

EVIDENCE CENTRE
TE POKAPŪ TAUNAKITANGA

COVID-19 ALERT LEVEL 3
STAFF SURVEY – 2

May 2020



**ORANGA
TAMARIKI**
Ministry for Children

CONTENTS

EXECUTIVE SUMMARY.....	3
Introduction.....	3
Overview.....	3
Participation.....	5
Demographic differences.....	5
FINDINGS.....	6
All questions – ranked by question.....	6
Where are you getting the most useful COVID work related information from?.....	7
Which of the following best describes your situation?.....	7
What are the two biggest challenges of working from home?.....	8
QUALITATIVE ANALYSIS.....	10
What is your biggest concern with moving from level 3 to level 2?.....	10
Those in my ‘bubble’ and I are doing well under the circumstances.....	14
Given the circumstances, I feel confident I have what I need to work as effectively as I can during this time.....	15
What positive changes under alert levels 3 and 4 do you want to see continued as we step down? .	17
Do you need support with anything else?.....	20

EXECUTIVE SUMMARY

Introduction

Oranga Tamariki staff were invited to take part in a survey about their COVID-19 work experiences. There were 2750 responses giving a 48% response rate. The survey opened on Monday 4 May and closed Thursday 7 May.

This is a follow-up to the first staff survey which ran from 13 to 17 April. In addition, we focused on staff experiences leading into COVID-19 alert level 3.

Overview

Staff as a whole felt well supported with an **overall average score of 82%**.¹ This is the same rating as the first staff survey which suggests consistency in rating, especially as there were 868 more respondents.

There is some difference in the ratings made by Executive/Managers in comparison to staff, with Executives rating higher than staff. The difference between executive and staff has decreased slightly from the first staff survey.



Action points

We found that across the open text comments there were three broad themes relating to action needed: things to do now, things that could help with transitioning into other levels and lessons learned that could be taken forward post COVID-19.

Things to do now:

- People would like to continue seeing positive changes that support the wellbeing of workers and their family/whānau. Responses commonly referenced themes that support workers Kaimahi Ora like being kind, understanding and supportive of yourself and others during the current climate.

¹ The score is calculated by weighting the responses to a 7-point Likert scale: Strongly Disagree at 0%, Disagree at 20%, Somewhat Disagree at 40%, Somewhat Agree at 60%, Agree at 80% and Strongly Agree at 100%. Don't Know has no score associated with it. The weighted responses are then summed to give the final score.

- Help people get the office equipment or help them get better communication tools (like Zoom, internet, Facetime on their phones) to do their jobs. Some have already requested office equipment and are awaiting arrival details.
- Acknowledge that some workers may not have the capability to work as productively at home due to children, dependents, material or communication restraints and reduce expectations on them.
- Condense the emails and only send out ones relevant to certain roles, regions or position levels (managers, etc), however continue updating, just in a more condensed manner.

Intermediate: what can be done to help with level 2 and transitioning levels:

- People want to make sure that COVID-19 protocols are maintained and enforced as we enter the lower alert levels. Protocols include social distancing, regular/thorough cleaning, maintaining 'work bubbles' and rostering.
- People who would like to/are going to continue working from home would appreciate having all the correct gear to do so effectively (screens/monitors etc.)
- Ensure that returning to the office comes with very thorough safety protocols – cleaning, distancing, avoiding having anyone in the office if they don't want to be. Support those who would like to work from home. Cover extra costs of working from home.
- People want reassurance and information from managers/LT about level 2, specifically;
 - Will they have to return to the office/workplace? If so, when?
 - How will office/workplaces manage safe practices around physical distancing and hygiene? (lifts, desks, close proximity, sharing kitchens and bathrooms)
 - Will people's individual circumstances be taken in to consideration? (for example people with kids who can't return to ECE/school or themselves or people in their household having medical conditions that would make a return to the office/workplace difficult/risky)
 - How will workloads be managed? Staff expect an increase in work, plus a backlog of work and potentially less staff working due to an inability to return to work or people taking sick leave or annual leave. Many staff fear unrealistic expectations from some managers.
 - If some people return to the office/workplace and some remain home working, how do we manage this and make it work? How do we decide who returns, on what schedule, how do we manage expectations from staff and their preferences, and the practicalities. What worked well when everyone was home working may not work so well with a 50/50 split of office vs home workers.

Lessons to take forward:

- Many respondents appreciated having flexible work schedules during alert levels three and four. Workers also explained that they would like to see Oranga Tamariki incorporate flexible practices even after COVID-19, creating a new normal.
- Staff explained that supporting online communication creates a better streamline of processes and speeds up decision making.

- Support frontline workers and practices within OT that are responsible for engaging tamariki, caregivers, and whānau. People responded that online communication with tamariki and whānau had been effective and should continue being used in combination with face-to-face engagement.
- Many respondents want to keep the same communication practices that have been recently implemented in order to support collegiality/wellbeing in teams. Workers have appreciated having regular team and one-on-one meetings,.
- Meaningfully acknowledge the frontline workers who were placed at greater risk by having to still work over level 4.

Participation

Overall participation rates were good with an overall response rate of 48% (2750 respondents). This is an increase of 868 respondents from the first survey which received 1882 responses.

However, participation from Care Services (42%) and Youth Justice Services (32%) was noticeably lower. In addition, these two groups provided slightly lower ratings on the questions compared to all staff. This suggests that working with these two groups on issues and to increase participation may be useful and prudent especially given their size in proportion to all staff, 11% and 21% respectively.

Regionally, there were quite large differences in participation rates with the highest coming from Taranaki (70%) and the lowest Canterbury (39%) and Bay of Plenty (39%). Note that Bay of Plenty represents 8% and Canterbury 12% of all staff.

Demographic differences

For demographic analysis, we looked at the ratings between Corporate, Māori staff, Policy and Organisational Strategy, Services North, Services South, Care Services, Youth Justice and Social workers.

- There was little difference seen between each of the demographics. The only notable difference is that Corporate, Māori and Policy and Organisational Strategy provided higher ratings in comparison to Social Workers and Youth Justice.
- There were no notable differences between the ratings of those identifying as Māori (547 responses) and staff of other ethnicities.
- As with the first survey, Social Workers and frontline staff had slightly lower ratings than all staff.
- There were three groups whose scores and participation rates were noticeably lower than the average: Casual staff, Residential Youth Workers and those who work in YJSE – Te Puna Wai o Tuhinapo.

