

New Zealand Government

# MSD Specialist Accreditation Standard: Care Services

## Level 1

### Introduction

As part of a quality assurance role, the New Zealand Government has established the Social Sector Accreditation Standards to ensure organisations who deliver social services have the capacity and capability to deliver quality services against a consistent set of standards.

The Ministry of Social Development (MSD) uses the Social Sector Accreditation Standards at the appropriate level and any relevant specialist standard to assess providers. Any organisation delivering care services under the Children, Young Persons, and Their Families Act 1989 (CYP&FA) is required to meet the MSD Specialist Accreditation Standards: Care services, along with the Social Sector Accreditation Standards at Level 1 and any other relevant specialist standard.

## Care services

The organisation ensures that all placements meet the full range of needs of the child or young person and follow the requirements of the Children, Young Persons, and Their Families Act 1989 (CYP&FA).

### 1. Iwi or Cultural Authority appoints a Convenor; Child and Family Support Service appoints a Director of Service.

#### Guidance:

Iwi or Cultural Authority appoints a Convenor, and a Child and Family Support Service appoints a Director of Service to meet the requirements of the CYP&FA.

The following documents will state the designation as director or convenor:

- director's or convenor's job description

Documents the organisation may have in place to demonstrate they can meet the standard include:

- organisational structure chart indicating director/convenor
- minutes of governance meeting appointing director/convenor.

### 2. All information on children or young people's files must be completed prior to acceptance.

#### Guidance:

Prior to completing the requirements of the Social Sector Accreditation Standard: Client services and programmes, the provider will gather the following information where relevant:

- background, history and family/whānau details
- social worker information and emergency contacts
- a copy of the court order (or similar document) providing details of the child or young person's legal status, or copy of Youth Court order
- needs strengths and risk assessment
- offending profile
- substance misuse
- suicide screen
- family group conference (FGC) plan
- health, wellbeing and special needs
- school details, including level of educational attainment and school exemption, if applicable.

**3. The organisation ensures that the environment meets the child or young person's assessed needs and takes into account the right of the child or young person to privacy, a sense of security and belonging.**

**Guidance:**

Policies and procedures will cover:

- custody and guardianship issues
- contact with family/whānau and significant others
- environmental needs which reflect the United Nations Convention on Rights of the Child (UNCROC)
- rights to access everyday activities, eg internet usage or sport and recreational activities
- heating, bedding and sleeping arrangements
- absconding, including appropriate timeframes for reporting to the New Zealand Police or Child, Youth & Family social worker
- managing, recording and reporting serious events
- medication storage, administration and recording
- the use of de-escalation techniques and the prohibition of the use of force, withholding of food or emotional punishments.

The organisation will demonstrate:

- the environment is family like, gender and age appropriate
- the child or young person has been orientated to the care environment
- a written acknowledgment that the child or young person has been informed of, and understands, their rights
- a full and up-to-date care plan that meets the physical, emotional, spiritual, recreational, cultural and educational needs of the child or young person
- the organisation consults the child protection agency prior to making changes to the care plan
- regular (at least every two months) face-to-face visits by the relevant child protection agency with the child or young person.

**4. The organisation selects appropriate caregivers/staff.**

**Guidance:**

Policies and procedures will be in place relating to selecting a suitable caregiver for the child or young person, including the qualifications, skills and experience required to work as a caregiver/staff member of the service.

Evidence of caregiver suitability will include:

- Police vetting and Child, Youth and Family background checks (CYRAS) every three years throughout the placement
- reference and qualification checks
- training undertaken by the caregiver
- medical checks
- specific skills and strengths of the caregiver

**4.1 Unless an exemption is held, an organisation does not engage any caregiver who has a conviction for a specified offence under schedule two of the Vulnerable Children Act 2014.**

- interviews with the potential caregiver and their family, which take place in the family home and are carried out by a qualified and suitably experienced social worker
- confirmation that the caregiver and household members over the age of 17 have been fully vetted, through police and CYRAS vetting, and are safe to care for, or live with, children and young people
- home environment is family like, gender and age appropriate
- heating, bedding and sleeping arrangements are appropriate
- their ability to accept responsibility for a new family member.

Evidence will include an exemption received from the Government.

**5. The organisation matches the child or young person with the appropriate placement/caregiver.**

**Guidance:**

Records demonstrate caregivers are selected on the basis of their ability to meet day to day or additional and specific needs of the children or young people.

Evidence may include:

- details of the process used to match the child or young person to the caregiver
- identification of initial and on-going support required, including clothing, bedding and behavioural strategies
- arrangements for continuing schooling of all school-age children and young people.

Residential facilities will ensure that the safety and emotional wellbeing of all young people is considered when making a placement decision.

The organisation can demonstrate that:

- it has investigated those members of the family whānau, hapu and iwi who may be appropriate to provide care
- where an emergency placement has been made, efforts are made to locate family, whānau, hapu and iwi as soon as possible for the purpose of an ongoing placement
- potential family, whānau, hapu or iwi caregivers are fully assessed prior to their being accepted as a caregiver.

**5.1 All services ensure that children or young people in their care are placed with their family/whānau/hapu/iwi whenever possible.**

## 6. Caregivers/staff are supported to provide a safe and secure placement.

### Guidance:

Caregivers/staff have relevant information and understand their responsibilities.

In addition to the organisation meeting the requirements of the Social Sector Accreditation Standard: Staffing, evidence may include:

- caregivers/staff have a copy of the child or young person's care plans and the Charter for Children & Young People
- daily activities are recorded
- formal arrangements for services and support are in place and include:
  - health, dental, mental health, disability advocacy groups, eg service agreements
  - provision of specialist programmes or services, such as drug and alcohol programmes, stopping violence programmes and work placements
- emergency management plans are in place
- all payments specified under section 363 of the CYP&FA are made to the caregiver
- agreement is in place as to how the placement will be monitored and supported on an ongoing basis
- contact with the child or young person's whānau/family is maintained
- regular, formal reviews of the placement take place and include the family group and all members of the household
- behaviour management and support plan is in place including house rules, behavioural expectations, reward systems and acceptable consequences
- incident reporting and investigation processes are in place.

## 7. The organisation ensures that any residence or group homes are adequately staffed and resourced.

### Guidance:

Documentation relating to the following will be available:

- risk assessment and management processes that clearly identify the number of staff required to be on duty at any time to provide safe and effective care
- staff rosters confirming that staff numbers on each shift are maintained in accordance with the ratios identified in the risk assessment
- arrangements are in place for any primary caregiver/s to have regular breaks and days off
- back up caregivers are available and on call in case of illness or emergencies for the primary caregivers
- all caregivers/staff are provided with adequate levels of supervision and support.