



When we share back with communities kawa

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It is important that we share our findings with the people we talk with

In our monitoring work we meet with two distinct groups, those that provide services to tamariki in care, and those who are recipients of these services. The agencies that provide services to tamariki are called service deliverers and include:

- monitored organisations: Oranga Tamariki, Barnardos, Open Home Foundation, and Dingwall Trust
- system agencies: any agency that provides a service to tamariki under the Oranga Tamariki Act, for example:
 - o health services
 - o schools and education services
 - o social services including iwi and Māori social services.

We also meet with the recipients of services who include:

- tamariki
- whānau
- caregivers.

When these groups share their experiences and perspectives with us as part of our monitoring work, it is important we share our findings with them. Sharing our findings:

- shows we have listened to and value what they have told us
- demonstrates our gratitude to those who shared their perspectives
- can help create positive system change at a local level.

We share our findings in a way that empowers people and communities

It is important we share our findings in a respectful way. We are transparent with what we share and want to empower communities and activate change. We acknowledge what is working well and are respectful with how we talk about the things that aren't. Our organisational values drive how we communicate our findings with others. Our values include:

- Kia Māia: we are brave, bold, capable and confident
- Manaaki: we show respect and care for others
- Kia Pono, Kia Tika: we are honest and genuine and do the right thing
- Kia Huritao: we are considered and reflective.

We share our findings in a way that works for people

The groups we share back with are diverse and our process for sharing back with them considers:

- how each group wants to receive the findings taking into consideration:
 - what is manageable for our organisation in terms of resources
 - what findings each group will receive
 - whether a conversation is required as part of sharing back with a group
 - the timeframes to share back.

The When we share back with communities kawa includes a table that provides detailed information about what, how, and when we share back with each group. There are also a range of communication tools available to assist us to share back with others.

We protect the privacy of people who have shared information with us

Whenever we share information with others, we must pay close attention to how we protect privacy. If sharing our findings risks identifying a person or a group of people, we will not be able to share the information. The Monitor's Privacy Check template supports us to share information in a way that protects people's privacy. You can also ask our Privacy Officer for help if needed.

When we share back with communities kawa

This kawa outlines the steps to take to share our monitoring findings.

- The timeframes for when we share back with communities starts from the last date of a monitoring visit.
- Follow the table that outlines the timeframes and options to share back with communities.
- When arranging a monitoring visit, confirm the date you will share back with Oranga Tamariki and the system agencies as part of the pre-planning and determine who will share back with these agencies.
- Before you share information with others:
 - complete the Monitor's Privacy Check template. The template should be used for all groups you share information with. The link to the template can be found in the Related Kawa and Tikanga section of this kawa
 - after you have completed the Monitor's Privacy Check template for tamariki, whānau, and caregivers, seek approval from the lead manager of the monitoring visit before sharing the information
 - after you have completed the Monitor's Privacy Check template for monitored organisations and system agencies, seek approval from the Chief Monitor before sharing the information.
- The completed Monitor's Privacy Check template needs to be saved in the Objective folder that relates to the community that was visited.

This table provides information about who, why, what, when and how we share back with others. Use your professional judgement to decide on the most appropriate option to share back with each group.

Who	Type of feedback	Timeframe after completing monitoring visit	How options	Take away resource options
Tamariki and rangatahi	A summary of what we heard from all tamariki and rangatahi within the area. A full NVivo analysis is not required.	Within 15 working days	Via connector or to them directly – email or postal delivery	– Tamariki certificate of participation – Tamariki Share Back tool
Whānau	A summary of key findings from the monitoring visit with a strong focus on: - Services and supports are working well for me. A full NVivo analysis is not required.	Within 20 working days	Via connector or to them directly – email or postal delivery	Whānau Share Back tool
Caregivers	A summary of key findings from the monitoring visit with a strong focus on: – Services and supports are working well for me. A full NVivo analysis is not required.	Within 20 working days	Via connector or to them directly – email or postal delivery	Caregiver Share Back tool
Monitored organisation	A full analysis of key findings from the monitoring visit with a focus on: – experiences of tamariki, whānau and caregivers – experiences of monitored agencies and system agencies – what is working well – what are the challenges A full NVivo analysis is required.	Within 25 working days of the visit	Where practicable, share back in person with the site. Other options to share back include: - audio/ visual link - phone - email or post A3 document	Monitored Organisation Share Back tool
System Agencies	A full analysis of key findings from the monitoring visit with a focus on: – experiences of tamariki, whānau and caregivers – experiences of monitored agencies and system agencies – what is working well – what are the challenges A full NVivo analysis is required.	Within 25 working days	- Where practicable, share back in person by way of a community hui. Other options to share back include: audio/ visual link - phone - email or post A3 document	System Agencies Share Back tool