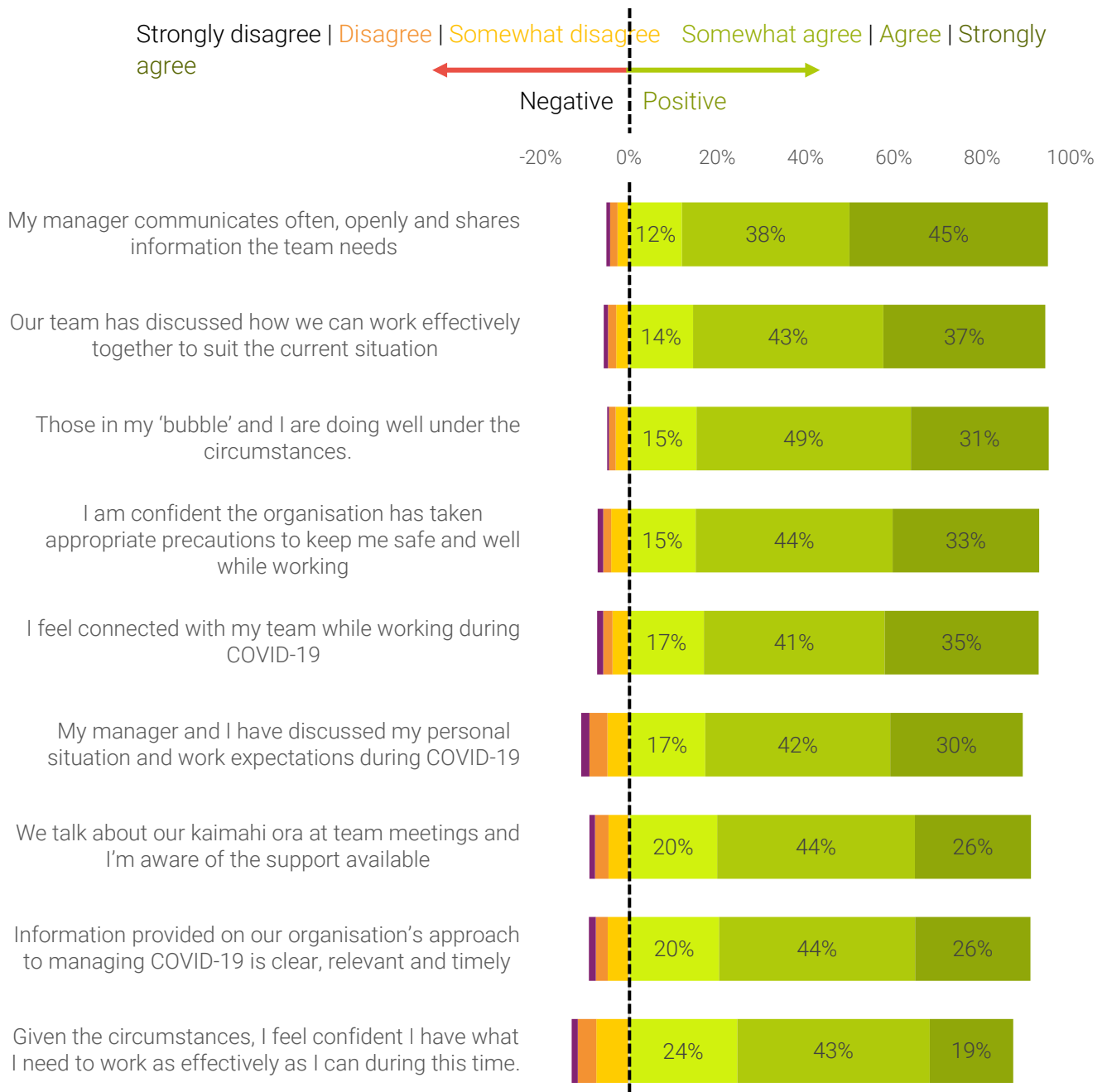
# of responses	Response rate	
29	6%	Casual staff
25	14%	YJSE - Te Puna Wai o Tuhinapo
52	11%	Residential Youth Worker

This pattern of low scores and participation was also seen in the first COVID-19 staff survey. These areas have restricted access to the Digital Workplace environment.

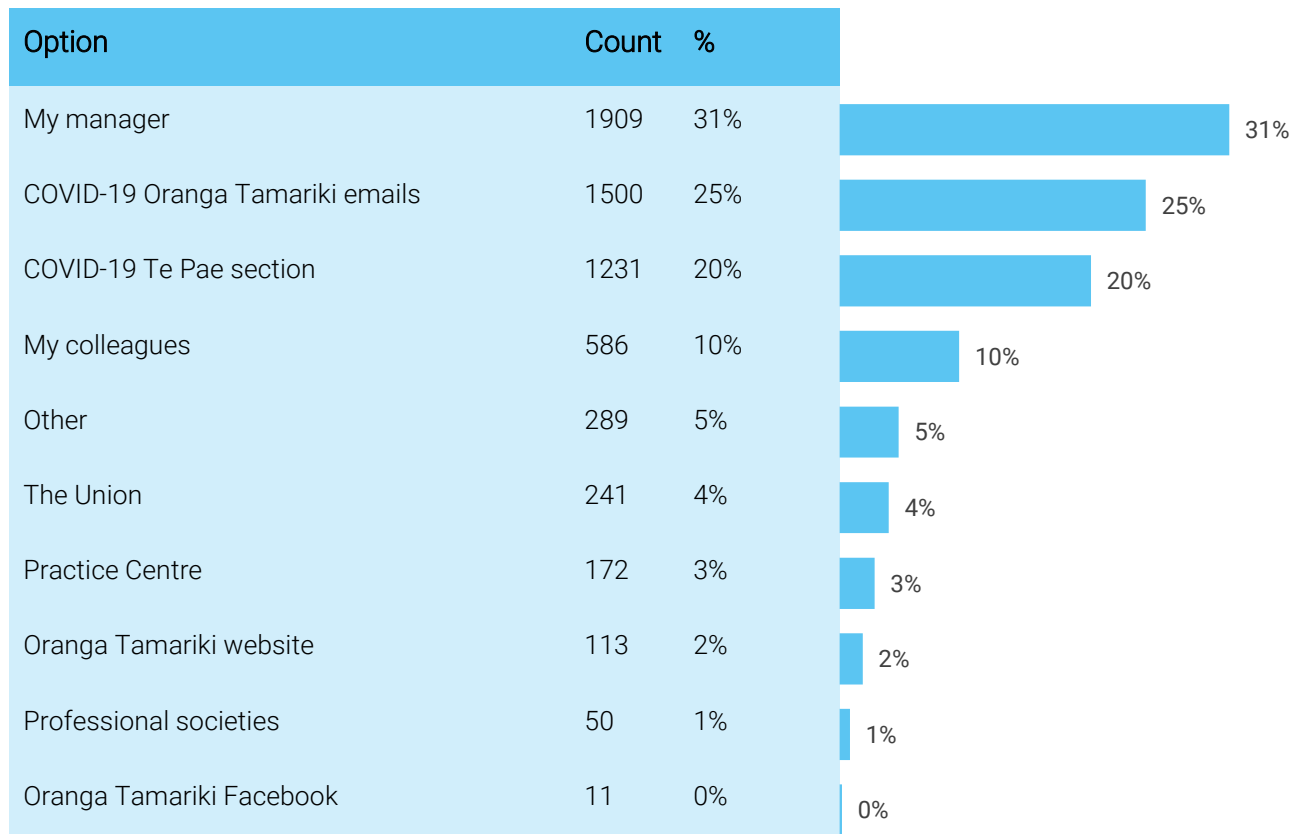
In addition, low agreement scores are often associated with low participation rates.

