

We don't know what we
are getting ...or if it has
any value ...

“The government has made a significant investment in services for these vulnerable New Zealanders yet we don't know how effective these services are and we are still seeing poor outcomes” Budget 2016

Why social services collect data

▶ Reflective practice

- ▶ At both individual and organisational levels

▶ Organisational management

- ▶ Reporting performance to governance
- ▶ Demonstrating you have achieved those things you received funding for - and hopefully getting more funding in the future

▶ Social justice

- ▶ Support changes in policy and process
- ▶ Advocate for structural change

Why does government want ICLD?

MSD SAYS:

- ▶ ICLD will help us understand who is using the programmes and services we fund and what impact those programmes and services are having
- ▶ help us better understand the needs of clients, and the types of services that are likely to work
- ▶ better identify target groups of programme and service users and understand if a programme or service is effective

► Here's what the Minister said on Radio NZ Anne Tolley,
Radio NZ 04/06/2017 - after the release of the Privacy Commissioner's Report



Key Points from Minister

- ▶ “... I absolutely agree if we were only looking at the effectiveness of the programmes anonymised data can do that ... if that was all we were looking for I agree with him that (anonymised data) would be fine
- ▶ ... in order to make sure we have coverage, that there is no duplication and no gaps we need to know who those NGOs are working with... the NGO will tell us who they are working with so we can make sure there’s not 5 NGOs working with the family “

Watershed moment?

- ▶ **From:-** Community-based services reaching communities, addressing local need as they find it in their communities
- ▶ **To:-** Individually based services, meeting individual need when specific criteria are met

- ▶ **From:-** Highly trusted community organisations delivering confidential support to their communities
- ▶ **To:-** Quasi government agencies delivering specified services to targeted individual “customers” and reporting, who they are and what their needs are, to government