



Catholic Social Services

POLICIES AND PROCEDURES

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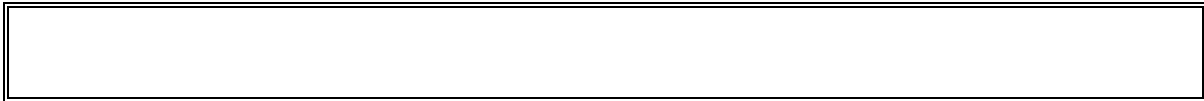
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1 Legal Status

Catholic Social Services is an agency of the Roman Catholic Diocese of Dunedin. The Roman Catholic Bishop of Dunedin is deemed to be a Corporate Sole by Act of Parliament. The agency is therefore in the nature of a Charitable Trust. The agency provides professional social services.

2 Mission Statement

Catholic Social Services will respond to families throughout Otago and Southland, especially those most in need, by utilizing the resources of parish communities and professional services to provide empowering and healing care, through the love of Christ.

Guiding Principles

A professional Social Service accessible to all

- delivered with cultural sensitivity
- in a client centred way
- to those in need who are least resourced
- based on Catholic Social Teaching incorporating Gospel concepts of social justice, compassion and equality.

3 Principle of Paramount Consideration

Catholic Social Services is committed to the care and protection of children and young people. Such a commitment means that the interests and welfare of the child is given prime consideration when any decision is made about a child or young person

4 Statement on Commitment of Catholic Social Services to honouring the Treaty of Waitangi

Catholic Social Services Dunedin is committed to honouring The Treaty of Waitangi by:

- 1 Taking steps to implement more fully the implications of the Treaty of Waitangi.
- 2 Operating in a bicultural way where possible.
- 3 Working alongside Maori, if so negotiated, in partnership.
- 4 Regularly reviewing the implementation of the above.

PROGRAMMES AND SERVICES

Currently, in order to achieve its mission, Catholic Social Services offers an integrated Family Services Programme to individuals and families who are in need and who are least resourced. The Programme consists of four major components.

- General social work assistance for families and individuals in difficulty.
- Programmes targeted at child/parent education and support needs along the developmental pathway.
- Counselling for individuals and families
- Parish/community development

CLIENTS

Catholic Social Services provides its services to individuals, couples and families of all ages, cultures and beliefs. Preference is given to those in need who have least resources. Most referrals to the agency are self-referrals. Other referrals are made by family, other professionals and agencies, Child Youth and Family, and the health sector.

DESCRIPTION OF SERVICES

1 SUPPORT OF FAMILIES AND CHILDREN

- A professional social work and counselling service which involves advocacy and support for families experiencing difficulties; finance, accommodation, health, and unemployment and its related effects.
- Solution Focussed Social Work support and counselling for families and individuals.
- Counselling for people experiencing: relationship difficulties, unsupported pregnancy, parenting alone, and other emotional difficulties.
- Counselling for both men and women, who may be victims of violence and sexual abuse, or suffering from depression, anxiety, or other difficulties.
- Practical assistance: material aid.

2 ADULT ADOPTION counselling under the Adult Adoption Information Act 1985.

3 SUPPORT AND EDUCATIONAL PROGRAMMES

3.1 Birth Support Group: Support and education for young unsupported pregnant women, involving education for health, social skills, parenting skills.

3.2 ABC Club: Support and educational modules for young women parenting alone and their children involving parenting skills, creative learning, communication, parenting alone, budgeting and self-development.

3.4 Parent Education: Six to eight week parenting courses which aim to encourage positive, respectful and healthy relationships in families. The courses are targeted to parents of pre-school, primary school and secondary school children with opportunities to explore a range of strategies in a participatory group setting.

3.5 Being There: A four week course for parents with limited child contact.

3.6 Seasons for Growth :Groups for children and adults-For those who have experienced loss of a significant person.

3.7 “Game On” : A six week group specifically for dads, providing support for fathers who want to maximise their relationships with their kids

3.8 Otago/Southland Outreach :Counselling and Social Work services in Central Otago and Counselling in Oamaru and Balclutha

4 VOLUNTEERS

Volunteers are involved with ABC Club and as tutors for parenting education.

Area Served

Roman Catholic Diocese of Dunedin

Services are targeted at Dunedin, its wider environs, Southland, Oamaru Central and South Otago

GOVERNANCE

1. The Roman Catholic Diocese of Dunedin is led by the Roman Catholic Bishop of Dunedin. Catholic Social Services is an agency of the Roman Catholic Diocese of Dunedin and is the professional social services agency of the Diocese.
2. The Bishop delegates authority to a Board of Management who in turn delegates authority to the Director of the Agency.
3. The powers and authority delegated by the Bishop to the Board of Management are specified in a constitution.
4. The Bishop ensures that the agency is governed by people with appropriate skills, qualifications and personal qualities by:
 - Receiving names of potential Board members from the Board and Director in accordance with a process set out in the constitution.
 - And ensuring that
 - Every potential Board member will undergo a police check.
 - No appointment shall be made until the police check has revealed that the potential Board member has no convictions for:
 - Sexual crimes
 - Offences involving the harm or exploitation of children
 - Crimes of violence against the person
 - Dishonesty

A written mandate detailing the role and expectations of a Board member is given to each member at their appointment.

5. The powers and authority delegated to the Director by the Board of Management are specified in the Constitution and in greater detail in the Job Description of the Director.

6. The Director is accountable to the Board of Management.

MANAGEMENT STRUCTURE

- 1 The Roman Catholic Diocese of Dunedin is led by the Roman Catholic Bishop of Dunedin. Catholic Social Services is an agency of the Roman Catholic Diocese of Dunedin and is the professional social service agency of the Diocese.
- 2 The Bishop delegates authority to a Board of Management who in turn delegates authority to the Director of the Agency.
- 3 The powers and authority delegated by the Bishop to the Board of Management are specified in a constitution.
- 4 The powers and authority delegated to the Director by the Board of Management are specified in the Constitution and in greater detail in the Job Description of the Director.
- 5 The Director is accountable to the Board of Management.

FINANCIAL MANAGEMENT

The Board of Management appoints a Treasurer who

- Prepares, in consultation with the Director, an annual budget for approval by the Board.
- Presents an annual statement of projected income and expenditure to the Board of Economic Management of the Roman Catholic Diocese of Dunedin
- Ensures that proper books of account are kept by the Agency and submits annual accounts for audit. Each accounting period shall end on 31 December or as directed by the Treasurer.
- Reports on a regular basis to Board and Staff.

Catholic Social Services' Board of Management have appointed a firm of accountants who provide payroll and accounting services for the agency and who have an overview of the Agency's financial affairs.

The accountants present monthly financial statements to the Board and report using a cost centre approach to enable accurate tracking of income and expenditure for each service offered by the agency.

The Board of Management delegates responsibility to the accountants for the preparation of a financial report which gives a true and fair view of the financial position of the entity as at 31 December (or the date deemed by the Treasurer to be the end of the financial year) and of the results of operations for the year ended.

The Board of Management appoint auditors, annually, who prepare an audit report in accordance with generally accepted auditing standards in New Zealand. Other than in their capacity as auditors they will have no relationship with or interests in Catholic Social Services.

It is the auditor's responsibility to express an independent opinion on the financial report presented by the Board of Management and report their opinion.

The audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial report. It also includes assessing:

- the significant estimates and judgements made by the Board of Management in the preparation of the financial report, and

- whether the accounting policies are appropriate to the entity's circumstances, consistently applied and adequately disclosed.

The auditor's opinion and the audited accounts are available for scrutiny by the public when the annual report of Catholic Social Services is published.

Internal Controls

All payments are approved by the Director . The usual practice is that cheques are prepared by the Administrator. Cheques require two signatures. The Administrator is not a signatory.

All incoming moneys are recorded and receipted by the Administrator.

A petty cash system is operated with a maximum float of \$50. Receipts are required for all items purchased. A book system is maintained and balanced prior to the withdrawal of the next cheque.

A summary of staff time sheets is faxed each week to the accountants who record and track all staff holiday and sick leave entitlements.

Monitoring

As part of its ongoing commitment to the continual improvement of its services, Catholic Social Services will ensure that all services provided in its name will be regularly monitored and evaluated. In addition it will also ensure that the systems and procedures utilised by the agency are subjected to regular review.

The Board

The Board meets not less than ten times each year and requires reports from the Director at each of its meetings. The Director attends monthly Board meetings and ensures that at the meetings Board members are kept fully informed of matters affecting the Agency. The Director provides the Board with a monthly written report on the working of the Agency and recommendations for the future. The Director is responsible for preparing a Business plan annually which is monitored in its implementation by the Board. The Board and Director are responsible for producing an annual report of the agency's activities

Management

The Director

The Director has overall responsibility for the monitoring of the agency's policies, practice, procedures, and systems. The Director guarantees quality and ensures

that methods are in place to provide ongoing evaluation. The Director ensures that data is recorded accurately and that information derived from monitoring and evaluation procedures is used to minimise weakness, improve service and plan future strategy and development

The Director or Supervising Social Worker

is responsible for:

- supervising the ongoing evaluation of goals and objectives to ensure the agency is meeting the needs of the clients.
- for offering administrative supervision and support
- ensuring the Social Work and Counselling team are trained and appraise their performance.
- for monitoring work loads, and deploying staff resources to acknowledged work priorities.
- providing the Director with regular reports on work undertaken.