FINDINGS

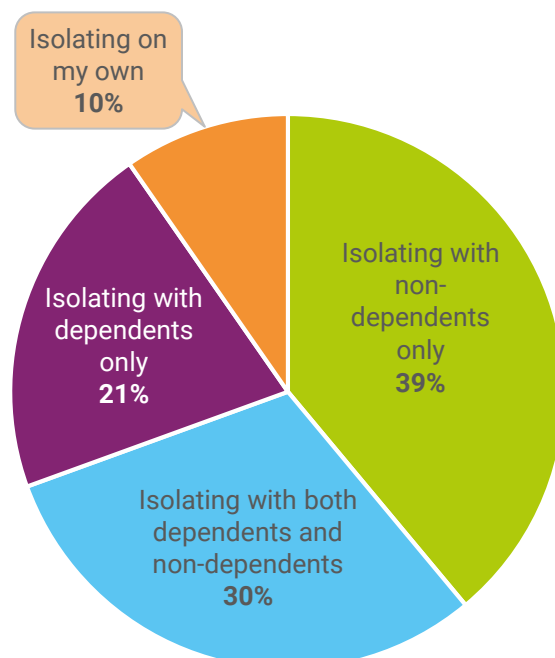
All questions – ranked by question



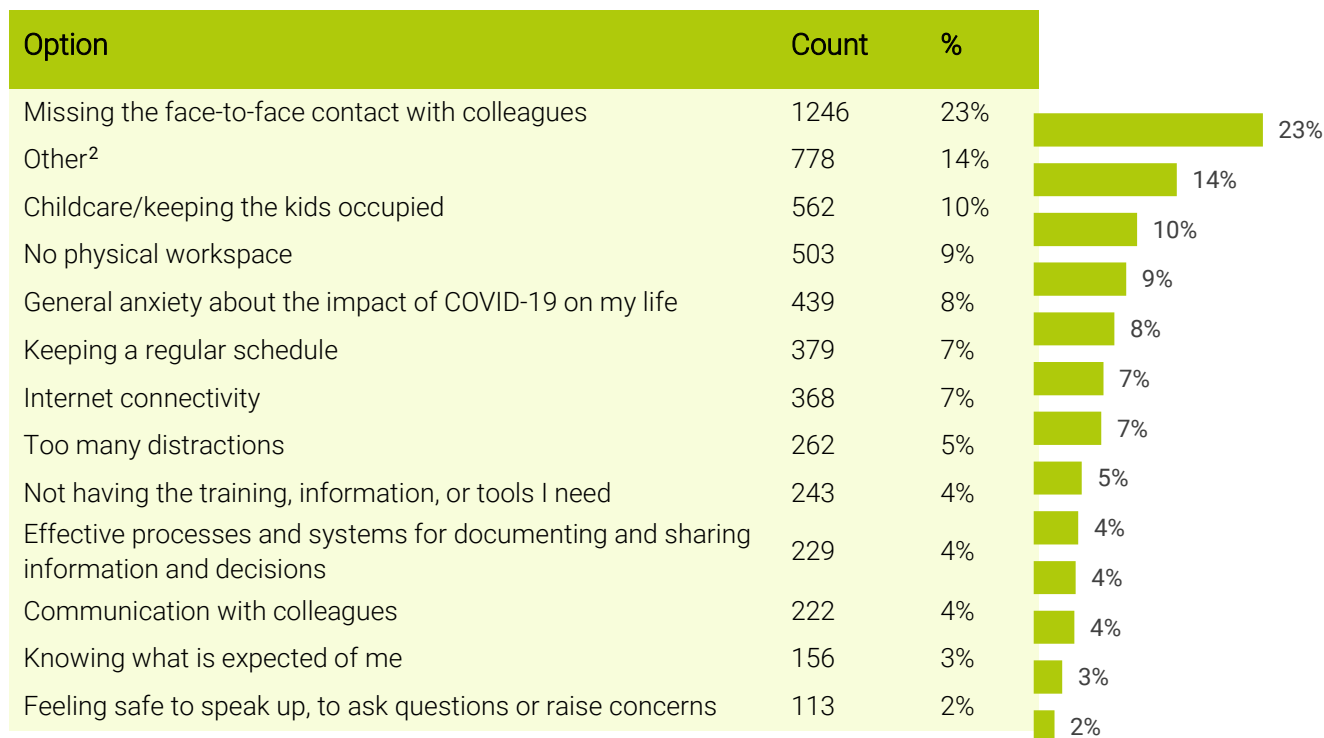
Where are you getting the most useful COVID work related information from?



Which of the following best describes your situation?



What are the two biggest challenges of working from home?



This forced-choice question presented multiple reporting issues. Of the 1429 respondents who selected having ‘other’ challenges, 11% said they did not work from home and another 11% said they either had no challenges or were forced to choose a tick box option in order to move on with the survey, invalidating the qualitative results.

The largest portion of the remaining challenges related to material and home office constraints, lack of space to work at home, lack of printing and technical issues. Some acknowledged the delivery of items and were awaiting their arrival.

Again, childcare and home-schooling commitments affecting employees’ ability to complete their workloads featured heavily in the remaining responses. In addition, many stated they either had higher workloads, felt micromanaged, were unclear about expectations on them or not able to meet productivity demands due to certain restraints. Finally, the remaining theme comprised of psychological and physical impacts on staff: physical discomfort or pain due to sedentary work at home, desire for separation of work and home, difficulties ‘unplugging’ from work, general anxiety or mental health concerns and a desire to resume face-to-face work.

² The “Other” option prompted an open text field and prompted the respondent to specify their challenge. The breakdown of these responses follows.

