

standards for approval

*For Child and Family Support Services and Community
Services under s 396 (3) and s 403 (1) of the Children,
Young Persons, and Their Families Act 1989*



child,
youth
and
family

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Introduction

These Standards for Approval have been produced by the Department of Child, Youth and Family Services (Child, Youth and Family).

If your organisation is currently approved, you will see that these Standards for Approval are very similar to those used since 1995. The main difference is that the standards are now separated into:

- ⋮ **business viability standards** that relate to an organisation's capacity to provide a service to its clients
- ⋮ **programme quality standards** that relate to an organisation's ability to provide a service to its clients.

Your organisation has to demonstrate that it meets the business viability standards and the programme quality standards for the types of service for which your organisation wishes to be approved.

These Standards for Approval apply to most of the organisations Child, Youth and Family approves. They do not apply to organisations seeking approval as an:

- ⋮ *Iwi Social Service*
- ⋮ *Pacific Island Cultural Social Service*
- ⋮ *Intercountry Adoption Service*
- ⋮ *Elder Abuse and Neglect Prevention and Coordination of Intervention Services Service*
- ⋮ *Out of School Care and Recreation (OSCAR) Service.*

Those Standards for Approval are in separate booklets that are available from your local Child, Youth and Family Approvals team.

When you enquire about approval, a Child, Youth and Family Approvals team member will discuss the approval process and what is required of you. The Approvals team member can also provide advice on the preparation of the required documentation, and will advise you about the process for ongoing assessment.

In assessing an organisation against the Standards for Approval, Child, Youth and Family takes into account that organisations may be at different stages of development and will require flexibility to be able to provide services in their own way.

Your approval will be assessed regularly, unless you have indicated to Child, Youth and Family that you wish to relinquish it.

My staff and I look forward to working with you.

A handwritten signature in black ink that reads "Jackie Brown". The signature is written in a cursive style with a large initial 'J'.

Jackie Brown
Chief Executive
Child, Youth and Family

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Approval Information

The Department of Child, Youth and Family Services

The Department of Child, Youth and Family Services (Child, Youth and Family) came into being on 1 October 1999. It became a stand-alone department upon separation of the former Children, Young Persons and Their Families Agency (CYPFA) from the Department of Social Welfare. CYPFA, in turn, had been formed by the integration of the New Zealand Community Funding Agency (NZCFA) and the Children, Young Persons and Their Families Service, on 1 January 1999.

Child, Youth and Family is entrusted with the responsibility of encouraging, promoting and developing safe children, strong families, and stronger communities, and improving the life outcomes of these children and families.

The Department provides services directly to children, young persons and their families. It also contributes funds by contracting with community organisations for social services. The Department undertakes a quality assurance role to ensure that organisations wishing to provide community services for children, young persons and their families are capable of providing effective services for their chosen clients. The Department monitors contracts to ensure there is accountability for the provision of government funding.

The Department's statutory role is defined by the Children, Young Persons and Their Families Act 1989, the Adoption Act 1955, the Adult Adoption Act 1985, the Adoption (Intercountry) Act 1997 and the Guardianship Act 1968.

The purpose of approvals

As part of the quality assurance role, the Department produces Standards for Approval which are designed to ensure that community organisations seeking formal approval status from Child, Youth and Family have the quality, management and administration of the services they provide assessed against consistent standards that meet legislative requirements.

Approval under these standards allows the Department to consider funding approaches from the organisations, although the Department will not necessarily negotiate or enter into contracts simply because the organisation is approved.

Standards for approval

In 1995, the former New Zealand Community Funding Agency produced standards which, in operation, were found to be robust. The new Department has simplified these standards to state the minimum requirements to achieve approval status. The Department has also organised the approval standards into business viability and programme quality standards.

The *business viability standards* are applicable to all services the organisation delivers. Each organisation seeking approval will be assessed against these standards and will be expected to review their business systems to reflect any significant changes to the scope of the services they provide.

The *programme quality standards* are applicable to all services the organisation delivers. They are produced in two sections to cover:

- ∴ *Child and Family Support Services that provide services for children and young people under section 396 (3) of the Children, Young Persons, and Their Families Act 1989.*
- ∴ *Community Services provided under section 403 (1) of the Children, Young Persons, and Their Families Act 1989.*

Definitions:

Service – is provided by an organisation in response to a community need. For example an organisation perceives the need for budgeting advice and decides to meet it by establishing a budget advice service.