MANAGEMENT SCHEMATIC

BISHOP

BOARD OF MANAGEMENT

Director

Policy
Strategy
Day to day management
Finance
Fundraising
Monitoring

Programmes
Evaluation
Practice issues
Training
Administrative
supervision

CODE OF ETHICS AND PRACTICE

Catholic Social Services believes in promoting the highest ethical standards within both its Board of Management and its staff. Board members, staff members, practitioners within Catholic Social Services come from a variety of disciplines, some of which have their own code of ethics. The following Code complements and is in addition to those codes.

Individual Integrity

Staff and Board Members maintain high standards of personal integrity, seeking to embody the mission statement of Catholic Social Services. They model healthy relationships within the organisation and contribute to the building of the caring community that is Catholic Social Services.

Professional Competence

Catholic Social Services takes responsibility for the ongoing professional development and training of its staff. A healthy working relationship is an essential part of successful intervention. All services are to be delivered with cultural sensitivity seeking advice wherever necessary. Agency staff are aware that the helping relationship gives the practitioner a certain responsibility and power. Any exploitation of this position or oppression of the client is unethical. Sexual activity between client and practitioner is considered inappropriate and unethical.

The physical, psychological and spiritual wellbeing of the client is of the utmost importance, and the best interests of the client must be served, while recognising the precedence, at all times, of the Principle of Paramount Importance. Catholic Social Services personnel strive to provide excellent services to their clients which leave provider and client with a sense of satisfaction and of mutual benefit.

Staff are aware of the limits of their competence and confine their work within these limits.

Personal Accountability

Board and staff take full responsibility for the services they provide and commit themselves to pursue their professional development in order to maintain and extend their professional skills. Staff seek supervision and peer support appropriate to their work load.

Quality of the Working Environment

Staff and board aim to create a working environment where the individual is respected, supported and valued. A positive atmosphere is maintained where a commitment to learning and to open honest communication is valued.

Conduct

The conduct of staff and of board members should at all times demonstrate respect for the dignity, privacy, and integrity of the client, maintaining a non-judgemental positive regard towards them. Conduct must always enhance the well-being of the clients and the image of the agency. Staff work with the principle of non-abandonment of clients.

Confidentiality

All knowledge of the client (written or verbal) is treated as confidential to the Agency and its funders, and may only be disclosed with the client's consent or if there is clear evidence of serious danger to the client, or others. For supervision, research, training, or statistical analysis purposes the identity of the client will remain concealed.

Clarity of Expectations

Clarity of expectations between practitioner and client is an important element of the successful intervention. Catholic Social Services will therefore ensure that the questions of fees, time involved, frequency of meetings/sessions, technique of treatment, limits and ground rules, confidentiality, availability of follow up, referrals to other agencies/professionals are addressed clearly and openly as appropriate.

Client Choice

Catholic Social Services believes in the right of every person to make choices regarding their own lives without, however, infringing on the rights of others. Staff will help clients both individually and collectively to increase the range of choices open to them and their powers to make decisions, securing the participation, wherever possible, of clients in defining and obtaining services appropriate to their needs.

INTAKE AND ASSESSMENT

General Procedures

- 1 Enquiries are initially received by the Administrator who passes them to the appropriate staff member. Referrals are recorded on a referral sheet by the relevant staff member.

At the initial enquiry stage, an assessment is made concerning the appropriateness of the referral. If the referral is not appropriate the enquirer will be referred to agencies/services that are appropriate to their needs.

If the referral is appropriate, issues addressed will include presenting issues, the cultural affiliation of the enquirer and a time frame in which the agency will respond.

Counselling/Social Work referrals are usually allocated at the weekly referral meeting.

Where the request is for urgent assistance or for entry to a programme, the referral is actioned prior to the weekly referral meeting. The referral meeting would then be advised of the referral and the type of work undertaken.

Completed referral forms are placed in the weekly referral folder and posted in the Access database on the computer.

The form is then filed in the current monthly referrals folder and locked in the blue filing cabinet.

Where the request is for counselling or for social work support individuals/families will be allocated to counsellors/social workers after due consideration has been given to factors such as the nature of the work, culture, ethnicity, gender and team member availability.

In the case of counselling and non programme social work clients, within the first three sessions an initial assessment form and care plan is completed and a file is established.

All counselling clients are given information that sets out the limits of confidentiality observed by the Counselling Service.

The file is signed off by the counsellor or Social Worker as soon as they are confident that the work with the individual has finished. A case summary is

prepared and the file is then forwarded to the Director for counter signing. Files should be closed as soon as practicably possible.

A client satisfaction survey is introduced at the closing session of all group programmes and at the final session of counselling.

Client satisfaction surveys will be stored for two years.

On completion of a case contents of counselling files will be kept in total for a period of ten years, while contents of social work files will be kept for two years and one month.

Person responsible for periodic destruction: The Administrator

Closed files will be filed in destruction year order and within that alphabetical order.

Referral forms will be filed and destroyed after two years and one month.

Notifications

A file detailing notifications made to Child Youth and Family is held in the central filing system. At year end the notification records are attached to the relevant files.

Group Programmes Referrals and Enrolments

Enquiries are initially received by the Administrator who passes them to the appropriate staff member. Referrals are recorded on a referral sheet by the relevant staff member.

At the initial enquiry stage, an assessment is made concerning the appropriateness of the referral. If the referral is not appropriate the enquirer will be referred to agencies/services that are appropriate to their needs.

If the referral is appropriate the client is assigned to the appropriate programme. An enrolment form will be completed what the client begins the programme. Completed enrolment forms are stored in the appropriate programme co-ordinators lockable filing cabinet.

Cultural Sensitivity

Catholic Social Services has a commitment to working in a culturally sensitive manner. The organisation is predominantly New Zealand European in character and therefore special care must be taken to ensure that referrals received from a different ethnic base are served in a culturally appropriate way.

Where possible, referrals received are offered a referral to a service of their own ethnic base. Where this has been declined, standard practice is periodically to

- check with the client if they are happy with the appropriateness of the service,
- check whether they would prefer to receive the service from someone of their own ethnic background
- offer the information and support to make this contact when, or if required.

Cultural Advisors

In the past Catholic Social Services has accessed cultural advice through its own informal network. The Agency in recent years has engaged members of the Maori and Pacific Island communities who will be supported by their communities in offering advice, consultancy, supervision and training to Catholic Social Services on a more formal basis.

Security of Client Information

Catholic Social Services has a policy regarding the security of client files. Any files with significant client information are kept in locked filing cabinets which are the responsibility of the individual worker. Spare keys to those filing cabinets are then secured in line with our unwritten policy

FILES AND CORRESPONDENCE POLICY AND PROCEDURE

Catholic Social Services is bound by its Code of Ethics and Practice to ensure the confidentiality of information given to the agency by clients and that the integrity of such information is safeguarded.

Staff are required:

- To follow administrative procedures that will enable the agency to collate and file data when needed.
- To maintain records, files and reports related to client service, programmes and other services offered by the agency.
- To maintain records, files and reports which adequately indicate the nature of progress of work within the agency.
- Filing cabinets are provided for storing such files. These cabinets should be locked at the end of the working day.
- All files, documents, correspondence and any information related to agency services are the property of Catholic Social Services.
- The Director has overall responsibility for client service, grievance procedures and any procedure which involves agency services, including access to all records, files and reports relating to these services, at any time.

Unauthorised removal of agency property which includes all of the aforementioned information, is not permitted.

When a file is removed from the office

Catholic Social Services employees will not routinely remove client files from the office. From time to time however, it may be necessary to take client files out of the office. When so doing, the following criteria will be observed:

- Client files must remain at all times within sight of the staff member who removed them. They must not be left unattended in other premises or in cars etc. The responsibility for their return is with the staff member who removed them. Ideally files should be transported in a lockable bag and should not be carried without external covering, to reduce the risk of breach of confidentiality.

- Where files remain out of the office overnight, appropriate arrangements must be made by the employee who removed them. They should be stored as securely as possible and their whereabouts be known at all times.
- If, in exceptional circumstances, it is not possible to keep files within sight, they must be secured in a lockable receptacle that is not accessible by any other person.
- When removing files from the office, a note must be left in the usual filing place indicating date and time the file has been removed, noting which staff member has the file, a phone number at which they can be contacted, and expected date and time the file will be returned.

Process of Access:

The Director is authorised to have access to all files, records and information.

Where files, records and materials are locked in an employee's filing cabinet and information is required, the employee will be notified and requested to produce such information.

Should the employee be absent and information be required, the Director has authority to access relevant files and keys to filing cabinets.

In such a situation a memo with information that the file, records or material has been sighted/uptifted, will be left for the employee.

No other worker has entitlement or right to access such information.

No client or agency visitor has right of access to an employee's room unless directed by the staff member on duty.

Mail

All incoming mail is delivered to PO Box 263. The Administrator is responsible for collecting the mail. The mail is distributed and any incoming cheques and cash are recorded. Outgoing Mail is placed for posting in the posting basket and the name of the addressee, date and cost of postage is recorded in the Postage Book, by the member of staff sending the item.

E-Mail and Internet

E-mail is checked periodically through the day. E-mail and internet is to be used for work related purposes only.