Theme	Sub theme	# of comments	% of all responders	Total
Material constraints	No home office equipment	139	10%	422
	Printing, scanning	87	6%	
	Technical issues related to communication	72	5%	
	Issues with internet connectivity, data caps	45	3%	
	No proper space to work at home	42	3%	
	Lack of access to physical documentation	20	1%	
	Extra costs of working at home	17	1%	
Work-related issues	Childcare and home-schooling affecting ability to work	85	6%	330
	Excessive expectations, things taking longer to do	48	3%	
	Too much computer-based work, too many Skype calls	46	3%	
	Unclear expectations of work or how to do certain tasks	40	3%	
	General loss of productivity	34	2%	
	Concerns of privacy and confidentiality within bubble	23	2%	
	Fear of COVID and unsafe work environment	21	1%	
	Micromanagement or unnecessary pressure, no trust	19	1%	
	Emails and comms too repetitive, hard to follow, mixed	14	1%	
Physical or mental	Ergonomic issues, physical pain, headaches, eye strain	78	6%	202
	Find it hard to stop working, take breaks and unplug	63	4%	
	Working at home crossed my psychological 'safe zone'	32	2%	
	Mental health concerns, not doing well, general anxiety	29	2%	
Lack of contact	Lack of face to face contact with clients and staff	58	4%	114
	Missing the informal interactions in the office	32	2%	
	Concerns about tamariki safety, hard to engage with whānau, caregivers or children	24	2%	

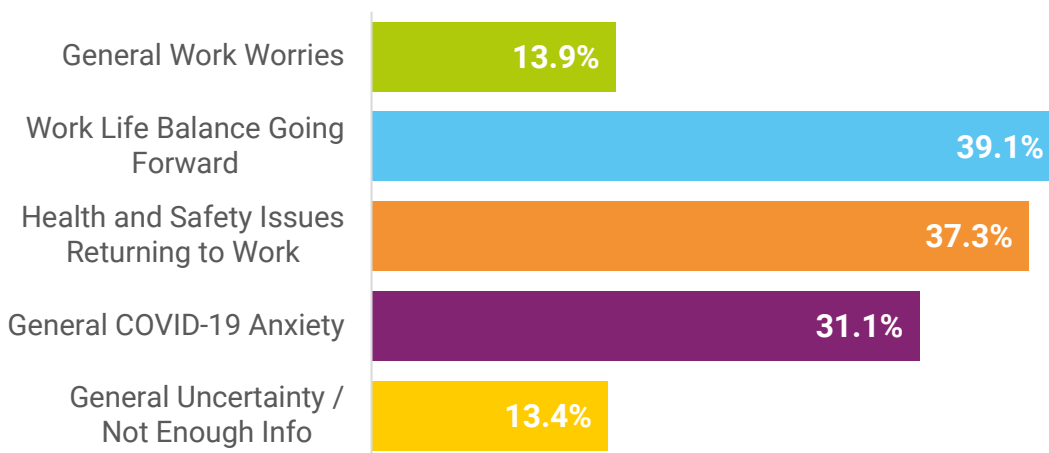
QUALITATIVE ANALYSIS

What is your biggest concern with moving from level 3 to level 2?

2,504 of the 2,750 respondents commented on this question (246 didn't comment)

465 people (18.6% of those commenting) commented that they had 'no concerns'. If we assume that the 246 who didn't respond also had no concerns, then 711 (26%) of all responders had no concerns they wanted to raise. 2,039 responders recorded the concerns they had.

There were five main high-level topics that responders had concerns about. The graph below shows what percentage of the 2,039 responders with concerns commented on each of the five high-level topics.



Health and Safety issues returning to work

Main theme	Sub theme	# of comments	% of all concerned responders
Health and Safety issues returning to work	Concerns about office/work protocols for health and safety	409	20.1%
	Using public transport	97	4.8%
	Risks in returning to office/work environment	294	14.4%
	PPE	15	0.7%
	Managing health and safety risks in this new environment	143	7.0%

The sub-issue with the most comments (409) related to concerns about how health and safety protocols could be maintained in a work environment and worries about the potential for infection. The main issues mentioned here were:

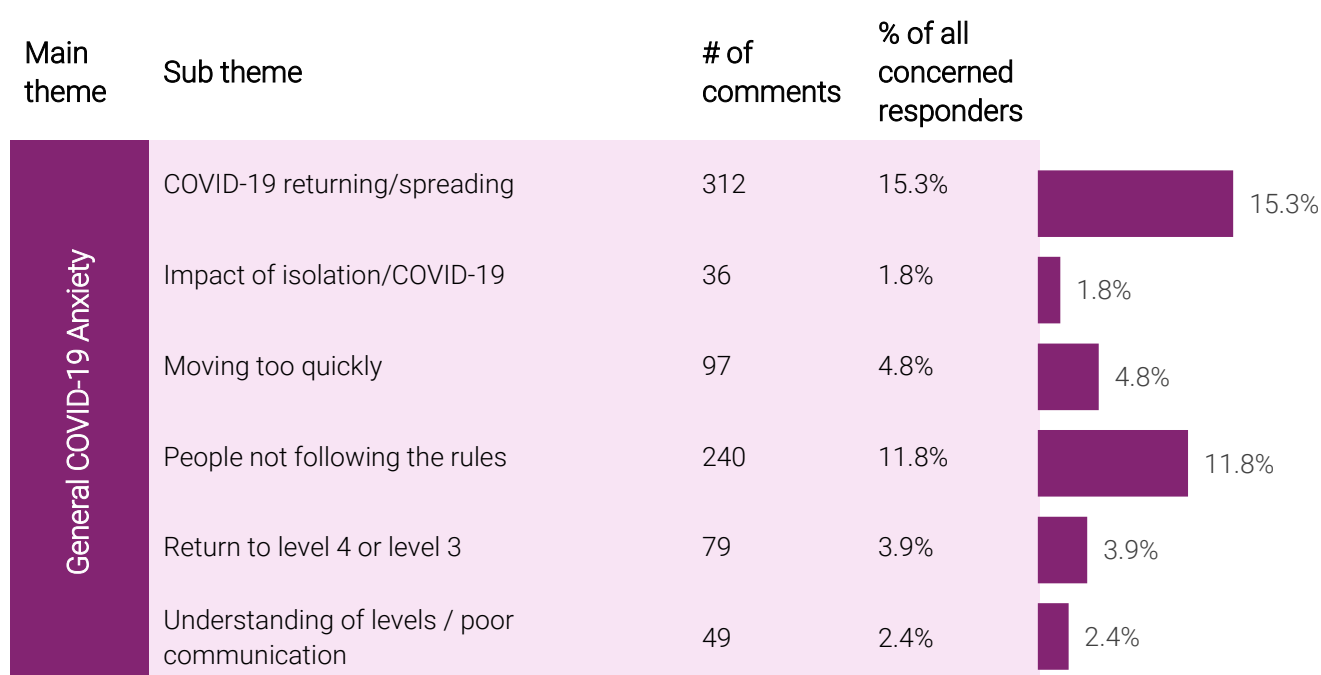
- the ability to maintain physical distance in an office or other work environment
- hot desking, cleaning of desks and desk hygiene
- the use of lifts
- colleagues not following the guidelines
- shared use of kitchens and bathrooms

Related to this issue was people commenting generally that they were concerned with the risks involved in returning to the office or work environment (294). If we combine these two issues we find that **612 responders (30% of those reporting some concerns) are concerned about a return to the office or workplace.**

97 respondents were concerned about the risks of using public transport, which they would need to do in order to return to the work environment.

