

How we note take tikanga

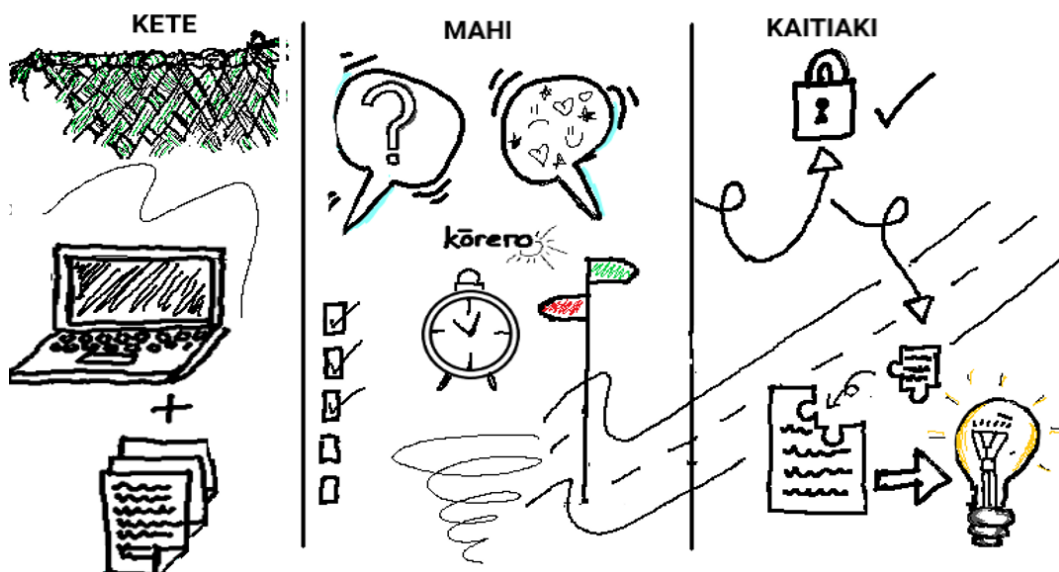
Purpose

The purpose of this tikanga is to support our monitors when note taking during a monitoring hui. Note taking during a monitoring hui records the kōrero of our participant(s) and identifies who said what. Knowing who was speaking is critical for when we are coding our notes in NVivo and when we are analysing for our reports and sharing back.

Our mahi as a note taker

- Record standard information to help us identify cohorts
- Record questions and responses
- Prepare notes for coding.

NOTE TAKING



How we prepare for note taking

All notes must be captured on your laptop (HP Dragonfly)¹. There are two programmes loaded onto your laptop approved to use, 'Microsoft Word' and 'One Note'.

Note headers

Standard information is recorded at the top of your notes and note headers are used for each of the groups we speak with. Note headers become critical after the interview when you are coding your notes. While some of the note header information may not be available until you begin a hui, populate as much as you can beforehand.

In group hui, use these the note headers to allocate numbers to different people, so we can use these to track who said what.

Examples can be found at the end of this document.

Protecting personal information

Before your hui you may be able to record some information about the people you are engaging with. To protect their identify you must use the following abbreviations:

- M for Māori
- PP for Pacific Peoples
- MP for Māori/Pacifica
- NM for non-Māori
- D for disability (self-identified or as identified by connectors etc)
- YJ for Youth Justice
- H for Health
- E for Education
- P for Police
- OT [site name]

¹ Set up guidance is provided in Objective

How we note take for our monitoring hui

During the monitoring hui record all questions and responses to give context to the kōrero. It's important not to record your own perspective and bias of how you see behaviour or emotion during the hui.

The note taker supports the kōrero and asks questions to make sure all the areas have been covered during the conversation. The note taker:

- records only what is said, focusing on key points in relation to the prompts and outcomes
- uses first person language - this allows for the note taking to be precise when participants are providing their kōrero e.g. I, my, we, us
- captures words and language the participant/s is using. Capturing this reduces the risk of us unintentionally adding our interpretation to their kōrero
- records comments from participants about use of their information.