Client information between agencies and other professionals can be sent by e-mail when this is the most practical means of communicating.

Telephone and Fax

A toll bar exists which can only be lifted by entering one of eight codes. Any private toll calls or faxes are recorded in the Toll calls book detailing the date, the caller, the area called, and the telephone or fax number. All other toll calls are coded to the appropriate programme through the call track system.

Computer Files

Computers are sited away from areas open to general access. Computer Files containing client information are protected by screen savers and by password.

Staff Files/Employee Information

Staff files are stored in a lockable filing cabinet in the Directors office.

The Privacy Officer for Catholic Social Services is the Director , or the staff member delegated this task by the Director

Destruction of Files

In line with the 'Health Retention Regulations' Catholic Social Services will destroy all client files and information after ten years. Catholic Social Services will destroy Administrative files after seven years.

Catholic Social Services Dunedin Files and Information Policy

	Purpose	How advised	Who Responsible	How stored	
Information Category	<p>A Purpose for which information is gathered and held</p> <p>B Who has access</p>	<p>How person is advised of A and proof of advise eg verbal, written, signed. How person advised of right of access to and correction of information</p> <p>How client advised of name and address of agency</p>	<p>Procedure for responding to requests for information or corrections. Who is responsible?</p>	<p>How Stored</p> <p>Physical Security</p>	<p>Destruction if Held</p> <p>Files</p>
Counselling Records	<p>A Provision of professional counselling service</p> <p>B Counsellor and client only unless serious safety issue arises. Funders through systems audit</p>	<p>Verbally by Counsellor and noted on assessment sheet</p>	<p>Counsellor in consultation with Privacy Officer/ Director</p>	<p>Current files in Lockable Metal Filing Cabinets in Counsellors rooms</p> <p>Closed files in locked store room</p>	<p>Destroyed</p>
Social Work Files	<p>A Provision of Professional Social Work Services</p> <p>B Social Work Team and clients, others if serious safety issues arise. Funders through systems audit</p>	<p>Verbally by Social Worker and noted on assessment sheet</p>	<p>Social Worker in consultation with Privacy Officer/Director</p>	<p>Current files in Lockable Metal Filing Cabinets in Admin office or in lockable filing cabinet of Director</p> <p>Closed files in locked store room</p>	<p>Destroyed</p>
Employee Information	<p>A To enable employment/place-ment of person</p> <p>B Relevant Agency Personnel</p> <p>Funders through systems audit</p>	<p>At time of signing contract. Signed Form</p>	<p>Agency Director/ Administrator</p>	<p>Current files in Directors office locked in cabinet</p> <p>Expired files in locked store room</p>	<p>Contracts, files within termination Salary info be destroy years</p>

POLICY AND PROCEDURE IN RESPECT TO COMPLAINTS

Policy

The aim of this policy is to investigate complaints thoroughly and, where a complaint is well founded, to take appropriate steps to address the concerns raised, to prevent a recurrence and to maintain a high standard of service to clients.

In applying this policy, fairness, common sense and courtesy to both workers and complainant will be observed at all times.

This policy will be invoked following a formal complaint in writing (but note paragraph 5 following). Such complaints may come from clients or others from inside or outside the agency.

This policy aims to ensure respect and confidentiality for the process, the complainant, and the worker are maintained.

Information concerning the Code of Rights when receiving a Health or Disability Service will be prominently displayed in the agency and made available to all counselling clients. The toll free number of the Health and Disability Commissioner will also be displayed at the entrance to the Agency.

Complaints Procedure

- 1 Investigations undertaken into formal allegations/complaints are to be conducted:-
 - (i) Fairly, thoroughly, promptly and with courtesy.
 - (ii) By endeavouring to resolve the issue in a positive manner, impartially to both parties, providing a confidential opportunity to raise issues of difference.
 - (iii) In a way that inspires confidence in the ability of the Agency to investigate complaints about its policy practice or personnel.
- 2 Complainants are to be encouraged and assisted to raise their difficulty. In order to do this they may choose to access the Health and Disability Commissioner or they may raise the matter with the Social Worker or Counsellor. Where the latter route has been taken and the complainant is not satisfied they are to be advised that they may lodge a formal complaint with the Director and informed how to go about it. The Director ensures

that the complainant knows the other avenues available to progress the complaint

- 3 Where a complaint has been made directly to an Advocate, to the Health and Disabilities Commissioner the Advocate or Commissioner may investigate the complaint themselves. They are required to inform the complainant and health care provider of the steps they intend to take. The provider must be provided with the details of the complaint, and invited to submit a written response regarding the complaint or the subject matter of the investigation.

Any staff member or volunteer who is notified about a complaint in this manner should seek immediate assistance and advice from their immediate supervisor.

- 4 Action will be taken with complaints that are anonymous, but it will not be possible to offer feedback from any investigations to the complainant.
- 5 Complaints come from many sources. They are usually made in writing, but may be made verbally. Where complaints are made verbally they are required to be committed to paper immediately and checked for accuracy with the complainant.
- 6 Every reasonable effort shall be made to acknowledge the complaint immediately and to resolve complaints as soon as practical.
- 7 Any allegation made against a staff member whether or not there is to be an investigation, is to be made known to that staff member as soon as possible.
- 8 Complaints and allegations lodged by people other than clients (such as staff) are to be investigated in the same way as client complaints.
- 9 The identity of the complainant and the staff subject to the allegations should be protected as much as possible.
- 10 All details and correspondence shall be recorded in a way that the investigation and outcome may be audited.

Practice

- 1 All formal complaints are to be acknowledged promptly (within three working days).
- 2 The Director of the Agency handles the complaint and will begin the investigation within 10 working days
- 3 The Director ensures that the complainant knows the other avenues available to progress the complaint.
- 4 The Director may be assisted in investigating the complaint by a panel comprising –Board Member, Legal Consultant, and a community representative.
- 5 The Director of the Agency shall:
 - (a) Notify the Bishop on matters which are likely to cause adverse publicity.
 - (b) Notify the Board Chairperson.
 - (c) Enquire into the issue being raised.
 - (d) Advise the staff of the service being complained about.
 - (e) To ensure the complainant is advised of the result of the enquiry the response shall:
 - (i) Contain a summary of the allegations
 - (ii) Contain a summary of the factual findings
 - (iii) Clearly present the conclusions and the reasons for them
 - (iv) Indicate the decision as to further actions
 - (v) Apologise, if necessary
 - (f) Implement changes to avoid repetition of the problem.
- 6 When the Director, having investigated the allegations, is satisfied that an allegation is frivolous, vexatious or groundless, he/she may decide not to investigate the complaint further and shall ensure:
 - (i) The complainant is notified where possible by the most appropriate means
 - (ii) The service or the staff members complained about are informed
 - (iii) The reasons for the decision are documented
- 7 The Director or the person assigned by the Director to investigate the complaint shall:
 - (i) Give priority to the investigation
 - (ii) Confirm the facts of the complaint and where possible obtain additional information for the complaint
 - (iii) Meet with the investigating panel if required

- (iv) Maintain confidentiality about the enquiry, with no pressure on the complainant to withdraw the complaint
- (v) Record accurately, summarising the results of the enquiry, listing conclusions within a time limited agreed upon.

Review of Investigation Process

Upon receipt of a request in writing the complainant and a support person, or the complainant's advocate may seek a meeting with the investigation panel if:

- (i) The complainant is not satisfied with the Agency's response to the complaint
- (ii) If they feel their complaint has not been handled in a fair and just manner
- (iii) If they wish to involve an independent mediator

POLICY AND PROCEDURE ON REPORTING CHILD ABUSE

Policy

Catholic Social Services is committed to the care and protection of children and young people. Such a commitment means that the interests and welfare of the child is given prime consideration when any decision is made about a child or young person suspected of being abused.

The Children Young Persons and Their Families Act defines child abuse as "the harming (whether physically, emotionally or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person"-CYP+F Act 1989 Section 2.

Catholic Social Services support the role of CYFS in the investigation of suspected child abuse and will report suspected abuse to this agency.

Procedure

1. Where staff of Catholic Social Services have concern that a child or young person is at risk they will immediately consult with the Director. They will document the facts they have received.
2. Where there is concern for the well-being of the child or young person, the Director must ensure that appropriate steps are taken to ensure the safety of the child or young person. CYFS shall be consulted and information shall be shared to establish the level of care and protection concern.
3. Where care and protection concerns have been established staff will notify Child, Youth and Family Service (CYFS). National Call Centre 0508 326459. Clients will be involved in this process wherever possible unless the safety of the child or young person will be compromised by this.
4. In making any decision, the safety and well being of the child is to be the paramount consideration.

CHILD ABUSE CONCERN IDENTIFIED

Verbal report to Director of CSS as soon as possible within 24 hours backed up by "Notification to Director" form (In Directors absence peer consult and discuss with local CYFS Supervisor)

IS THE CHILD OR YOUNG PERSON SAFE NOW?

YES

NO

Document the facts



Consult Director



Seek Cultural Advice/Input as appropriate



Inform Family of concerns and any action taken/to be taken if safe to do so. Record as casenote on Paua



Continue to provide an appropriate level of ongoing support



Director consults Dn.CYFS.