143 responders also had concerns about how they themselves (as managers) would manage the health and safety risks for (and concerns of) their staff, or had more general concerns about health and safety management in a new work environment, whatever that looked like. The availability and use of PPE in the workplace was a concern for 15 responders.

General COVID-19 anxiety



312 respondents were concerned about becoming infected with COVID-19 or the virus returning and spreading again. Other related concerns are that:

- people in general wouldn't follow the guidelines (240)
- people wouldn't properly understand the guidelines (49)
- we'd end up returning to Level 3 and Level 4 (79)
- we're moving too quickly and should stay at Level 3 for longer (97)

Additionally, 36 respondents were generally concerned about the longer-term impacts that isolation and COVID-19 will have on themselves and others.

General uncertainty / not enough info

274 respondents reported that they were concerned about the uncertainties going forward and felt like they didn't have enough information yet about what Level 2 would look like for them in order to know what their concerns were. The timing of this question wasn't ideal as it came before any information about Level 2 had been released.

Theme	# of comments	% of all concerned responders
General uncertainty / not enough info	274	13.4%

Work life balance going forward

Main theme	Sub theme	# of comments	% of all concerned responders
Work life balance going forward	Adjusting to changing home and work environments	272	13.3%
	Childcare/day-care/schooling	179	8.8%
	Underlying medical condition / vulnerable people	121	5.9%
	Return to commuting	11	0.5%
	Personal health/wellbeing	76	3.7%
	Losing home working/flexibility	165	8.1%
	Family safety/wellbeing	124	6.1%
	Cost of working from home	3	0.1%
	Moving too slowly	17	0.8%
	Wants to return to office/work	100	4.9%

A significant theme in the comments was around concerns about navigating changes to home and work environments that might come, 272 responders had concerns about making adjustments to their home or work environments at this time. Often closely related to this was that many were worried about losing the ability to work from home (165); they appreciate the flexibility that this has provided and find it an efficient way to work. Many of the comments related to concerns that changes to work expectations (i.e. returning to the office/workplace) would happen too quickly and

not take in to account individual’s circumstances such as childcare and schooling issues or issues to do with family safety (such as vulnerable household members and those with underlying health concerns).

- 179 people had concerns childcare/day care/schooling
- 121 people had concerns related to underlying medical conditions and vulnerable people
- 76 people had concerns about their own health/wellbeing at this time
- 124 people had concerns about general family safety and wellbeing.

One specific issue that was raised by several people in relation to what a new work environment might look like, was around how a mixture of home and office working could be successfully implemented. Responders mentioned that Skype/Zoom calls worked well with everyone connecting in this way, but they saw problems if half of the people were in a meeting room and half were connecting remotely. They also thought there may be feelings of resentment from those who couldn’t work remotely and difficulties for managers to accommodate a variety of different preferences from staff around working from home or not. While many people wanted to continue working from home (at least in the short term), 100 responders wanted to return to the office and were concerned that they may have to keep working from home.

General work worries

Main theme	Sub theme	# of comments	% of all concerned responders
General work worries	Ability to respond to the needs of tamariki, whānau, community	79	3.9%
	Drop in productivity / ability to do job	52	2.6%
	Increase in ROCs/intakes/youth offending	37	1.8%
	Losing increased work focus and connection that COVID-19 brought	14	0.7%
	Pressure to hold FGCs / risks and lack of venues	26	1.3%
	Unreasonable expectations / poor people managers	69	3.4%
	Work overload due to backlog / less staff on duty	92	4.5%

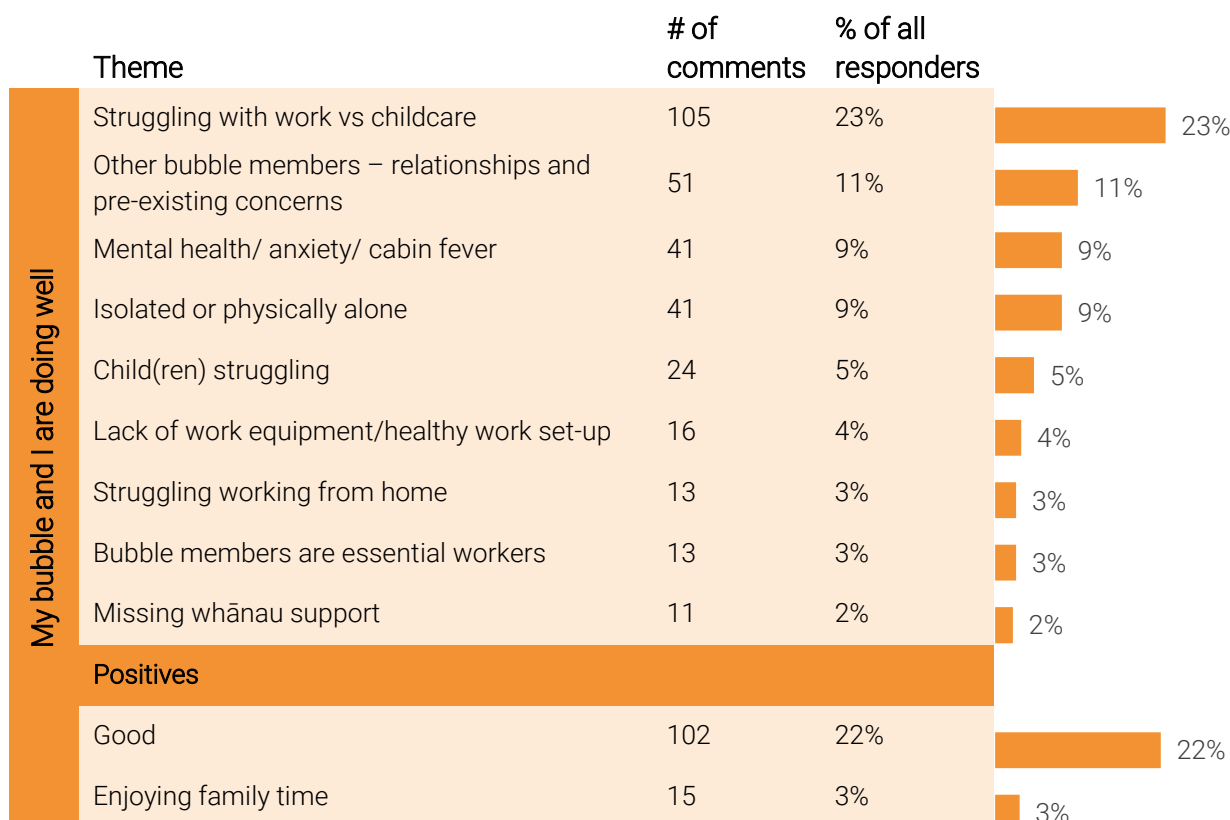
283 respondents had concerns related to their work and the general work of Oranga Tamariki; The main concerns here were:

- an ongoing inability to connect with and respond to needs of tamariki, whānau and communities (79)
- a drop in their productivity or a general inability to do their job under the restrictions (52)
- a significant rise in reports of concerns, intakes and youth offending as we move out of level 3 (37)

- a backlog of work to deal with, potentially with less staff on hand due to staff still unable to work or taking leave/sick leave (92)
- unreasonable expectations put on them by managers (69) (including specific comments about pressures to hold FGCs – 26 additional comments)
- losing the increased focus and connectedness that some feel COVID-19 has created with a return to BAU (14)

Those in my 'bubble' and I are doing well under the circumstances

There were 457 comments, of which 102 said 'all is good'.