Programme – the organisation gathers the resources it needs to meet the need and develops a programme or programmes for its clients. For example the organisation may develop a one-to-one budget advice programme, a group budget advice programme and a budget education programme. Each programme will involve clients in a range of activities; for example the one-to-one budget advice programme may involve tracking expenditure, developing a budget and monitoring the budget. Generally, programmes are appropriate when an organisation is delivering a planned series of events that form a coherent whole.

The approval process

Details about the approval process are available from Approvals team member 'assessors' who can be contacted through your local Child, Youth and Family offices.

Format of standards

The Department's approval framework sets minimum standards. Organisations have to meet all component standards before Child, Youth and Family can grant an approval. When applying for initial approval an organisation has to provide the Approvals team member doing the assessment with a copy of policies and procedures that show how it meets and will continue to meet the Standards for Approval.

The standards that follow are presented in this format:

The overall standard which is to be met is shown in a shaded box at the top of each page.

Below this are the performance measures for the standard. Each of these must be met. These are the aspects of service delivery which Child, Youth and Family workers will be looking for and which demonstrate that the standard is being met.

The way in which an organisation demonstrates that it is meeting the standards and can assure the quality of service delivery will be documented in:

- ⋮ *the policies and procedures document produced for the initial assessment and updated when there are significant changes*
- ⋮ *subsequent review documents that provide evidence that the organisation is implementing its policies and procedures. These documents will provide ongoing assurance of the effectiveness of the organisation's operational policies, procedures, and systems.*

Throughout the standards, interpretation of some statements or terms is offered in footnotes.

standards for approval

BUSINESS VIABILITY STANDARDS

These standards apply to all organisations being approved by the Department of Child, Youth and Family Services as a Child and Family Support Service under Section 396 (3) or a Community Service under Section 403 (1) of the Children, Young Persons, and Their Families Act 1989

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**Section A:
Service
Base****Business Viability Standard 1****Philosophical Base**

The organisation uses a clearly defined philosophical base to determine the services it will provide

The organisation must be able to demonstrate to Child, Youth and Family that:

- 1 The organisation has clearly identified:
 - 1.1 its general philosophy/value base
 - 1.2 the scope of its services
 - 1.3 its goals for its services
 - 1.4 its intended outcomes for clients.
- 2 The organisation has described how the services it provides fit with its general philosophy/value base, defined scope of services, goals for its services and intended outcomes for clients.

Section A:
Service
Base

Business Viability Standard 2:

Prevention of Abuse of Children and Young People

The organisation is committed to the prevention of abuse of children and young people

The organisation must be able to demonstrate to Child, Youth and Family that:

- 1 The organisation promotes awareness of child abuse, the unacceptability of child abuse, ways in which child abuse may be prevented, and the need to report cases of child abuse.¹
- 2 The organisation has a process for dealing with allegations of abuse or situations that raise concern about the safety of a child or young person.
 - 2.1 The process covers how the organisation makes referrals under section 15 of the CYP&F Act and includes guidelines on how to make referrals.

"Section 15: Reporting of ill-treatment or neglect of child or young person - Any person who believes that any child or young person has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected, or deprived may report the matter to a Social Worker² or a member of the Police."

- 2.2 The process is consistent with 'A guideline to assist voluntary agencies to develop a reporting protocol' in *Breaking The Cycle: Interagency Protocols for Child Abuse Management* produced by Child, Youth and Family.

¹ Child abuse means harming (whether physically, emotionally or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person. (CYP&F Act 1989 section 2(1) as amended 1994.)

² Social Worker is defined in the CYP&F Act as a Department of Child, Youth and Family Services social worker.

Section A:
Service
Base

Business Viability Standard 3

Paramourncy of the Child and Young Person

The organisation provides services which reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation provides services in a manner consistent with section 6 of the CYP&F Act 1989.

"Section 6: Welfare and interests of child or young person paramount - In all matters relating to the administration or application of this Act (other than Parts IV and V and sections 351 to 360), the welfare and interests of the child or young person shall be the first and paramount consideration, having regard to the principles set out in sections 5 and 13 of this Act."