Appropriate steps must be taken to ensure the safety of the child or young person



Immediate information gathering Consult Director and CYFS. Director will consult Dn.CYFS Practice Leader or Supervisor. Document the facts



Staff member phone notification to CYFS **0508 326459.**

Record of the notification is to be placed in the Notification File and casenotes on Paua. Director writes summary for Notification File



If safe to do so, inform Family and continue to provide an appropriate level of support



Guiding Principles

1. Maintain accurate, timed and dated records throughout.
2. Do not work alone
3. Where it is necessary to override issues of confidentiality the client should be informed of what will happen.
4. Treat each person with respect.

Notification to Child Youth & Family

Where notification is made to Child Youth & Family because a child or young person is in need of care and protection, the person contacting the Call Centre will provide-

- 1 The reasons for believing that the child or young person concerned is in need of care and protection.
- 2 Advice as to whether the family is aware of our reporting (ordinarily the family would have been advised).
- 3 Any other contact information for other people or organisations relevant that could substantiate the belief and whose particulars would be relevant in this situation

Expectations of Child Youth & Family

When a notification has been made, it is expected that Child Youth and Family will ensure that prior to any significant planned intervention by Child Youth and Family; dialogue will occur between the agencies aimed at maximizing collaboration and practice consistency.

CYFS Call Centre will confirm receipt of the notification by letter. This is to be placed on the Notifications File in blue filing cabinet in office.

Ethical considerations specific to the Codes of Ethics of Professional Bodies

ANZASW and NZAC

While ANZASW has not endorsed the introduction of mandatory reporting of abuse it recognises

"an ethical responsibility incumbent upon Social Workers to work in ways that promote the protection of children from abuse"

Sections 15 and 16 of the CYP&F Act protects any person from not following normal confidentiality and informed consent requirements if they are making a report in good faith to Child Youth and Family of suspected child abuse.

NZAC's Code of Ethics states

Communication between counsellor and client shall be confidential and treated as privileged unless the client gives consent to any particular information being disclosed, [however], exceptions to this principle occur when, in the professional judgement of the counsellor there is a clear and imminent danger to the client or others. In these situations the counsellor shall take reasonable personal action to inform responsible authorities.

The NZAC policy statement relating to reporting of possible child abuse names 'present or imminent risk of abuse to a child or young person' as constituting such a danger.

Reviewed at Staff Meeting 21/8/13

DISCIPLINE IN THE PROGRAMMES - POLICY AND CODE

Catholic Social Services recognises that the welfare and interests of children and young people are of paramount concern. Accordingly it requires staff members to follow a code of discipline when dealing with children whose behaviour is unacceptable or whose behaviour poses a threat to their own safety or the safety of others.

As a general rule parents are present and responsible for the discipline of their children while attending programmes at Catholic Social Services. However where parents are temporarily unavailable to their children during the course of a programme the staff or volunteers facilitating the programme will follow this code of discipline.

Guiding principles

A measured, thoughtful approach to discipline is essential.

Rules need to be reasonable, just, clear to the child and consistently applied.

Staff and volunteers will act with gentleness and with respect for the child.

Physical discipline is unacceptable and is not to be administered under any circumstances

- 1 **Be centred.** Obviously discipline can never be a matter of techniques, but children respond better to adults who are calm and who are focussed.
- 2 **Be clear.** The best way of instilling discipline is by communicating. Approach the child calmly and explain quietly and firmly the rule that has been broken and that you want the rule to be upheld. Explain clearly what you want to happen and listen to what the child has to say. Expect that the child will comply with the rule and re -state it if necessary
- 3 **Be non-provocative.** Be prepared to ignore behaviour that is not hurting anyone. Never criticise the child. Criticism of the **behaviour** that the child is engaging in can be of use so long as the child perceives you to be acting in their best interests. Distracting the child and offering an alternative activity can succeed.
- 4 **Maintain the dignity of the child.** Where appropriate, involve the child in decision making. Praise good behaviour. If the child fails to comply with your request and is posing a threat to the safety of themselves or to others

who are present, remove the danger from the situation and / or remove the child. If you have found it necessary to remove the child from the situation, ensure that they receive one to one supervision until they may safely return to the group.

- 5 **Remember to address the needs** of the others affected by the situation. Where safety has been compromised and a danger or a child has been removed from the situation, explain simply to the other children what the danger was and why the particular course of action was taken. On their return, inform the parent(s) of the child of the situation and actions taken to remedy it.

If the child's behaviour is such that the child may not be safely contained or controlled, the parent may be asked to remove the child from that meeting and offered ongoing agency support either by way of referral to an appropriate service or by an in house intervention.

POLICY AND PROCEDURE FOR THE SELECTION OF MEMBERS OF THE BOARD OF MANAGEMENT

The Bishop ensures that the agency is governed by people with appropriate skills, qualifications and personal qualities by:

Receiving names of potential Board members from the Board and Director in accordance with a process set out in the constitution.

and by ensuring that

1. Every potential Board Member will undergo a police check.
2. No appointment shall be made until the police check has revealed that the potential Board Member has no convictions for
 - Sexual crimes
 - Offences involving the harm or exploitation of children
 - Crimes of violence against the person
 - Dishonesty
3. A written mandate detailing the role and expectations of a Board member is given to each member at their appointment.

STAFF RECRUITMENT POLICY

1. For each position there is a job description and a person specification.
2. When recruiting staff, the person specification provides the guideline for selection.
3. Vacancies are usually advertised in local and, if applicable, specialist media.
4. All prospective employees are required to sign a declaration disclosing any criminal convictions they may have and permission for checks to be made with the police. Under no circumstances will the agency employ a person with a previous criminal conviction for sexual crimes, violence, or crimes against the person. In exceptional circumstances a person with more minor criminal convictions may be employed at an appropriate level within the agency and subject to minuted Board approval.
5. Two written references are required, one of which should be the candidates most recent employer, and telephone discussion with at least one referee to assess the candidate's suitability. Previous employers are asked if they would be willing to employ the candidate again.

APPOINTMENT PROCESS

1. Director approves that an appointment be made and is responsible for ensuring a job description and person specification is drawn up. The Director is responsible for ensuring the appropriate placing of advertisements and for the receipt of applications and enquiries.
2. An interviewing panel is established by the Director in consultation with the Board if appropriate.
3. The panel agrees a shortlist of candidates for interview, conducts the interviews and reaches a decision over who they consider would be an appropriate appointment.
4. The Director recommends the appointment subject to references and subject to a satisfactorily completed Criminal Declaration form. The Board confirms the appointment.
5. Appointment of a Director is arranged by the Board in consultation with the Bishop. The Board convenes a panel which arranges advertising the

position and short-listing and interviewing the candidates. The appointment is recommended to the Bishop for his confirmation.

Performance Appraisals

- 1) Performance Appraisals will be carried out annually by the Director.
- 2) Draft outline on staff member's performance in their specific role as in performance measures in each Job Description and wider role as part of the agency team.
- 3) Training and Development over preceding 12 months noted
- 4) Areas seeking further development.-identifying further training and development
- 5) Identifying short/medium and long term goals
- 6) Summary of performance.
- 7) Process involves discussion of draft outline, staff member to identify future T&D needs.
- 8) If all agreed Perf.Appraisal is signed off by Staff member and Director and copy placed on Personal file.

Recruitment, Appointment and Performance Appraisal Policies Reviewed 26 June 2013 .

Staff Police Vetting

In line with good employment practice CSS staff Police vetting certificates will be updated at three year intervals.

VOLUNTEER RECRUITMENT POLICY

- 1 For each position which has an expectation of client contact there is a job description and a person specification.
- 2 When recruiting volunteers, the person specification provides the guideline for selection.
- 3 Prospective volunteers for such positions will apply by means of the volunteer application form.
- 4 All prospective volunteers, whether there is an expectation of client contact or not, are required to sign a declaration disclosing any criminal convictions they may have and permission for checks to be made with the police. Under no circumstances will the agency appoint a volunteer with a previous criminal conviction for sexual crimes, violence, or crimes against the person.
- 5 Two referees are required and a telephone discussion should be held with at least one referee to assess the prospective volunteer's suitability. Notes of the telephone discussion will be held in the volunteer's file.
- 6 All volunteers are required to sign an agreement with the agency relating to confidentiality.

APPOINTMENT PROCESS

- 1 An interview is arranged by the appropriate staff member in consultation with the Director.
- 2 The interview will then be conducted and a decision reached as to whether the applicant(s) would be appropriate as volunteers for the agency.
- 3 Subject to a satisfactorily completed Criminal Declaration form, the necessary checks and subject to a satisfactory completion of the Volunteer Training Programme, the volunteer is appointed and issued with a letter of mandate

INDUCTION

Catholic Social Services Dunedin has a policy of providing induction to new employees to ensure that a shared understanding of the values, aims and objectives of the organisation and the new employee may occur. For policy and procedure information, this document will be made available to all new employees who will sign to indicate that they have read, understood and agree to implement each policy and procedure.-Director will manage this process.

New staff will meet agency staff members individually within first two weeks if possible to learn about their specific work areas.

Administrative Induction

The Administrator will familiarise new staff on all internal administrative procedures they need to know including where forms are kept, office security, use of car and computers etc. as per attached checklist

TRAINING POLICY

Catholic Social Services Dunedin considers that training and development is essential for sound work practices. Accordingly the following training policy has been formulated and should be reviewed on an annual basis.