Those with children

Caring for others dominated the comments when people were not doing so well – as previously this included childcare and balancing caring for children with work. Some children, particularly older ones, were struggling and missing their friends. Some parents found managing the challenging behaviour and home schooling hard.

Wider whānau

Our people are members of wider whānau and offer and receive support from them both under COVID-19 and at other times. People shared stories of their complex lives and how the needs of others impacted on them. Some of our people are living with or supporting elderly parents, or other whānau members who have health and mental health issues. This puts stress on them. It was difficult when bubble members were also essential workers as this interacted with childcare difficulties. The financial impact of the COVID-19 response on whānau also affected our people who provide important support.

Living alone

Some of our people who live alone are feeling isolated and find being physically alone difficult. Some mentioned they felt overlooked and that their circumstances were not understood.

Home environment

Particularly for those with large families or small homes, or both, working from home was hard. In these circumstances there is no room for a 'home office' nor for private conversations.

Mental health was a prominent theme

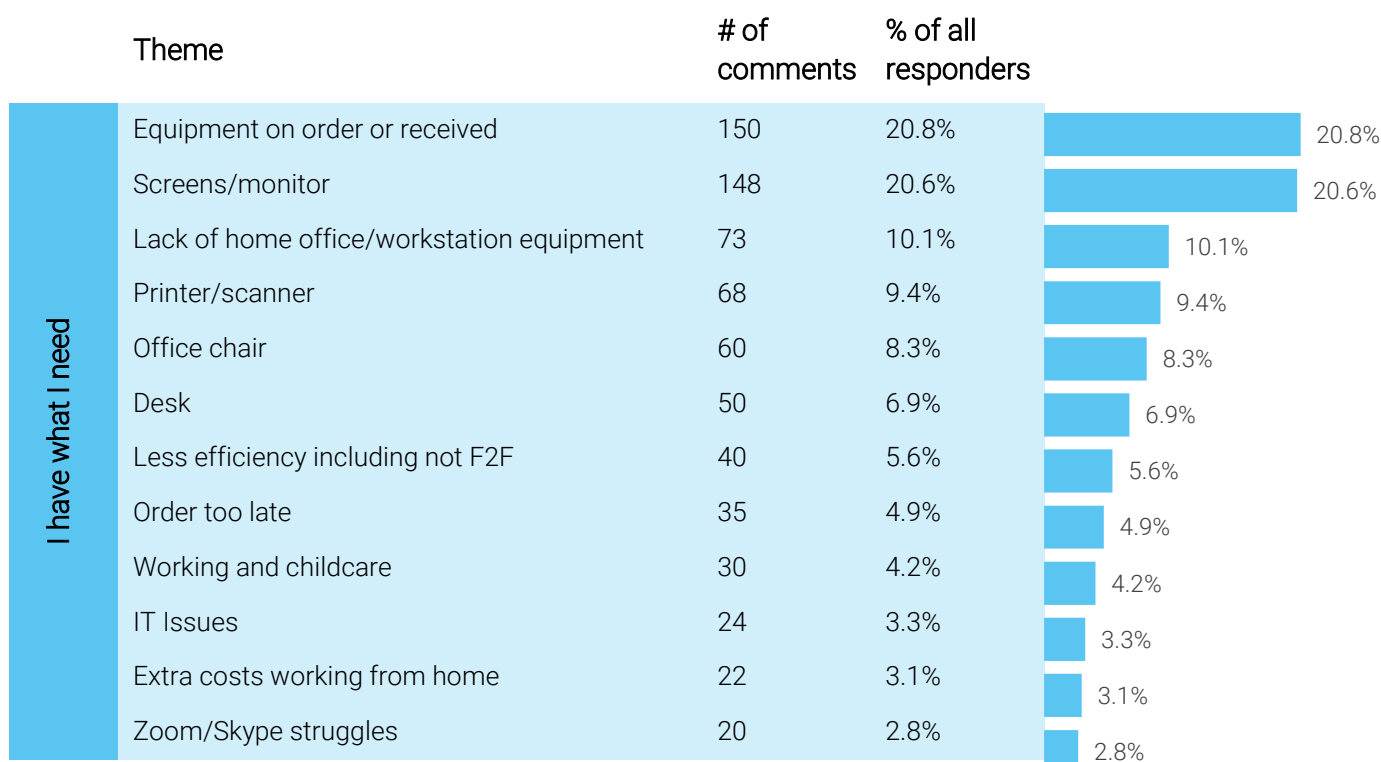
The issues above, and the uncertainty of the situation and the worry was affecting mental health.

Positives

Despite all the issues most people said they were doing well, and some told us they were enjoying extra time with their families. A number emphasised that they were doing the best they could – the following quote illustrates this.

"If we understand that we are not "Working from home" we are instead "At our home, during a crisis, trying to work" then me and my bubble are doing well in the circumstances. I know my mental and physical health is the most important thing."

Given the circumstances, I feel confident I have what I need to work as effectively as I can during this time.



Ordered equipment appreciated

Many mentioned that screens, desks and some other equipment are on order and people are pleased by this, however there is a group (35) saying it should have happened earlier.

There is unmet need for ergonomic equipment.

There are still frequent comments that screens and chairs are needed, and mentions of workplace assessments and discomfort. There appears to be uneven knowledge that equipment can be ordered and varying attitudes of managers to approving the purchase.

Working from home long term is not feasible for some

Some of those with small houses or large numbers of people in their bubbles said that even should they get screens or ergonomic desks there is nowhere to put them. Others do not have reliable or uncapped internet access.

An emerging need is for printing

Going into level two a mechanism for printing/pickup of printing while working from home was wanted. Some mentioned that they have home printers but can't use them due to inability to access the correct drivers. The desire for printing was particularly strong for those doing legal work.