***Section A:
Service
Base***

Business Viability Standard 4

Cultural Appropriateness

The organisation provides services which are culturally appropriate to clients

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation provides services which clients consider are appropriate to their culture.
2. The organisation consults, and where appropriate for its services and for the needs of its clientele, negotiates protocols with Iwi Social Services and Pacific Island Cultural Social Services that exist in the same area.

Section A:**Service
Base****Business Viability Standard 5****Resolution of Complaints Related to Service
Provision**

*The organisation uses a process to resolve complaints
regarding service provision*

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a formal process for receiving, considering and resolving complaints that is soundly based in law and consistent with the principles of natural justice.³
2. The organisation ensures that its clients and staff are aware of the formal complaints process.
3. The organisation maintains records of all complaints and the formal application of the complaints process.

³ Complaints may come from staff, clients or those associated with clients, e.g. family, friends or those who referred them. In the case of Child and Family Support Services, they may also come from caregivers and those associated with them.

Section A:
Service
Base

Business Viability Standard 6

Staffing

The organisation has a sufficient body of qualified and competent staff both to deliver and to support the delivery of its services

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.⁴
2. The organisation includes in its definition of staff anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors as well as paid staff members.
3. The organisation has a clear, transparent and open process for recruiting and vetting staff. Vetting of staff is to include a police check for offences.
4. The organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.⁵
5. Unless there are exceptional circumstances, the organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for crimes of violence against the person or dishonesty.
6. The organisation has a written agreement of service with all staff, including volunteers, contractors and caregivers.⁶
7. The organisation provides adequate training, professional development and support for all staff.⁷
8. The organisation uses an effective performance management system for all staff.

⁴ The relevant legislation includes the Human Rights Act 1993, Employment Contracts Act 1991 and the Privacy Act 1993.

⁵ Organisations need to be aware that some sexual crimes have subsequently been decriminalised; e.g. Homosexual Law Reform Act 1986. It is not the policy of the Department of Child, Youth and Family Services that this requirement apply to decriminalised acts.

⁶ The term caregiver includes: foster parent, foster caregiver, foster carer and carers, or any other term in use by the organisation to describe those who provide care for children and young people.

⁷ This includes induction and on-going training as well as supervision.

**Section A:
Service
Base****Business Viability Standard 7****Health and Safety**

The organisation ensures that clients, staff and visitors are protected from risk

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation ensures that its premises comply with all legal requirements.
2. The organisation provides and maintains a safe physical and emotional environment for all who enter its premises and any other premises⁸ that it uses for service delivery.
3. The organisation ensures the safety of any children being supervised on the premises while their parents or caregivers receive services.
4. The organisation has safety and emergency plans for the evacuation of its premises and any other premises that it uses for service delivery.
5. The organisation maintains a register of accidents and incidents of serious harm to staff, visitors and others in the workplace.
6. The organisation notifies the Department of Labour, Occupational Safety and Health Service, as soon as possible of any incident which falls within the definition of serious harm, as defined in the Health and Safety in Employment Act 1992, and provides written confirmation of the incident within seven days.
7. The organisation ensures that its staff and caregivers do not use methods of discipline or control that involve physical or emotional punishment.

⁸ This includes any premises, such as foster homes, where children are placed.

**Section B:
Organisational
Management**

Business Viability Standard 8

Management Structure and Systems

The organisation has a clearly defined management structure and effective management systems

The organisation must be able to demonstrate to Child, Youth and Family that:

- 1 The organisation has a defined and current legal status.

Under Section 396 (3) of the CYP&F Act, the Chief Executive of the Department of Child, Youth and Family Services can approve "any organisation or body whether incorporated or unincorporated" as a Child and Family Support Service.

Under Section 403 (1) of the CYP&F Act, the Chief Executive of the Department of Child, Youth and Family Services can approve "any person, body, or organisation whether incorporated or unincorporated" as a Community Service.

