



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

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7 AUG 2014

Leah Beaumont
fyi-request-1817-1ee7fbed@requests.fyi.org.nz

Dear Ms Beaumont

Thank you for your email of 16 July 2014 concerning the information stored and used by Child, Youth and Family. The Chief Executive of the Ministry of Social Development has asked me to respond on his behalf.

I would clarify that you did not need to make your request under the Official Information Act, as the information required to answer your questions is publicly available.

If you go to <http://www.cyf.govt.nz/about-us/who-we-are-what-we-do/information-for-media-backup.html> you will find statistics that have been collated for enquiries about numbers of notifications received, and the type of response required. You will also find information explaining the assessment and decision-making process, showing that social workers do not make decisions in isolation, and the range of steps involved in deciding upon a response to a case.

You can find more information about Child, Youth and Family's policy and practice on the on-line Practice Centre at <http://www.practicecentre.cyf.govt.nz/index.html>.

Owing to the nature of the information received by Child, Youth and Family, social work staff are required to be scrupulous in ascertaining whether or not claims concerning children and young people can be substantiated.

Under the Privacy Act 1993 any person has the right to ask to see all information Child, Youth and Family holds about them, and to request correction of that information. If a request for correction is made the information will be amended if possible or, if it is an accurate record of what was received from another party, a statement of the correction sought will be attached to the information as a permanent record.

If you have concerns relating to a specific case, I encourage you to make a formal complaint. The matter will then be investigated by someone qualified in social work who has not had involvement with the case. There is information about Child, Youth and Family's complaints process on-line at <http://www.cyf.govt.nz/about-us/our-service-commitment/index.html> that may be helpful.

Thank you, once again, for writing.

Yours sincerely

Rob Brown
General Manager
Office of Corporate and Governance