- 1 Each agency staff member is expected to undertake training each year in areas identified by the staff member and the Director
- 2 There is an indicative training budget for each full time position of \$800
- 3 There is an indicative time allowance of eight days per year for each full time position.
- 4 Training is required to be approved by the Director in terms of suitability,

Reviewed 4/9/13

SUPERVISION POLICY AND PRACTICE

Catholic Social Services considers that good supervision is essential for high quality work and safe practice. Supervision is also a requirement of NZAC and SWRB. Accordingly regular internal and/or external scheduled supervision is provided for all team members.

- 1 Clinical supervision will be provided either internally or externally, dependent on the approval of the Director in consultation with the team member concerned.
- 2 If external supervision is provided, an agreement between supervisor, supervisee and the agency should be ratified within a reasonable time-frame. External Supervision fees are paid by the agency.
- 3 Administrative supervision is provided internally.
- 5 An agency staff meeting is held fortnightly where each service is discussed.
- 5 Counsellor group supervision may be provided fortnightly
- 6 Staff members may consult with other staff members where they consider this appropriate.
- 7 The Director will provide supervision whenever help with casework is sought.

Reviewed 4/9/13

HEALTH AND SAFETY POLICY

The Health and Safety in Employment Act 1992 and the Health and Safety at Work Act 2016 are the Acts of Parliament concerning safety in the workplace. These Acts sets out responsibilities for employers and employees.

Catholic Social Services Dunedin is committed to Health and Safety in the work place for both its clients and for its staff. To support this, it is important that any member of the agency team who identifies any possible hazards brings these to the attention of the Director. This is the responsibility of everyone who works in the work place.

The fortnightly staff meeting has an agenda item which enable concerns about the safety of the building, equipment and tools to be tabled.

Catholic Social Services is a tenant in the St Patricks Community Centre Building, owned by St Patricks Parish South Dunedin. The parish, as the building owner are responsible for ensuring that the building is maintained to all current safety standards and that it has a current warrant of fitness.

A twice yearly audit of the office accommodation will be scheduled in May and October to be carried out by the Receptionist who will work through a check list and consult all available staff. It is important however that team members report any identified hazard as soon as possible.

PERSONAL SAFETY

Safety of Staff Undertaking Home Visits

Catholic Social Services is committed to providing a safe environment for clients and staff alike. This policy addresses the needs of staff undertaking home visits alone and ensures the whereabouts of staff are known at all times.

Policy

- 1) Home visits are to take place during office hours unless in exceptional circumstances approved in advance by the Director.
- 2) Whereas it is accepted that engagement may occur more readily in a persons own home, where practical initial face to face contacts with clients should take place in the office

3) Any staff member undertaking a home visit must record the following details in Pawa calendar

- HV and clients initials
- Length of visit including estimated travel time

Any anticipated safety concerns must be discussed with Director prior to visit.

This information must be recorded for every home visit. If an unscheduled home visit occurs, the staff member should ring in this information to Reception.. Staff must visit in pairs where information has come to light that the staff member may be placing themselves at risk by visiting alone

A cellphone will be taken by any staff member undertaking home visits.

Cellphones are :Mike-027 754628

Bree 027 3972920

Liz 027 6670890

Shona 027 4324126

2) A nominated person needs to be appointed for the purpose of monitoring the safe return of all staff undertaking home visits. This would normally be the Receptionist. The person undertaking the home visit needs to check in with the nominated person once they have completed their visit. This can be in person or by phone or text. If the home visit is completed after office hours the nominated person will remain at work until the staff member returns or if this is not possible be contactable at home by phone or text ..The home visitor and the nominated person may need to liaise about the most suitable way of checking in in these situations..

4) If the home visitor does not contact/phone the nominated person within 30 minutes of their expected return the nominated person will call them on the cellphone to check out. It is the responsibility of the home visitor to ring the nominated person in the event of the home visit taking longer than anticipated

5) If the nominated person cannot raise the home visitor either on their cell phone or at another location, the nominated person needs to decide how the situation should initially be handled. Factors to be taken into account will be; the purpose of the home visit, whether the recipient of the home visit is a known client, and the distance travelled to undertake the home visit. Under most circumstances the nominated person will consult with the Director and a decision taken on how to proceed

6) In the event of an incident arising, all staff and some clients may require a critical incident debriefing. This will be facilitated by the Supervisor/Director. Any incident is to be recorded.

7)-Notification to Department Of Labour-In the event of an incident which falls within the definition of "serious harm".as defined in the Health and Safety in Employment Act 1992,the Departments Occupational Safety and Health Service will be notified as soon as possible.and a written confirmation provided within 7 days.

Reviewed 27th April 2016

SAFETY OF STAFF WITHIN CATHOLIC SOCIAL SERVICES PREMISES

Objective

To ensure that all staff have a mechanism for conveying to other staff members if they feel unsafe with a client and that a procedure is in place for dealing with this. Also, that should acts of aggression or violence occur within the agency, there is a policy and procedure in place for dealing with them.

Guiding Principles

- Be centred
- Be clear
- Be non-provocative
- Maintain the dignity of the client

Preparation

Give some thought to the layout of furniture in your office. Ensure that there is nothing encumbering the route to the door for both the client (most important) and yourself. If you are concerned that a client may behave aggressively, alert another member of staff who can monitor from a distance.

See the client briefly in a communal area or leave the door of your office ajar. If you are a staff member who notices something, or is called upon by the administrator or other member to monitor an interview, do so as discreetly as possible. Anyone in a monitoring role will have to decide when it is appropriate to intervene.

Monitoring an unsafe situation

The Receptionist is likely to play an important monitoring role, as most people report to the reception desk when they first come into the building. If a staff member suspects that an unsafe situation may develop they should not ignore their instincts. If the client presents in a way that is odd or unusual eg the client is strangely distracted, smells of alcohol etc, the staff member is to ensure that they report their concerns to the client's worker and the Receptionist. In the event of there being concerns about a client and staff member who are in an interview, the Receptionist and one other staff member should liaise about the best course of action. If there is any doubt as to their safety, the administrator is to make telephone contact with the worker who is in interview. If this is not possible and there is serious concern, intervene on any pretext that seems appropriate.

Involving the Police

Do not be afraid to call the police if it is thought that the situation may warrant it. It is better to call the police a second time and report that the incident is dealt with, than to leave it too late.

If an Unsafe Situation Occurs

If an unsafe situation occurs and you find yourself in your office with the door shut, with a client you feel unsafe with, **KEEP CALM**. If appropriate, try to talk the client into leaving. Do nothing to escalate the problem.

- Remain seated
- Do not raise your voice
- Empathise
- Do not make any sudden movements or gesticulate with your hand.

If danger escalates and you think you are at risk.

- Try to remove yourself from the situation using whatever appropriate excuse you can think of.
- If you cannot get out, but can use the phone, give a coded message to the administrator such as “could you bring us two cups of tea?” The administrator will then alert colleagues to the fact that you require assistance and a nominated person can then intervene.

Remember

- Do not panic
- Remain calm and alert
- Be creative

Debriefing

It is important that any incident of threatened, actual or perceived aggression is documented by those involved. Remember to attend to the needs of any other clients in the office who may have seen or overheard the incident. A critical incident debriefing available for all staff in the offices at the time of the incident will be held as soon after the incident as possible. Any learning to emerge from the critical incident debriefing will be communicated to all staff by the Supervisor/Director

No staff are to be left alone in the building with a client

If working alone after hours staff are to ensure that the door is locked.

SAFETY WITHIN THE PROGRAMMES

Catholic Social Services will pay particular attention to the safety needs of children, whether they are attending the agency as clients or because their parents are accessing a programme or service.

Where parents are accessing a programme or service it is explained to them that it is their responsibility to ensure that their child is supervised.

A playroom area is available in the group room and will be staffed by two volunteers on group days.

Children must be kept within sight at all times and no child is to be allowed to be alone in a room with the door shut.

During any groups where children may be present the Tea trolley will be in the store room adjoining the group room positioned in a place that is not accessible to the children. Care should be taken to ensure that children do not have access to the room where the tea trolley is located.

When not in use, electric plug sockets are fitted with safety caps.

Car seats are provided when children are transported to or from group.

SAFETY FIRST

First Aid

A First Aid Kit available to clients and staff is held in the staff room. The person responsible is: The Administrator.

Staff members trained in First Aid are: Sue Whyte

If first aid materials are used the person responsible for the upkeep of the kit must be advised for re-ordering purposes.

Accident Register

An Accident Register is kept in the main office (on top of the blue filing cabinet). Any accident must be recorded in the register.

Accidents Resulting in Serious Harm

The Director will notify the Occupational Safety and Health Service of the Department of Labour as soon as possible after any accident at the agency which falls within the definition of serious harm.

Serious harm is as described in the first Schedule of the Health and Safety in Employment Act 1992 which is attached.

Written confirmation of the incident will also be provided within seven days.