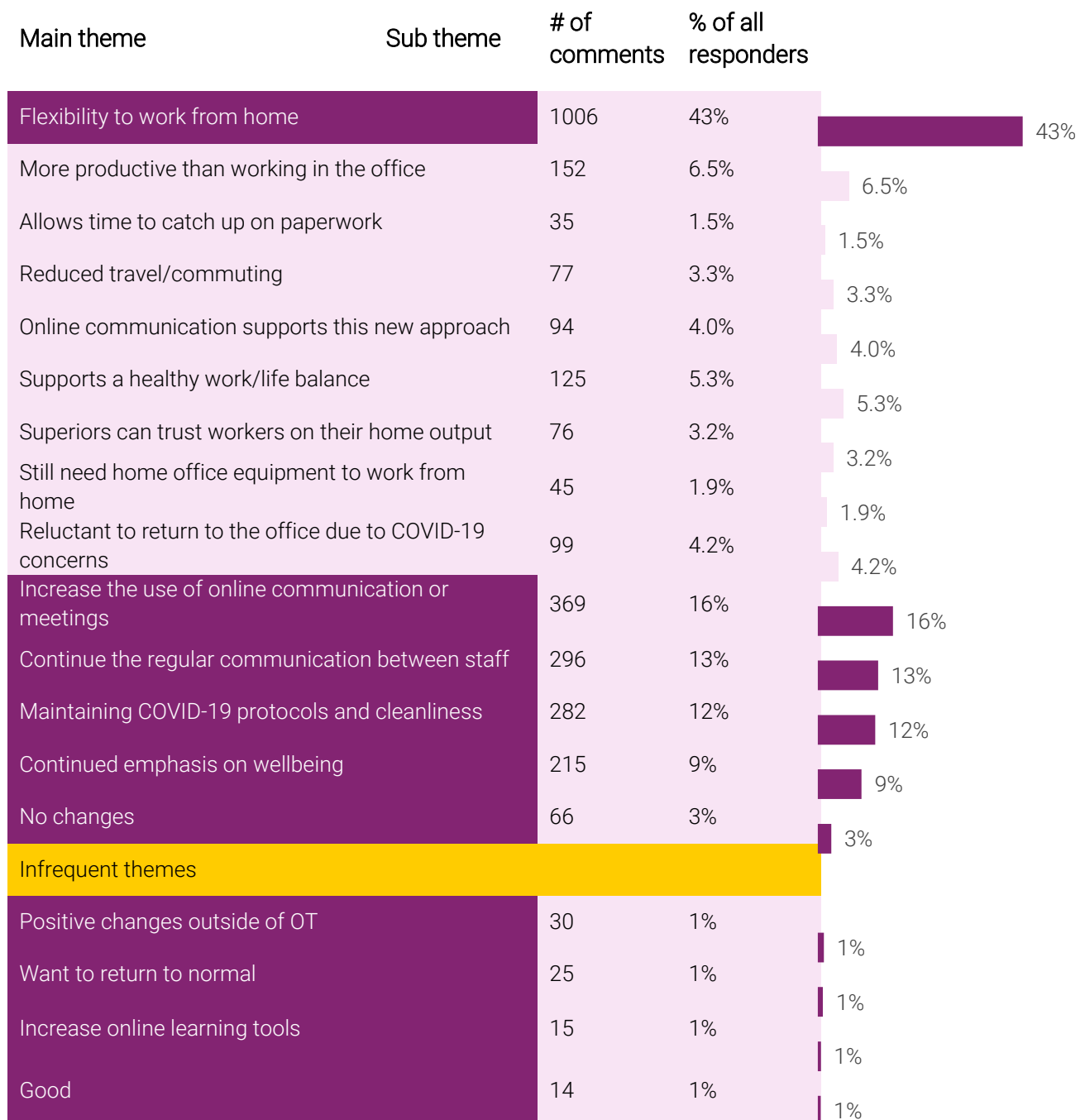
A desire for expenses to be reimbursed

Some people have purchased monitors/batteries, cables and stationery for work. They would appreciate reimbursement in some cases as acknowledgement of them going the extra mile. There were also mentions of extra costs incurred for heating, power and internet use.

Zoom would help some communicate

For those working with external people Skype is limiting. Zoom was mentioned as a desirable alternative, however it is blocked on some work machines.

What positive changes under alert levels 3 and 4 do you want to see continued as we step down?



Flexibility to work from home when appropriate (1006 comments)

This survey highlighted many responses surrounding workers having a flexible work schedule. Many respondents explained that they would like to see Oranga Tamariki incorporate flexible practices even after COVID-19.

One of the most common things was staff wanting to continue working from home because they believed it is just as/more productive than working in the office. This is because many respondents explained that working from home is quieter and has fewer distractions compared to the office

environment (especially when children return to school). Some workers further explained that in order to continue working from home they would need more appropriate office equipment.

Another reason people want to continue working from home is because it improves their work/life balance. Having a better work/life balance benefits a worker's overall wellbeing. Respondents explained that working from home meant they were able to be more available to their dependents, were able to exercise during the day and stay on top of their household responsibilities.

Workers want to continue having the option to work from home for them to catch up on important paperwork. Staff said that having rostered days at home would help them maintain their workload by using their 'home days' to do work that doesn't require them to be in the office or on site. Workers would then use their 'office days' to do collaborative work with peers, partners, children in care and their families/whānau.

The word 'trust' was commonly referred to when workers were suggesting continuing working in the home environment. This is because workers believed they had proved to their managers and the wider Oranga Tamariki that they could be trusted to complete their workload from home.

Workers explained that working from home is a positive change because people don't have to commute as much. Similarly, respondents further explained that some face to face meetings, pre Covid-19, are just as effective through online communication. This is especially the case for frontline workers who would usually spend most of their time travelling between locations.

Finally, some workers want to continue working from home due to concerns about COVID-19. Some workers don't want to return to full time office work if they themselves or their family members have underlying health issues.

"...People are being productive outside of the office workspace. It shows trust in people and that they can deliver. It's about valuing the employees."

"We can work remotely. This is timely when there are court documents and reviews to prepare; you have the quiet space to do this work in a timely way..."

Increase the utilisation of online communication/meetings within the workspace (369 comments)

Many workers want to continue utilising online communication platforms (Skype/Zoom). The use of online meetings and communication had an impact on many workers, but especially frontline workers.

Staff explained that supporting online communication creates a better streamline of processes and speeds up decision making. Workers also explained that online meetings are more time effective as workers wouldn't need to travel as often and meetings don't exceed their allocated time. Some workers felt that online communication platforms create a space for equal participation that they hadn't experienced before. The increase of online meetings can also alleviate the usual frustrations of booking meeting rooms.

Interestingly, workers that are directly responsible for engaging tamariki, caregivers, and whānau, responded that online communication had been effective and should continue being used in a combination with face-to-face engagement. Workers still understood that importance of in-person communication when necessary.