- 2 The organisation has an appropriate and clearly defined governance and management structure,⁹ the written record of which shows authorities, responsibilities and accountabilities.
- 3 The organisation has a process for managing potential conflicts of interest between governance and management roles that ensure that each of those roles is carried out appropriately.
- 4 The organisation is governed by people with appropriate skills, qualifications and personal qualities.
- 5 The organisation's management systems, policies and procedures are consistent with:
 - 5.1 its legal status, constitution, rules, charter or Act of Parliament
 - 5.2 the aims, philosophy and the scope of its activities
 - 5.3 its management structure
 - 5.4 relevant legislation
 - 5.5 contractual obligations.

⁹ Governance refers to setting the parameters of the organisation, e.g. services to be provided, how the organisation will be managed, and the roles and responsibilities of managers. A governing body usually carries out this role. The management structure refers to the system of decision making within the parameters set by the governing body.

Section B:
**Organisational
Management**

Business Viability Standard 9

Financial Management and Systems

The organisation is financially viable and manages its finances competently

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation is solvent.
2. The organisation has a financial management system appropriate to the size and complexity of the organisation.
3. The organisation has an appropriate accounting system in use which produces accurate and timely financial statements.
4. The organisation has arrangements for the regular independent audit of financial accounts.
5. The organisation undertakes forward financial planning (forecasting) to show that the organisation will remain financially viable.

Section B: Organisational Management	Business Viability Standard 10 Organisational Monitoring <i>The organisation ensures that policies and procedures are appropriate and effective</i>
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The organisation must be able to demonstrate to Child, Youth and Family that:

- 1 The organisation:
 - 1.1 regularly monitors the organisation’s individual policies and procedures
 - 1.2 regularly monitors its systems as a whole
 - 1.3 makes appropriate improvements based on the result of this monitoring.

programme quality standards

CHILD AND FAMILY SUPPORT SERVICES

*Providing services under Section 396 (3)
of the Children, Young Persons, and
Their Families Act 1989*

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Appointment of Director of the Service

The organisation appoints a Director of the service to meet the requirements of the Children, Young Persons, and Their Families Act 1989

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation:
 - 1.1 appoints a Director for the service, or a person is designated to act for that purpose
 - 1.2 states the designation in the person's position specification.

**Child and
Family
Support
Services**

Programme Quality Standard 2:

Client Intake and Assessment

The organisation uses a process to assess the needs of the children and young persons seeking and or referred to the services it provides

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation establishes criteria for admission of clients. These are intended to ensure that the needs of clients are matched to the purpose of the services.
2. The organisation ensures that the children and young people who fit the organisation's criteria receive a comprehensive assessment before providing them with services.¹⁰
3. The organisation ensures that its referrals to a Care and Protection Coordinator meet the requirements of section 19 of the CYP&F Act.¹¹

¹⁰ The assessment is the responsibility of the Child and Family Support Service but another organisation with appropriate professional expertise may contribute.

¹¹ Section 19 of the CYP&F Act outlines the process for organisations making referrals to a Department of Child, Youth and Family Services Care and Protection Coordinator and specifies the information that has to be presented to the Care and Protection Coordinator.

Client Planning

The organisation carries out all work with children, young persons and their families on the basis of a formal intervention plan

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation's formal intervention plans for the children, young persons and their families:
 - 1.1 ensure that the child or young person is safe from abuse and harm
 - 1.2 support the family, whanau, hapu, iwi or family group to make any required changes
 - 1.3 aim at strengthening and maintaining the child or young person's relationship with their family, whanau, hapu, iwi and family group
 - 1.4 outline the services that the child or young person, their family, whanau, hapu, iwi or family group will receive to achieve the objectives of the plan¹² and
 - 1.5 are consistent with the provisions of the CYP&F Act.

¹² The organisation may provide all the services or some of the services may be provided by another organisation.