Non disturbance of Accident Scene

If there is an accident resulting in serious harm, the scene of the accident should not be disturbed unless it is necessary for safety reasons

NB: THIS IS A REQUIREMENT IN LAW

In The Event of Adverse Weather Conditions

1. The Director will make a decision on the viability of opening the office at the usual time by 8am on any given day.
2. If it is necessary for the Agency to remain closed or open later than normal for the safety of staff and/or clients, this fact will be notified over 4ZB/4XO as well as to each staff member, by the Director
3. Should the situation arise where it is possible for some staff to proceed safely they should do so at the earliest opportunity. This may not necessarily be by 9.00am.
4. Regular telephone contact with the Director or the office would assist in the dissemination of information.
5. Staff prevented from attending the office because of adverse weather conditions will not be disadvantaged financially.

Vehicles

It is the policy of Catholic Social Services to ensure that all vehicles are maintained to a safe standard. It is therefore important that in addition to the regular servicing schedule any staff member noticing a defect or fault reports this immediately and notes it in the vehicle log book.

The Administrator will ensure servicing and warrants of fitness are kept to schedule.

The agency vehicle has a fire extinguisher which is checked six monthly as well as a working torch, rug and First Aid kit. If items are removed from the First Aid kit, staff should inform the Administrator.

In the event of an accident in the vehicle, contact in the first instance should be made with:

Bill Hayden
Catholic Property Services
5th Level Catholic Pastoral Centre
300 Rattray Street (Private Bag 1941)
Dunedin

Phone(03) 477 0568
(03) 477 0659

All insurance claims are processed through Catholic Property Services. The Insurers used are HIH.

Smoking

Smoking is not permitted in the agency premises or car.

Legal Requirements

Agencies and employees can be prosecuted for breaches of safe practice.

Computer Safety

When a new employee starts they are to be advised of agency policy and receive training in safe practice from the Administrator.

Where hazards are identified it is agency policy that staff should take steps to **eliminate, isolate, or minimise** significant hazards.

The protection and safety of staff members, visitors and any other people who are in the work place is the responsibility of all who work in the agency.

Hazards extend beyond physical hazards to include anything that threatens health or safety including hazardous work practices and/or processes.

EMERGENCY PROCEDURES

FIRE

If you discover fire

DO

- Activate nearest Fire Alarm
- Phone fire brigade
 - dial 111
- Evacuate the building

IF THE FIRE ALARM RINGS

DO

- Evacuate the building using the nearest Fire Exit
- Help disabled people to a safe area
- Follow all instructions given by building warden
- Use fire-fighting equipment only if no danger involved

DO NOT

- Run

Assembly: Footpath Macandrew Road in front of car-park

EARTHQUAKE

- Move away from windows
- Take shelter under doorway or solid furniture
- If instructed to vacate - follow evacuation procedures
- Follow all instructions given by building warden. Fire alarms may be activated during an earthquake.
Await instructions from wardens prior to vacating building

BOMB THREAT

- Follow instructions from Floor Wardens, Security Staff or Police Officers
- When evacuating take personal belongings with you
- Refer to emergency procedures manual for instructions following telephone threat or location of suspicious object.

The designated Warden is Jenny. In the absence of the Warden a written procedure is on top of the library book case in reception.

EVACUATION OF BUILDING

When evacuating the building remember the Principle of Paramount Consideration. Clients are in an unfamiliar environment and may be disorientated. Special attention should be paid to the needs of children and adult clients who may be present. Children will need reassurance and should never be left alone. Adults and children alike will need clear, calm directions reinforcing the evacuation procedure.

Risk Management Plan

Clinician Name: Catholic social services Dunedin

Practice Location: Catholic Social Services Rooms – 42 Macandrew Road

Date Created: 19 / 10 / 2017

Reviewed:

Next Review Date: 20 / 10 / 2019

Environmental Risks	Possible Cause	Controls
Building Egress	Earthquake/Fire/ Emergency	<ul style="list-style-type: none"> - Exits clearly marked. - Exits free of obstructions - Smoke alarm system installed
Wet surfaces	Slippery when wet after cleaning in toilet/kitchen	<ul style="list-style-type: none"> - Caution wet floor notices
Darkness	Access may be obscured – risk of assault on departure	<ul style="list-style-type: none"> - External lighting of pathways and carpark ... timer switch until 10pm
Clinician working alone in premises	Increased risk of violence/assault	<ul style="list-style-type: none"> - Egress lighting - Access to phone at all times - Room setup to allow clear means of egress - Clinician to advise spouse when leaving – provide eta. - Access to Directors cell phone afterhours
Afterhours security	Intruders	<ul style="list-style-type: none"> - Records secured in locked cabinets
Second Hand Smoke	Clients smoking in proximity to counsellor	<ul style="list-style-type: none"> - Designated smoking areas outside premises.
Auditory privacy	Sound leakage between counselling room and external spaces	<ul style="list-style-type: none"> - Soundproofing - Radio in public area
Loss of confidential information	Insecure contacts, clinical notes, Emails accessed or seen by third party.	<ul style="list-style-type: none"> - Ensure administration is completed in a secure private space - All data sources (computer) are password protected - All files are kept in secure cabinets at all times - Notes are not left in unattended office or vehicle - Secure destruction of old notes - Do not provide clients with access to clinicians' computer or phone - High discretion when providing information about or with clients via email

Clinical Risks	Possible Cause	Controls
Customers behaving inappropriately	Client expressing anger / making unreasonable demands	<ul style="list-style-type: none"> - Stay calm - Use de-escalating language - Room setup to allow clear means of egress - Call police if demands become unreasonable - Use panic button provided
Disclosures by clinician	Social media used inappropriately	<ul style="list-style-type: none"> - Do not use social media to comment on work related matters - Do not accept social links to clients eg friending of facebook - High level of discretion when providing written statements to clients
Verbal / Physical violence or threats	Client influenced by anger/ drugs / malicious intent / jealous partner / opportunist /violence in background	<ul style="list-style-type: none"> - Clear intake risk screening questions completed by intake team before allocation - High risk clients seen when other parties are on premises - Emergency contact details easily accessible - Clear egress path maintained - Cell phone on person at all times - Panic button - Clear contract with client about expectations of behavior/conduct in sessions - Client offered option of a support person in attendance - Report any safety concerns to director immediately
Vicarious Trauma	Graphic details create physical reaction / response	<ul style="list-style-type: none"> - Recognize warning signs - Refer issues to clinical supervisor - Self care – commitment to personal wellbeing



CATHOLIC SOCIAL SERVICES MOBILE DEVICE POLICY

This policy governs the use of **company-owned** mobile devices.

At Catholic Social Services (CSS), we provide employees a mobile plan and/or device to enable you to do your job. This generally means that we need you to be contactable or require mobile applications to enable you to perform your role.

This policy is intended to protect the security and integrity of CSS data and technology infrastructure. CSS employees must agree to the terms and conditions set forth in this policy.

1.Devices and support

1.1 If you are eligible for a company mobile as part of your role, you will be supplied with an appropriate device.

1.2 You will receive a replacement device when your current device no longer works or is no longer fit for purpose.

2.Corporate plan

2.1 CSS will provide you with a corporate plan suitable for your device and role.

2.2 CSS has total authority over the mobile plan and usage against that plan.

2.3 When onsite (42 Macandrew Rd), devices are expected to be connected to the work wi-fi, so as to prevent excess mobile data use.

3.Acceptable use

3.1 CSS defines acceptable business use as activities that directly or indirectly support the business of Catholic Social Services.

3.2 CSS defines acceptable personal use at work as reasonable and limited personal communication or recreation, such as reading or game playing. If CSS believes your device use is unacceptable we may cancel your plan and ask for the return of the device.

3.3 Employees are expected to use the internet responsibly and productively and excessive personal internet browsing, including social media use, is not permitted. Internet use is also governed by the computer use policy.

3.4 Devices may not be used at any time to:

3.4.1 Store or transmit illicit materials

3.4.2 Store or transmit proprietary information belonging to this/another company

3.4.3 Harass others

3.5 Employees may only install apps from the Google Play App Store

3.6 CSS has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted.

3.7 Usage of the phone's camera on company time is subject to the individual's discretion. Sharing of videos/photos taken on company time/property is subject to company discretion. Videos/photos of clients come under client confidentiality

3.8 Clients should only be contacted during work hours.

4.Security

4.1 In order to prevent unauthorised access, devices must be password protected using the features of the device. The device must lock itself with a password if it is idle for thirty seconds.

4.2 CSS requires that the password must be at least a 4 number PIN number. This PIN or password will also need to be filed securely on a file held by CSS.

4.3 Passwords (Paua, etc.) may not be stored on the device.

4.4 CSS has the authority to manage all devices and can request usage information without employee approval.

4.5 In order to ensure integrity of data, CSS recommends that the only wi-fi network that the devices connect to is the company one.

4.6 It is recommended that entering credit card details is not done on company devices.

5.Leaving the company

5.1 When you leave CSS, we will require the return of the device and you will not be allowed to transfer your mobile number to another plan. The device belongs to the role, not the person.

6.Risks, liabilities and disclaimers

6.1 Lost or stolen devices must be reported to the company within 24 hours. Employees are responsible for notifying the mobile carrier (presently Spark) immediately upon loss of a device.

6.2 The employee is expected to use his or her devices in an ethical manner at all times and adhere to the company's acceptable use policy as outlined above.

6.3 Compliance with this policy is to be read in conjunction with your individual employment agreement & computer use policy.

6.4 Catholic Social Services reserves the right to take appropriate disciplinary action for noncompliance with this policy.