Using quotes and using square brackets

It is important during our note taking that we capture some quotes to directly relay the words of the participant when we share back to the community and monitored agencies. This is how we care for the voices of our participants.

Using Quotes ""

When you capture quotes that we might want to use in our reports, identify this by using quotation marks during the hui. You can ask the participant to repeat or clarify what you have captured is correct and advise them that you want to record it as a quote.

Using square brackets []

After the hui, if you find a quote is not comprehensive and you are unable to clarify with the participant, then you can add additional words to give context to the quote. The additional words must have square brackets to identify the amendment.

e.g. "I went down there to play" and "I went down there [the park] to play"

What we do after the kōrero

We tidy our notes to get them ready for analysis

As soon as practicable after the hui, we tidy our notes to get them ready for analysis. This means we only keep information that will help us to analyse what is working well in the care system and what needs to improve.

We remove any information that is not relevant to the purposes of our current monitoring (for example, if something was recorded that is outside the scope of the National Care Standards). We remove the names of people. We keep kaimahi role titles and names of iwi/Māori organisations/agencies/schools/health care providers so we can analyse the information we have gathered accurately and find themes across different groups. You will find a *Guide for how we tidy our notes* at the end of this document to help you decide what to keep, and what to change.

While we keep specific identifiable information in our notes for analysis purposes, information we release publicly (for example, sharing back reports or annual reports), undergoes a privacy check to make sure published documents do not identify any individuals that do not want to be identified.

Please refer to the Caring for Data and Information Handbook for more information on keeping the privacy of the people we kōrero with.

Saving your notes

Save your 'tidied notes' into Objective in the visit folder with the following name convention, to provide the unique identifier for each visit:

[Code] [Place] [Cohort] [Agency] [Monitor names] for example:

[TM01M22] [Taranaki] [Rangatahi] [OHF] [Keegan Shelley]

[CA32M22] [South Canterbury] [Monitored Agency Staff] [OHF] [Awhina Keegan]

[CA44M22] [South Canterbury] [System Agency] [Education] [Keegan Shelley]

Now that the notes have been saved, continue to make any clarifications, and add context. This is now the working document used for coding.

Delete any other version of the notes.

Note header examples

Tamariki and rangatahi

- Unique Identifier: WHK03M22
- Location: Whakatane
- Date and time: 12/05/2022 6.00pm
- Type of Hui: kanohi ki te kanohi
- Cohort: Tamariki/Rangatahi
- Number of Participants: 2 (*note, these are then individually broken down by ethnicity, gender, age, and whether a disability is identified by the tamariki, rangatahi or connector*).
 1. Māori, Female, 12, No Identified Disability, Ngai Tahu
 2. Māori, Female, 6, Identified Disability, Ngati Maniapoto/Waikato-Tainui
- Caregiver type: Whānau Caregiver (or Non-Whānau Caregiver)
- Agency who holds custody: Open Home Foundation
- Agency who has day to day care: Open Home Foundation
- Facilitator/s: Tom Smith
- Note taker/s: Rachel Brooks

Whānau

- Unique Identifier: WHK03M22
- Location: Whakatane
- Date and time: 12/05/2022 6.00pm
- Type of Hui: In person
- Cohort: Whānau
- Number of Participants: 1 (*note, we then break this down by ethnicity and gender*)
 1. Māori, Non-binary, Ngati Kahungunu
- Tamariki connected to whānau member(s): 1 (*note, we then break this down further by ethnicity and whether a disability is identified by the whānau member or connector*):
 1. Māori, No Identified Disability, Ngati Kahungunu
- Monitored Agency: Open Home Foundation
- Connector Agency: Ngati Awa Social Services
- Facilitator/s:
- Note taker/s:

Caregivers

- Unique Identifier: WHK03M22
- Location: Whakatane
- Date and time: 12/05/2022 6.00pm
- Type of Hui: In person
- Cohort: Caregivers
- Caregiver Type: Whānau Caregiver (or Non-Whānau Caregiver)

