

Community wellbeing

The organisation provides services which reflect the principle that the welfare and interests of the child or young person are first and paramount and where the wellbeing of all is upheld.

- 1. The organisation provides services in a manner consistent with [section 4A](#) of the Oranga Tamariki Act 1989, where services reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration.**

Guidance:

The organisation will provide services in a manner consistent with section 4A of the Oranga Tamariki Act 1989.

The organisation will demonstrate that child protection policies and procedures are in place describing positive and preventive approaches to behaviour management and how to minimise the need to use protective behaviour management, including:

- children/young person's assessments to determine the need for behaviour support and management interventions
- a behaviour support plan
- interventions that may or may not be used
- relating to preventing, recognising, responding to and reporting child abuse
- for identifying any safety concerns or risk to the child or young person at the time of intake and for these concerns and risks to be regularly assessed
- for consulting with children/young people and their family/whānau
- when assessing needs, developing client plans and providing services or programmes.

Other information may be contained in:

- the organisation's Children and Young Persons' Charter outlining children/young person's rights. Development of a children and young persons' charter should be based on the United Nations Convention on the Rights of the Child (UNCROC)
- publications relating to positive behaviour management
- programme and service rules including a rewards and consequences system for positive behaviour management
- children/young person's satisfaction surveys and programme evaluations
- consultation with children/young people when developing initiatives; for example, a children's/young people's forum.

A child/young person's file will include evidence that:

- the child/young person has participated in the intake, assessment and planning processes, and has received explanations and relevant information
- the child/young person has participated in developing the plan; this will be indicated by the child/young person's signature or the signature of the parent or guardian when appropriate
- assessment includes identifying any risks to the child/young person and a related safety plan
- the complaints procedure has been explained to the child/young person

- the child/young person's complaints have been responded to and their views have been listened to.

Staff files will contain evidence that:

- staff are trained in children/young people's complaint processes, health and safety, and positive approaches to behaviour needs
- staff and caregivers attend supervision sessions
- the caregivers' training programme includes behaviour management, child/young person complaint procedures, abuse prevention, and health and safety
- the staff induction programme provides staff with guidance on how to manage the risk of any unwarranted allegations of abuse.

2. The organisation has a process for dealing with allegations of abuse and situations that raise concerns about the safety of a client or associated community member.

2.1. The process specifically includes guidelines on how the organisation makes referrals under [section 15](#) of the Oranga Tamariki Act.

Guidance:

Policies and procedures will describe:

- the organisation's processes for dealing with allegations or situations that raise concern about the safety of a client or associated community member
- actions staff must take, including consultation with management and supervisors, recording and reporting
- the process for reporting cases of harm or suspected harm to an appropriate agency, including the New Zealand Police
- processes for recording issues of concern and notifications made, such as an incident register.

Section 15 of the Oranga Tamariki Act states: "Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to the chief executive [of Oranga Tamariki] or [the New Zealand] Police."

Section 19 of the Act outlines the process for organisations making referrals to a care and protection coordinator, and specifies the information that must be presented.

The policy and procedures relating to child protection will specifically describe:

- processes to ensure children/young persons who use the organisation's services know who to contact, and are supported to make contact in the event of harm or threat of harm
- the organisation's processes for dealing with allegations or situations that raise concern about the safety of a child/young person, including allegations against staff or volunteers (including caregivers)
- actions staff must take, including consultation with management and supervisors, recording and reporting
- the process for reporting cases of harm or suspected harm to Oranga Tamariki and/or the New Zealand Police
- the process for recording issues of concern and notifications made, such as an incident register, child abuse file or child at risk register.

Documentation on file will include an acknowledgement of receipt of notification from Oranga Tamariki and follow-up information.

3. The organisation promotes awareness of the unacceptability of abuse, ways in which abuse may be prevented, the need to report all cases of abuse and how to respond to all types of abuse. Abuse includes physical, emotional or sexual harm; ill-treatment; neglect or deprivation, either passive or active.

Guidance:

The organisation will demonstrate that it promotes awareness of and the unacceptability of abuse. Evidence may include:

- publications such as posters and brochures promoting the unacceptability of abuse of children, elderly or other vulnerable people
- publications such as posters and brochures promoting the unacceptability of family violence
- strategies for behaviour management, anger management, and positive parenting choices
- information on people's rights and on how to report and/or respond to abuse
- education programmes that focus on positive parenting, positive behaviour management, feeling safe and keeping safe
- links with other agencies such as New Zealand Police, Oranga Tamariki and non-government organisations working to prevent child and family abuse.

Client files will contain evidence that:

- the client has been advised that when there are concerns about abuse and neglect, staff will report and respond to their concerns
- the client understands the information or explanations given by signing a declaration, for example.

Staff files will contain evidence of:

- staff induction training on the organisation's process for abuse prevention and reporting
- staff training on the recognition of and responses to the signs of abuse.

Evidence of ongoing focus on the need to prevent and respond to cases of abuse of children, the elderly and other vulnerable people may be contained in:

- minutes of staff meetings where information on abuse is refreshed/updated
- documentation on file of reports of, and responses to, concerns about abuse and neglect
- staff training registers
- safety planning in client files, including assessments
- notes of clinical or internal supervision meetings
- notes from case conferences or multidisciplinary meetings
- notes of meetings and discussions with other agencies involved with the person; for example, Plunket, pre-school educators, schools, doctors, health providers, or Oranga Tamariki.

4. The organisation promotes awareness of where a conflict between the needs of a client and others might arise, and uses a process to respond to such conflicts.

Guidance:

Where relevant, the organisation will demonstrate that:

- there is a documented process outlining how the organisation will respond to a conflict between the needs of a client and others
- staff are trained in how to identify and respond to a conflict between the needs of a client and others, such as their carer or supporters
- clients, and their carers or supporters, are made aware of this process at intake.

5. The organisation has a procedure to identify clients who may have limited ability to give informed consent. This procedure ensures that such clients are able to exercise the ability they have to the fullest extent possible.

Guidance:

The organisation will demonstrate that it has a process for gaining consent which it uses in situations when a client is permanently or temporarily unable to give informed consent.

The evidence will include:

- the criteria used to determine the extent to which a client is able to give consent
- who will be consulted as part of the process
- the legal basis and requirements for decision-making
- how the process will allow the client to participate in the decision-making
- how the process will be documented
- a procedure for reviewing decisions.

6. When it is confirmed that a client has limited ability to give informed consent, the organisation acts appropriately. For those organisations that must comply with the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, this will mean following the principles of Right 7.

Guidance:

When an organisation is providing services to clients with limited ability to give informed consent, it will involve those who care for and support the client.

The induction and ongoing training of staff and volunteers will include how to work effectively with clients who have limited ability to give informed consent.