6.5 CSS reserves the right to change or replace this policy at any time, and will do our best to inform you of these changes through normal communication channels.

6.6 If there is any debate on what this policy means, CSS reserves the right to determine the interpretation of the policy and any decision is final.

Date Agreed upon at staff meeting:

To be reviewed — before three years after date of signing



Client Case Notes Policy and Procedure:

1. Policy:

It is CSS policy to keep clear and accurate records of the work we do with clients of the Agency. Client Notes give some evidence of what was said and done and provides a form of accountability to the client, Agency and to those that fund this work. All CSS Staff that have client contact are expected to follow the procedures outlined in this Policy as part of their professional practice in this Agency.

2. Procedure:

Catholic Social Services uses Pua Software Client Management System (Pua) as our official record keeper. No other client records should exist except in circumstances when a group or programme has requirements that are not covered by Pua. In that case a separate and secure solution will be found in consultation with the Director.

The following practice notes apply to all aspects of the creation, management and holding of client records.

3. Practice Guidelines:

3.1. Accurate

- 3.1.1. It is essential that there is precision in recording client information including the spelling of names, DOB, and client ethnicity etc.
- 3.1.2. Client notes should be uploaded promptly to Pua as a means to ensure the accuracy of the recorded information.

3.2. Complete –

- 3.2.1. fill in all fields in Pua
- 3.2.2. Record all details including dates / meetings/ no shows / phone calls /emails/cancellations and who cancelled.
- 3.2.3. Record any work/conversations you had with others about this piece of work, eg consultations with Work Supervisor or with other professionals. Be clear that if you are consulting with others what the reason for this consultation was.
- 3.2.4. If you said you were going to do something – evidence that this was followed through or superseded by another plan by recording it in the client notes
- 3.2.5. Upload scanned documentation that may have been used in session and is important as part of the completeness of the client record.

3.3. Consented

- 3.3.1. A scanned copy of the Clients informed consent must be uploaded to Pua as part of the client record. The consent signed will include a section that informs clients of the existence of these notes and their ability to access them if they wish and the process they need to follow.
- 3.3.2. The tick box in Pua must be checked to indicate Consent has been granted.

- 3.3.3. Should further consents be required, eg to talk to a third party, provide transportation, etc. this must also be recorded in Puaa as a note and the signed form uploaded
- 3.4. Confidential
 - 3.4.1. Puaa is protected by two forms of passwords. All other notes and records must also ensure a high level of security to ensure client information is not shared unintentionally
 - 3.4.2. Draft notes taken during a session should be destroyed as soon as possible or kept under lock and key.
 - 3.4.3. Any paper files left over at the end of the client engagement must be destroyed or scanned and attached to the official client record.
 - 3.4.4. All text records and Client contacts must also be deleted from devices
- 3.5. Concise
 - 3.5.1. It is not expected that case notes are a transcribe of the whole session but they should record evidence of the general theme of the session and any significant statements or moments that define the meeting
 - 3.5.2. Bullet points are an acceptable way of recording the highlights of the session
- 3.6. Factual
 - 3.6.1. Keep to the facts of the session and keep it clear.
 - 3.6.2. If it seems important to record a statement of the client, or yourself, ensure this is noted as it was said by using the words “the client said” or “the client reported”
 - 3.6.3. If you are recording your impression or opinion say so. “I observed..” or “It is my opinion that...” or “it seemed to me that...”
- 3.7. Goal Focused
 - 3.7.1. Agency practice is based on helping clients meet their goals. It is therefore important that the record identifies what the client goals are and what plan was created and what progress was made towards these. This can be in the notes or in the Goals Tab on Puaa.
- 3.8. Safety
 - 3.8.1. If issues around safety are identified, ensure that you record the agreed Safety Plan either in the notes or as an attachment. If there are any areas of concern at a moderate or above level that need to be tracked ensure this is noted in the notes and identify this in the Register of Concerns when applicable on Puaa.
 - 3.8.2. All safety concerns raised must be followed up at the next session and documented.
 - 3.8.3. If you have consulted others regarding Safety, note this in Puaa. If the client disengages and you still had concerns, a record of what you did next must form part of this record
- 3.9. Available
 - 3.9.1. CSS Policy is that Client Notes are available to the Client upon request. Notes will be reviewed before sending to a client to ensure the information is for them

3.9.2. All records will be kept for ten years after a client has completed with the agency.

This policy should be read in conjunction with the “CSS Privacy, Confidentiality and Storage of Information policy” and supporting information.

Family Harm Policy

References : Oranga Tamariki Quality standard 2
Domestic/family violence legislation
Code of practice NZAC ANZASW

STATEMENT:

Catholic Social Services recognises the harm that family violence is having in our community and the negative effect it has on the wellbeing of children and adults and its destructive pressure on family and community relationships. Therefore CSS practice is to actively identify and clarify the presence of family harm where it exists and to work with our clients and community to address the violence and promote safety and well-being.

DEFINITIONS for the words used in this policy

“Family violence” means “in relation to a person” violence inflicted against that person and by any other person with whom that person is, or has been, in a family relationship and the term “violence” is defined as: physical abuse; sexual abuse; psychological abuse and, in relation to a person, includes a pattern of behaviour (done, for example, to isolate from family members or friends) that is made up of a number of acts that are all or any of physical abuse, sexual abuse, and psychological abuse, and that may have one or both of the following features:

- it is coercive or controlling (because it is done against the person to coerce or control, or with the effect of coercing or controlling, the person);
- it causes the person, or may cause the person, cumulative harm.

Psychological abuse includes:

- threats of physical abuse, of sexual abuse; or
- intimidation or harassment
- damage to property;
- ill-treatment of any of the following: household pets; other animals whose welfare affects significantly, or is likely to affect significantly, a person’s well-being;
- financial or economic abuse

A person psychologically abuses a child if that person:

- causes or allows the child to see or hear the physical, sexual, or psychological abuse of a person with whom the child has a family relationship; or
- puts the child, or allows the child to be put, at real risk of seeing or hearing that abuse occurring (Part 1, Clause 9, substituting Section 3 and inserting New Sections 3A and 3B into the Domestic Violence Act 1995).

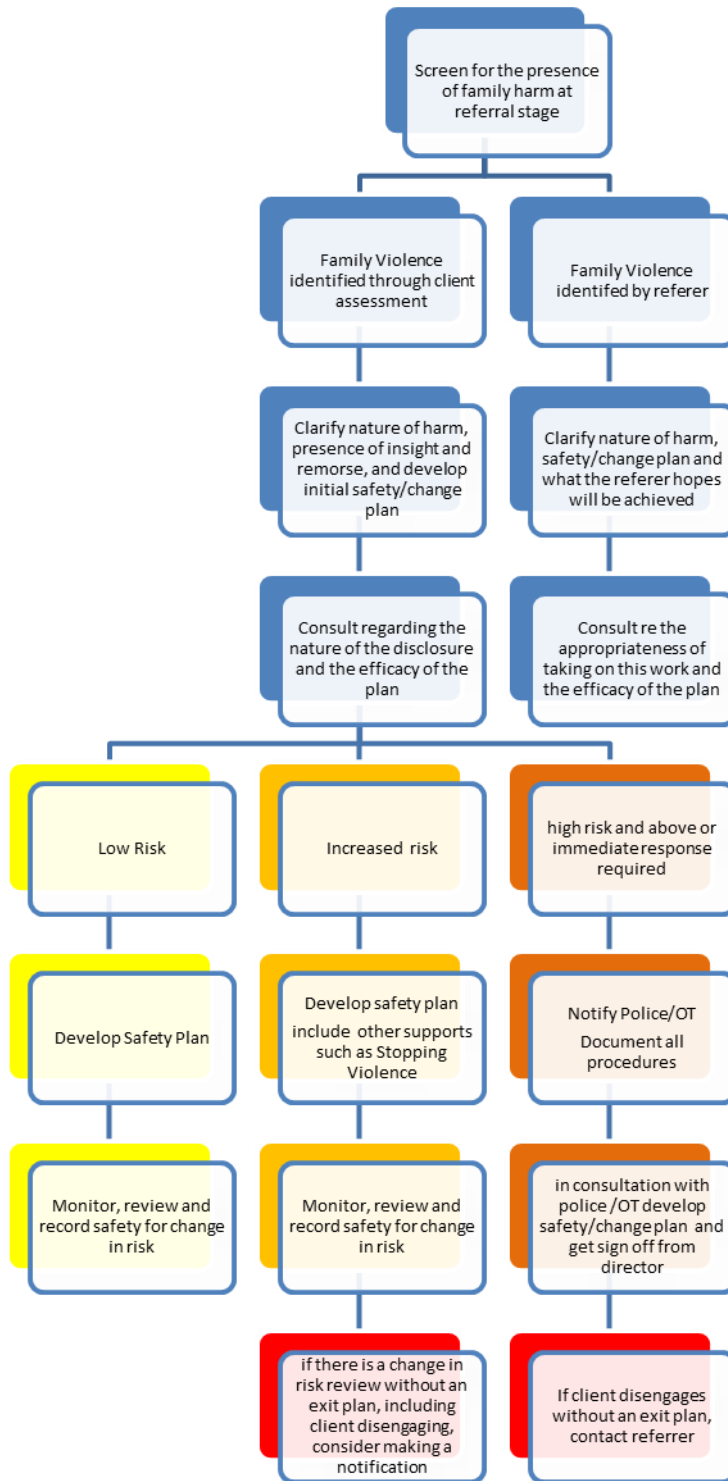
Work with you – means that CSS Staff will collaborate with you both on identifying the presence and nature of any harm or potential harm and will help co-design an appropriate safety plan. CSS professional practice requires us to notify Police or Oranga Tamariki for certain levels of behaviour including resistance to changing harmful behaviour. Where possible, we will inform you of what this will involve.