- Number of Participants: 2 (*note this is then broken down further by ethnicity and gender*)
 1. Māori/Non-Māori, Female, Ngati Toa
 2. Māori, Male, Ngati Toa
- Tamariki in care of caregiver/s: 2 (*note, we then break this down by ethnicity and whether a disability has been identified by the caregiver or connector*)
 1. Māori, No Identified Disability, Ngai Tahu
 2. Māori, Identified Disability
- Monitored Agency: Open Home Foundation
- Facilitator/s:
- Note taker/s:

Monitored Agencies

- Unique Identifier: TGA03M22
- Location: Tauranga, Ngā Parirau site
- Date and time: 01/06/2022 10.15am
- Type of hui: Group kanohi ki te kanohi
- Cohort: Monitored Agencies
- Agency: Oranga Tamariki
- Number of participants: 7
- Roles:
 1. Site Manager Rotorua
 2. Site Manager Whakatane
 3. Practice Lead
 4. Care Supervisor
 5. Supervisor Services to Children and Families
 6. Kairaranga-ā-whānau
 7. Caregiver Supervisor
- Facilitator/s:
- Note taker/s:

Iwi/Māori or Agency – single agency hui

- Unique Identifier: TGA03M22
- Location: Tauranga
- Date and time: 01/06/2022 10.15am
- Type of Hui: Virtual Group
- Cohort: Iwi/Māori
- Agency: Ngati Awa Social Services
- Number of participants: 3
- Roles:
 1. Public Health Nurse
 2. Gateway Coordinator
 3. Family Violence / Child Protection Co-ordinator

- Facilitator/s:
- Note take/s:

Iwi/Māori or Agency – multi-agency hui

- Unique Identifier: TGA03M22
- Location: Christchurch
- Date and time: 01/06/2022 10.15am
- Type of Hui: Group kanohi ki te kanohi
- Cohort: Iwi/Māori and agencies
- Number of participants: 15
- Agency: Ngati Awa Social Services 4
- Roles:
 - 1 Tumu Whakarae
 - 2 Early Education teacher
 - 3 Whānau liaison
 - 4 Children's Team Lead
- Agency: Police 4
- Roles:
 - 5 Child Protection Detective
 - 6 Frontline Officer
 - 7 Youth Aid Rangiora
 - 8 Youth Aid Rangiora B
- Agency: Child, Adolescent and Mental Health 2
- Roles
 - 9 Child Psychologist
 - 10 Family Therapist
- Agency: Hapu Ora 5
- Roles:
 - 11 Public Health Nurse A
 - 12 Public Health Nurse B
 - 13 Public Health Nurse C
 - 14 Gateway Coordinator
 - 15 Family Violence / Child Protection Co-ordinator

Guide for how we tidy our notes

This...	... becomes this	Note
Matua David	[Teacher aide]	We never keep personal names recorded.
Bradley	[rangatahi]	We never keep personal names recorded.
Ngāpuhi student study group	Leave as Ngāpuhi student study group	So we can tell Ngāpuhi who we have spoken to from Ngāpuhi
Ngāpuhi Health Services	Leave as Ngāpuhi health services	As above
Rotorua OT site	No change	We can redact during publication if required
Wellington College	Wellington College	We can redact during pre-publication
Names of organisations that that agencies are working with e.g. Well Stop, OHF, CCS disability, Ngati Awa Social Services, Ngai Tahu	No change	We can redact during pre-publication
Small community name e.g., Taihape	Taihape	We can redact during pre-publication
Large community name e.g., Auckland	No change	We can redact during pre-publication
Sarah	[Rotorua OT Social Worker]	
"I can't see mum without nan because of what happened with my brother when she threw him out the window"	Becomes "I can't see mum without nan because of what happened with my brother [sensitive details around incident redacted]"	We can redact during pre-publication

Date of approval	
Date of next review	
Approved by	

Version	Version notes	Date version approved