

The case complexity survey

The survey will be rolled out across the motu on Wednesday the 6th of September. Kaimahi will receive the below email (they will receive this email as soon as we receive participant names from site managers, which all should be sent through by 1st September) notifying them that their manager had nominated them to participate in the survey, and the date it will be delivered on. The email can be seen below.

Kia ora, I hope this finds you well.

I want to let you know that you have been selected to take part in a Case Complexity Survey by your site Manager. This survey is part of a project that aims to understand, and measure, what makes a social work caseload complex.

- The survey will open on Wednesday 6th September. You will receive an email with a link to the survey on this date.
- The survey will be open for two weeks, until the 20th of September.
- The survey will take you around 40 minutes to complete.

If you have any pātai, or would like to know more, please contact the team, at Case_Complexity_Survey@ot.govt.nz

Background

The need for a case complexity measure

The Ministerial Advisory Board heard from care and protection kaimahi that they are struggling to work with tamariki and whānau in the way they want to. In response to the findings in Te Kahu Aroha, Oranga Tamariki developed the Future Direction Plan; of which action 2.3 involves developing 'a model to inform allocation and resourcing decisions at the regional and national level.'

The Oranga Tamariki and PSA Collective Agreement also includes a 'Protocol for Monitoring and Supporting Kaimahi Workload'. The protocol recognises that kaimahi workload is based on a number of factors, including, but not limited to, caseload.

The response

In collaboration with care and protection social workers, we have designed a statistical model that uses CYRAS data to provide a scoring system of complexity for a case and the tamariki within it.

We aim to use this information to enhance our understanding of:

- What combination of factors make some cases more complex than others.
- Workforce planning and resourcing decisions.
- Whether complexity has changed over time.

The results of the survey will help us test how accurate the model is by gathering and analysing your feedback on the key factors that you have found contribute to casework complexity.

The factors that inform the model were identified by consultation with a number of social workers. Nonetheless we want to ensure that we measure case complexity in a way that is consistent.

Thank you for supporting this work.

Ngā mihi

Andrea Nichols

Director - Social Work Strategy

Te Tari o Te Tumu Tauwhiro - The Office of the Chief Social Worker

The below email will be then sent to those social workers put forth for the case complexity survey. Using CYRAS data we have extracted the cases which they are a key social worker on. We will include information about their cases in the table at the bottom of their email (dummy data is present in the below email for illustration purposes).

Kia ora,

Thank you for taking part in the case complexity survey.

Below is a link to your survey. Please do not share it as this link is unique to you.

https://orangatamariki.syd1.qualtrics.com/jfe/form/SV_0NbptwPn3c4izOK?Q_CHL=gl&Q_DL=EMD_7fnZwnBrAcyNOQF_0NbptwPn3c4izOK_CGC_EyH66grlcAUCWWc&g=g

Below is a list of a number of whānau, each containing tamariki you are working with. They are coloured for quick reference. You will be asked about your experiences with each tamaiti in the whānau, then some questions about the whānau as a whole.

This structure is repeated for all whānau in the table.

The survey will take approximately 40 minutes. Information entered will automatically save. We would appreciate you completing this survey in one sitting.

For us to receive your responses you will need to click the submit button at the end of the survey. The survey must be completed by **4 August**.

If you have any pātai, or need any assistance, please contact Case_Complexity_Survey@ot.govt.nz

Please note we will be linking your responses in the survey back to CYRAS data to make our measure of case complexity accurate. To identify the cases and tamariki you can refer to the case and tamaiti survey numbers within the table, identify the adjacent person and case IDs and look these up in CYRAS or Whiti.

Thank you for taking time out of your busy schedule to help with this important work.

Ngā mihi

Andrea Nichols

Director Social Work Strategy

Tari o Te Tumu Tauwhiro – Office of the Chief Social Worker

WHĀNAU SURVEY NUMBER	WHĀNAU NAME	TAMAITI NAME	TAMAITI SURVEY NUMBER	TAMAITI CYRAS_ID
WHĀNAU 1	Mouse	Mickey	WHĀNAU 1 TAMAITI 1	2345
WHĀNAU 1	Mouse	Minnie	WHĀNAU 1 TAMAITI 2	3456
WHĀNAU 2	Duck	Donald	WHĀNAU 2 TAMAITI 1	4567
WHĀNAU 2	Duck	Daisy	WHĀNAU 2 TAMAITI 2	5678
WHĀNAU 2	Duck	Dewey	WHĀNAU 2 TAMAITI 3	6789



Welcome to the Case Complexity Survey - we really appreciate you taking the time to participate.