"...Encouragement to engage with tamariki and whānau remotely/virtually as an option depending on the need of tamariki. Encouragement to work virtually with teams and colleagues more."

Continue the regular communication between staff team members (296 comments)

Many respondents want to keep the same communication practices that have been recently implemented. Workers have appreciated the uptake of having regular meetings, in order to support collegiality in teams.

Some people believe that they are the closest they have been with their team and managers, despite being in lockdown. Regular one-on-one online meetings have been received well and people feel that their superiors are more informed about staff wellbeing. Workers have also appreciated Oranga Tamariki keeping them updated and informed about COVID-19 and want to see this continue even as COVID-19 decreases in severity. People would like to continue being involved in the decision-making processes that directly impact their work.

"...Knowing that both my direct line (General Manager), Regional manager and Leadership Teams have kept in regular contact, offered advice, led us through the Alert 4 lockdown and prepared us for level 3 and again for level 2 shows how much this organisation cares about its staff and the whānau they care for."

Maintaining COVID-19 protocols and cleanliness (282 comments)

People want to make sure that COVID-19 protocols are maintained and enforced as we enter the lower alert levels.

Workers want social distancing rules to continue, especially if people must return to a shared workspace. People also want shared workspaces and equipment to continue being thoroughly cleaned, as well as people being responsible for their own hygiene. Some frontline workers suggested maintaining their work bubble until New Zealand is no longer in any alert levels and continuing the use of PPE gear when needed. Respondents suggested the continued use of rostering staff in order to support social distancing and to keep 'work bubbles' as small as possible

"Social distancing and hygiene measures maintained by all."

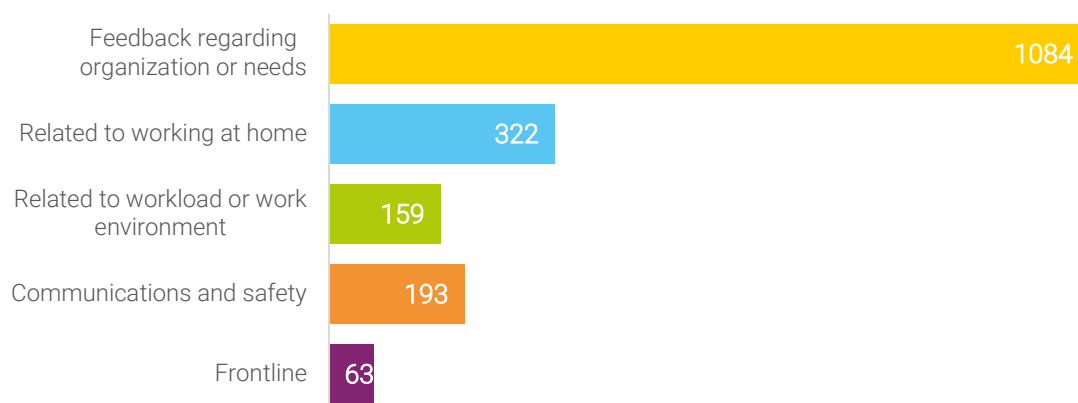
Continued emphasis on staff wellbeing (215 comments)

People would like to continue seeing positive changes that support the wellbeing of workers and their family/whānau.

Responders recognised that their wellbeing has been a priority during COVID-19 and want that to remain. Responses commonly referenced themes that support workers Kaimahi Ora like being kind, understanding and supportive of yourself and others during the current climate. A chain of open dialogue between managers and team members was another example of positive changes that workers would like to see continue as we go down the alert levels. People want to continue to socialise with their work peers through e.g. daily quizzes and virtual lunch breaks

"The strong relationships built within and between teams as well as the amount of kindness and understanding between everyone."

Do you need support with anything else?



A very large proportion of staff said they needed nothing at this time, were happy with the support provided by parts of the organisation or had positive feedback about Oranga Tamariki responses.

	Theme	# of comments	% of all responders
Form of feedback	Not applicable, "no thanks", "need nothing at this time"	757	40%
	Positive feedback about org, manager, supervisor or others, can assess support	196	10%
	Positive feedback about provision of resources, pulse survey, LT comms, fun video, live chat	40	2%
	Some organisational responses were too late, PPE gear late, home office set up late	23	1%
	Digital Workplace - positive experience and feedback of this	11	1%
	Other	57	3%

Most requests for support related to home office equipment: bigger monitors, desks, chairs and the ability to print or have access to a scanner. Some have already ordered items and were awaiting their arrival. Many requested better ability to connect with their clients through platforms other than Skype. Many expressed dissatisfactions with the amount, spectrum and frequency of communications about COVID, stating they would rather have it be condensed, simplified and filtered to relevant staff. Some wanted more timely and consistent updates on future steps forward.

"(We need) communication that is straightforward and gets to the point – the documents sent out at the moment are too lengthy and contain too much irrelevant detail. We need the facts and what is expected of us in black and white in a timely manner. The Pataka guidance was too lengthy and too 'wishy washy'. We need clear, directive input at the moment to reassure our teams."

	Theme	# of comments	% of all responders	
Working from home	Office equipment: printing, chairs, desks, screens, stationery	155	8%	8%
	Systems to help with communication and ergonomic concern	59	3%	3%
	Desire for continuation of working from home or flexible work	52	3%	3%
	Help with covering costs of working at home: power, heating, internet	42	2%	2%
	Finding working from home is not great, would like to return to office	14	1%	1%

Finally, some expressed that current work expectations and pressures did not match their ability to carry out such tasks due to certain restraints like childcare, lack of equipment, difficulties with technology and ergonomic factors. Some wanted financial or leave acknowledgement for having worked on the frontlines through the pandemic.

	Theme	# of comments	% of all responders	
Workload or work processes	Workload being too high, expectations do not fit the constraints of current environment	57	3%	3%
	Requests for mental health support, boosting of morale, acknowledgement of stress	42	2%	2%
	Stress and difficulties experienced by workers with childcare commitments	31	2%	2%
	Desire for increased one on one meetings with managers or others	18	1%	1%
	Desire for additional leave or ease of leave in the future	11	1%	1%
Frontline	Wanting meaningful acknowledgement for having done frontline work during pandemic	31	2%	2%
	Desire for better consultation with frontline and other workers to create bottom up flow of info	14	1%	1%
	Caregivers being told of availability of packages then being told otherwise.	9	0%	0%
	Desire to be able to better support the whānau, Tamariki and caregivers over this time	9	0%	0%
Comms and Safety	Readers finding COVID emails too long, irrelevant to their roles or sites, too repetitive, confused	79	4%	4%
	Desire for continuation or improvement on the updates and guidance regarding future steps	45	2%	2%
	Desire for OT to ensure highest levels of safety from COVID-19	69	4%	4%