A Safety plan - This is a document outlining an agreement to change behaviour and to follow through on certain other mechanisms to keep victims and perpetrators safe .

Consultation – All Staff at CSS are supervised by an experienced practitioner. Where there is disclosure of Family Violence, the staff member will consult to clarify the nature of the harm and the best plan going forward

PRACTICE

Our practice is based on 4 steps, identifying the presence of harm, clarifying the nature of that harm, making a plan to around eliminating the risk of harm and reviewing the progress.



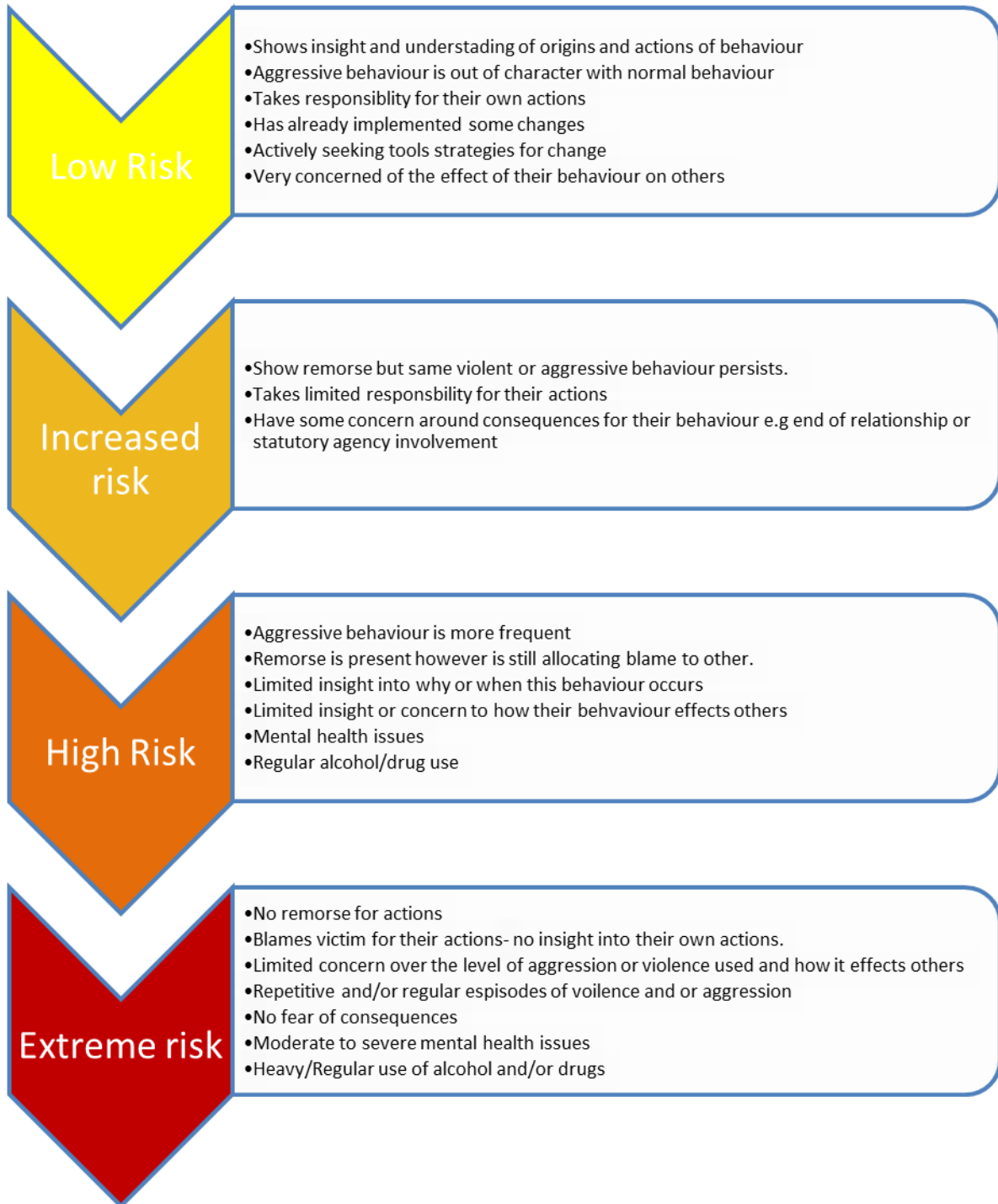
PROCEDURES

All Staff at Catholic Social Services will receive training in the identification, review and documentation of Family Violence and on the drafting of Safety plans. Risk assessment frameworks and sample Safety

plans will form the basis of the tools section of this policy and regularly reviewed to conform with current practice guidelines.

TOOLS

1. Family Harm Risk Identification



2. Family Harm Identification

All clients will be asked if they have been the victim or perpetrator of harm in their family/relationship. This could be as follows

“Family harm is a common issue on our community. As an agency we are committed to reducing the cause and effect of the harm happening in our families, we therefore ask all people the following questions. Is it ok if I ask you?

- a. Have you experienced physical/sexual violence in anytime in your relationships? Is this still happening?
- b. Have you assaulted anyone in your family physically or sexually? Is this still happening?
- c. Have you experienced some form of behaviour that makes you feel bad, eg threats of harm, or intimidation, being denied what you need or having to participate in things you don't want to do?
- d. Have you ever used threats to force someone else to do what you want them to?

If the answer is yes to any of these questions, the next step is to assess the risk of further harm based on the present severity and regularity of harm using the risk identification matrix.

3. Sample Safety plan and monitoring framework (see appendix)
4. Notification process – follow Policy and Procedures as already outlined in this manual

Safety Planning

Safety planning covers several different areas

1. [Safety plan for a domestic incident](#)
2. [Safety when planning to leave](#)
3. [Safety at my home/work](#)
4. [Ensuring I am safe with those I care about](#)

Safety plan for a domestic incident

If you choose stay or leave an abusive relation this plan is to make sure you have thought about how you and your family can stay as safe as possible.

I can tell

_____ (neighbours/workmates/friends) about the abuse and ask them to call the police if they hear shouting or other signs of aggression coming from my house or workplace.

If I think emotions and anger are beginning to get out of control I will try and move to _____ which is a room with an easy access to an exit. I will stay away from rooms where I can be trapped (e.g. bathroom) or rooms (e.g. kitchen) which have easy access to possible weapons

The quickest safest way out of my home is _____ and I will practise escaping that way.

The quickest safest way out my workplace is _____ and I will practise going out that way.

I will teach my children how to dial 111 and talk about how to get safely out of the house and where to go to get help.

I will carry my mobile phone at all times.

I will keep my purse and car phone _____ so I can leave quickly if I need to.

I can go to _____ house and leave a small bag there in advance in case I need to leave urgently.

I will use the code word/ sentence _____ to let my friends or children know that I am not safe to call for help.

If the abuser is angry I will strive to calm them or remove myself from the situation if possible.

If the time is right to go – I will just go and not bother about valuables/documents/ or clothing. I just need to get to safety!!

Safety when planning to leave

I will get my (and my children's) important documents together or collect copies to be kept in a safe place so my abuser is not aware I have them. I will try and open my own bank account or have documents to help me do this.

I will organise to stay with _____ in an emergency. I may be able to leave a bag with my documents and some clothes at this safe place.

I can borrow money from _____ in an emergency.

I can contact the following agencies for support when I have moved out _____

I won't tell my abuser/partner face to face that I am leaving in advance; if I want to tell them I will leave a note or call them when I am in a safe place.

I will not tell them where the safe place I am staying is.

I will explore getting a protection order to protect myself, my children's or my friend's safety.

Safety at my home/work

I will not share my living location with my abuser.

I will ensure that my abuser does not have access to my home and will change locks and install other locks if needed.

I can ask trusted neighbours to inform me if they see him close to my home.

I will ensure that my phone number is private so that he cannot trace my calls.

I will tell my employer, children's school or daycare of measures to be taken to ensure my/my children's safety.

I will block calls from my abuser and consider doing a reset on my phone to make sure there are not apps that are making my location traceable.

If I am followed by my abuser, I will drive to the nearest police station and stop.

I will not use any shared bank accounts, and see if the bank can freeze shared accounts and if they are not able to, close them.

I will continue to work with the following professional agencies to ensure my/my children's safety:

I will be mindful of how I use any social media to ensure my abuser does not access information or my location.

Ensuring safety for those I care about

These are the signs that the discussion is getting out of control for me

If I notice that a discussion is getting out of control I will remain calm by

and/or leave the room/house.

When I have left I will,

___ ..to calm myself down.

I will try to focus on what is working in our relationship. Look at how I can change my behaviour (rather than what the other person needs to do).

Consider where and how we could talk about this issue safely.

I can stay

_____ if I
don't think it is safe for me to return.