This survey is part of a project that aims to understand and measure case complexity, to better understand and respond to workload pressures.

We have designed a statistical model that draws CYRAS information on various factors that may contribute to case complexity. Your answers in this survey will help us test how well this model works by obtaining your view on tamaiti and whānau complexity factors.

This survey is structured in the following way:

First, you will be asked about complexity factors relevant to tamariki and whānau that have been identified for this survey, and for whom you are allocated as a key social worker.

The tamariki within the survey are presented as TAMAITI 1, TAMAITI 2 etc. These numbers link to the tamariki identified in the email that contains the link to this survey. Please complete the survey questions for these tamariki in the order that they are listed in the table.

The whānau for each tamariki are similarly named whānau 1, whānau 2 etc. Again, these case numbers refer to the whānau identified in the email that contains the link to this survey. Please complete the survey question for these whānau in the order that they are listed in the table.

The survey is structured to allow for up to 9 tamariki per whānau, where there are less than 9 tamariki please select "there is no TAMAITI X in this whānau. "

Finally, you will be asked about your mahi and case complexity in general.

WHĀNAU SURVEY NUMBER	WHĀNAU NAME	TAMAITI NAME	TAMAITI SURVEY NUMBER	TAMAITI CYRAS_ID
WHĀNAU 1	Mouse	Mickey	WHĀNAU 1 TAMAITI 1	2345
WHĀNAU 1	Mouse	Minnie	WHĀNAU 1 TAMAITI 2	3456
WHĀNAU 2	Duck	Donald	WHĀNAU 2 TAMAITI 1	4567
WHĀNAU 2	Duck	Daisy	WHĀNAU 2 TAMAITI 2	5678
WHĀNAU 2	Duck	Dewey	WHĀNAU 2 TAMAITI 3	6789

→ For TAMAITI 1 in WHĀNAU 1 - what is your overall feel of complexity for this tamaiti?

→ For TAMAITI 2 in WHĀNAU 1 - what is your overall feel of complexity for this tamaiti?

→ For TAMAITI 3 in WHĀNAU 1 - what is your overall feel of complexity for this tamaiti?

↓
There is no TAMAITI 3 in this whānau

We will link your responses back to the tamariki and whānau you are referring to. We won't share your answers with others or identify you in the report we write.

To protect privacy of tamariki and whānau please avoid using identifying information such as names or iwi affiliation in the open-ended questions.

While you are completing this survey, please remember following:

- This survey will take approximately 40 minutes to complete.
- Information entered will automatically be saved.
- We would appreciate you completing this survey in one sitting.
- If necessary, you can exit this link and reopen it at any time to resume the survey.
- The survey must be completed in full and submitted by 20th September.
- If you have any questions or difficulties with accessing or completing the survey, please email Case_Complexity_Survey@ot.govt.nz

Thank you.

Social workers will have a different number of cases in this survey, so answering this question will set up the number of whānau they will be asked about. The maximum number of cases a social worker will be asked about is 8 cases, or 17 tamariki, whatever comes first.

In the email you received we have listed a number of whānau we wish you to complete the survey for. How many whānau groups are listed in your email?

The following survey questions will ask you about your experience with the individual tamaiti in each whānau, then it will ask questions about the whānau as a whole. This structure will be repeated for all whānau in the table in the email.

The next question starts off a set of questions about the first whānau provided in their email. Although we have used CYRAS data to extract information about the Whānau that they are working with, in case there was an error, a social worker can answer 'I do not work with this whānau' and the survey skips all questions about this whānau group and the tamariki within them and asks this same question about whānau 2.

Looking at WHĀNAU 1 using the case_id number under WHĀNAU 1 in the email. What type of social worker are you when working with this whānau?

- ☐ Key social worker
- ☒ Co social worker
- ☐ Other social worker type
- ☐ Supervisor
- ☐ I do not work with this whānau

The next question requests a general rating of complexity. If 'I don't know enough about this tamaiti' is selected, all questions about tamaiti 1 are skipped and questions about tamaiti 2 are asked. If a complexity rating is given, the below question about factors of complexity is asked. **These two questions are repeated for all tamariki in whānau 1.**

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For TAMAITI 1 in WHĀNAU 1 - what is your overall feel of complexity for this tamaiti?

- ☐ Not at all complex
- ☒ Somewhat complex
- ☐ Moderately complex
- ☐ Very complex
- ☐ Extremely complex
- ☐ I don't know enough about this tamaiti

For TAMAITI 1 in WHĀNAU 1 what complexity factors contribute to the rating you have given?

