themes were coded for this question.