**Child and
Family
Support
Services**

Programme Quality Standard 4:

Programmes for Clients

The organisation plans and delivers coherent and effective programmes¹³ as appropriate for the service being provided

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation identifies objectives for clients in the programme that are consistent with the goals of the service.
2. The programme has a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives for clients.
3. The organisation ensures that adequate resources are available to enable all necessary activities to be carried out.
4. The organisation ensures that it has all the necessary consents to the participation of the child or young person in the programme.
5. The organisation ensures the safety of clients in the programme by:
 - 5.1. collecting all the information required for the purpose of the programme and the safety of the children and/or young people participating in the programme.¹⁴
 - 5.2. monitoring the programme to ensure that its staff use methods of discipline or control that do not involve physical or emotional punishment.
 - 5.3. ensuring that the physical location of the programme is appropriate and safe for the age, background and capabilities of those participating.¹⁵
 - 5.4. having a plan to cover emergencies that may occur during the operation of the programme.
 - 5.5. ensuring that all who need to, know where the participants are at all times during the programme.

¹³ Examples of programmes that may be run by a Child and Family Support Service include residential rehabilitation programmes, specialist therapeutic programmes..

¹⁴ The consents and information required will vary from programme to programme. Usually they will be most extensive for programmes involving outdoor activities, especially those involving overnight stays.

¹⁵ Particular attention is to be paid to the location of any outdoor pursuits component of the programme and to the location of any overnight stays.

Care Placement

The organisation ensures that all placements of children and young persons follow the requirements of the CYP&F Act

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation ensures that all placements meet the full range of needs of the children and young persons in their care.¹⁶
2. The organisation ensures that the selection of a caregiver for a child or young person is made from within the family, whanau, hapu or iwi or family group wherever possible.¹⁷
3. The organisation continues to seek family placements for those children and young people who are in their custody or guardianship and placed outside their wider family, whanau, hapu, iwi or family group.
4. The organisation ensures that children and young persons in its care have the appropriate legal status.
5. The organisation's process for vetting caregivers ensures safe placements for children and young people. The vetting is to include those who usually live with the caregivers.
6. The organisation ensures the continuing appropriateness and effectiveness of the placement by providing on-going supervision and support to all involved in the placement.
7. The organisation's regular review of the placement meets legislative requirements.

¹⁶ Placements are to meet the emotional, psychological, social, spiritual, cultural, health, educational and recreational needs of the child or young person. They are also to be in an age-appropriate family-like situation.

¹⁷ The organisation is to explore the provision of care with all possible members of the wider family, whanau, hapu, iwi or family group before considering a non-family placement. When emergency placements have to be made before full exploration can take place, the Department of Child, Youth and Family Services expects the organisation to make efforts as soon as possible to attempt to find a family member to provide the care.

**Child and
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Programme Quality Standard 6:

Conclusion of Service Provision

The organisation has in place a process which facilitates the conclusion of service

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a comprehensive process for deciding when to conclude service provision to the child, young person or their family.
2. The organisation ensures that services do not conclude until:
 - 2.1 the family, whanau, hapu, iwi or family group has either achieved the goals set in the formal intervention plan, or made considerable progress towards achieving them
 - 2.2 a senior staff member, social worker or supervisor employed by the organisation is satisfied that the home environment is safe.

Client Record Keeping

The organisation keeps accurate records of its work with clients

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation's records of its work with clients meet:
 - 1.1 the Department of Child, Youth and Family Services reporting requirements
 - 1.2 best social work practice requirements.
2. The organisation ensures that client records document each stage of service provision from intake to service conclusion.
3. The organisation collects, records, stores and uses client information in keeping with the Privacy Act 1993.
4. The organisation provides written information to its clients on who will have access to personal information or documentation that the organisation holds about them.¹⁸

¹⁸ The Department of Child, Youth and Family Services has the statutory power under the sections 401 (1) (d) and 409 (1) (d) of the CYP&F Act 1989 to examine any documents or records held by an approved organisation. Consistent with its commitment to the paramountcy of the welfare and interests of the child or young person, the Department of Child, Youth and Family Services will exercise the utmost discretion in exercising this power. For the purposes of approval and monitoring, it is not envisaged that assessors will need access to information about individual clients of an organisation. When this is required, identifying details will usually be able to be removed.