	Aspect not present	Doesn't contribute	Hardly contributes	Somewhat contributes	Strongly contributes
Disability (either diagnosed/assessed or suspected)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioural issues (e.g self-regulation and self-control)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health issues (either diagnosed or suspected)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol and drug use/abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience of abuse or neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Justice involvement or tamaiti is offending (10-13 yrs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous care and protection placement history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement instability (lots of movement between placements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report of concern history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance from tamaiti placement (e.g tamaiti is placed in a different region to you)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of suitable placement options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services unavailable to meet tamariki needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exclusion from Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialised placement or high level of supervision required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tamaiti in a Return/Remain placement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High level of coordination between multiple services needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other complexity factors may contribute to the rating you have given?

After all questions about tamaiti complexity have been asked about all tamariki in whānau 1, the next questions are as follows:

What is your feel of complexity for the whānau as a whole of WHĀNAU 1?

- ☐ Not at all complex
- ☐ Somewhat complex
- ☐ Moderately complex
- ☐ Very complex
- ☐ Extremely complex
- ☐ I don't know enough about this whānau.

Outside tamariki centered factors, what complexity factors are relevant to WHĀNAU 1?

	Aspect not present	Doesn't contribute	Hardly contributes	Somewhat contributes	Strongly contributes
Disability (either diagnosed/assessed or suspected)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parental/whānau mental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
History of family violence/family harm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of tamariki in whānau	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous care and protection history of whānau/siblings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for coordination with other social workers on case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for coordination with other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Siblings with differences in placement location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Siblings with differences in care and protection phase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of poverty, housing issues and unemployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gang involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Antisocial/intimidating/aggressive behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other factors of WHĀNAU 1 that may contribute to the rating you have given?

After the above questions are complete, the survey loops back to 'What type of social worker are you when working with this whānau?', asking this question about **whānau 2**. The survey continues, until questions about all whānau groups are completed.

Then the following questions are asked once:

The following questions will ask you about your experience with whānau in general.

In your experience, when working with whānau how often are the below statements true?

	Never	Sometimes	Often	Always	Don't know
The more tamariki in a whānau the more complex it is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When one tamaiti i in a whānau is complex, the case itself will be complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When tamariki in a whānau have vastly different needs, the whānau as a whole will be complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other comments you would like to make about the relationship between tamariki complexity and whānau complexity?

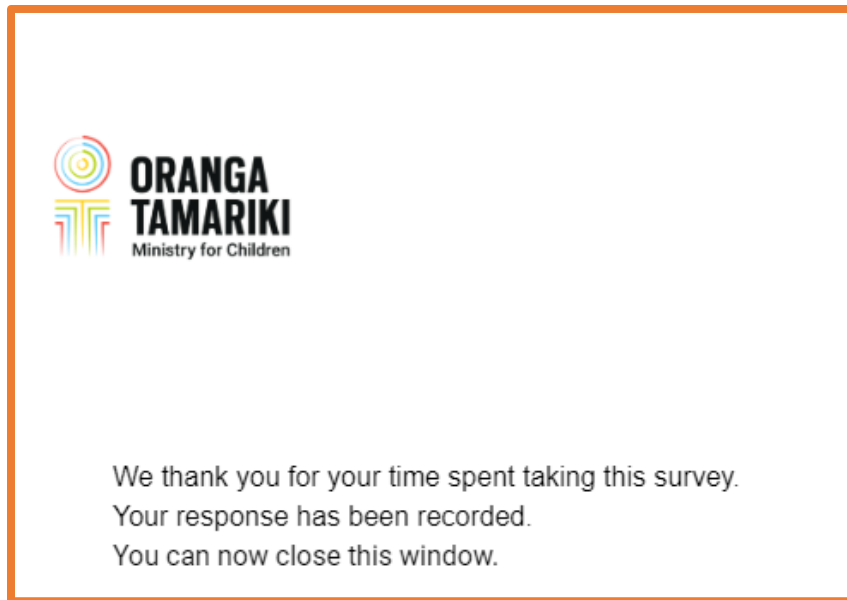
The following questions will ask you about your experience with your caseload in general.

In your experience, how much do the following factors or characteristics contribute to your ability to work with complexity?

	Doesn't contribute	Hardly contributes	Somewhat contributes	Strongly contributes	Don't know
Access to resources (placements, funding for therapeutic supports)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriate administrative resources (IT, vehicles, office space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to ongoing learning and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supportive team environment (coaching and mentoring, coworking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supportive management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear legislation, practice policy and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manageable caseload and workload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other factors that can influence the manageability of your caseload? If so, please tell us about them:

After this question, a notification is displayed:



This concludes the case complexity survey.