**Child and
Family
Support
Services**

Programme Quality Standard 8:

Service Provision Review and Evaluation

The organisation makes changes to its service provision based on on-going review and evaluation

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation evaluates the effectiveness and appropriateness of the services provided to clients.
2. The organisation undertakes regular reviews of its services to ensure the ongoing effectiveness and appropriateness of the services.¹⁹

¹⁹ This review is to be of the full range of services provided under Section 396 (3)(3) of the CYP & F Act, not only its placement services.

programme quality standards

COMMUNITY SERVICES

*These standards apply to organisations providing services
under Section 403 (1) of the Children, Young Persons, and
Their Families Act, 1989*

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Programme Quality Standard 1:

Service²⁰ Planning

The organisation ensures the services it provides are effective and responsive to client needs

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a process for planning the services it provides. This process includes:
 - 1.1 determining overall client characteristics, needs and intended outcomes
 - 1.2 identifying the requirements of any funding bodies
 - 1.3 determining the structure, content and staffing for the service
 - 1.4 deciding how it will ensure that the service it provides meets its objectives
 - 1.5 deciding the programmes that will comprise the service.
2. The organisation makes changes to its services and programmes based on:
 - 2.1 feedback from clients and stakeholders
 - 2.2 changes in client profile and needs
 - 2.3 regular review and evaluation of service and programme provision.²¹
3. The organisation, if it handles client's money, ensures that it is handled appropriately and ethically.²²

²⁰ 'Service' includes services provided on a group or on a one-to-one basis.

²¹ For example to the services offered, and to the content, method of delivery, and activities involved in particular services.

²² This may range from arranging automatic payments to responsibility for all the client's income except for a spending allowance. It applies predominantly to budget advice services but also to any other situation where a provider handles client money.

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation identifies objectives for clients in the programme that are consistent with the goals of the service.
2. The programme has a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives for clients.
3. The organisation ensures that adequate resources are available to enable all necessary activities to be carried out.
4. The organisation ensures that it has all the necessary consents to the participation of the child or young person in the programme.
5. The organisation ensures the safety of clients on the programme by:
 - 5.1. The organisation collects all the information required for the purpose of the programme and the safety of the children and/or young people participating in the programme.²⁴
 - 5.2. monitoring the programme to ensure that its staff use methods of discipline or control that do not involve physical or emotional punishment.
 - 5.3. ensuring that the physical location of the programme is appropriate and safe for the age, background and capabilities of those participating.²⁵
 - 5.4. having a plan to cover emergencies that may occur during the operation of the programme.
 - 5.5. ensuring that all who need to, know where the participants are at all times during the programme.

²³ Generally, programmes are appropriate when an organisation is delivering a planned series of events that form a coherent whole.

²⁴ The consents and information required will vary from programme to programme. Usually they will be most extensive for programmes involving outdoor activities, especially those involving overnight stays.

²⁵ Particular attention is to be paid to the location of any outdoor pursuits component of the programme and to the location of any overnight stays.

**Community
Services**

Programme Quality Standard 3:

Client Intake and Assessment

The organisation uses a process to assess the needs of people it is considering accepting as clients

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a written intake policy²⁶ that is consistent with the stated purpose of the service and will promote the effectiveness of the service.
2. The organisation ensures that those who fit its intake policy are further assessed before the organisation confirms that it will accept them as clients.²⁷
3. The organisation refers those it does not accept as clients to other organisations which can provide them with appropriate services.

26 The content and depth of the organisation's intake processes are to reflect the services it provides.

27 The extent of the assessment is to be appropriate for the client and services involved.

Client Planning

The organisation has a collaborative process for planning its work with clients

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation uses a process for determining those clients who require a formal intervention plan.
2. The organisation has a process for planning the provision of services with those clients who do not require a formal intervention plan.
3. The organisation ensures that when it is providing a range of services to a client, these meet both the needs of the client and the objectives of the service.
4. The organisation makes changes to the services received by a client based on regular evaluation of the:
 - 4.1. programmes or activities in which they have participated
 - 4.2. progress they have made towards meeting their goals.

Programme Quality Standard 5:

Formal Intervention Plans

The organisation develops effective formal intervention plans with those clients who require them

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a process involving the client, the client's family and others as appropriate to develop formal intervention plans with those clients who require them.
2. The organisation's intervention plans with clients clearly state the:
 - 2.1 client's long-term and short-term goals
 - 2.2 services the organisation will provide to help them achieve their goals
 - 2.3 programmes in which clients will participate.
3. The intervention plans of budget advice clients have a budget attached.

The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation keeps records of its work that meet the Department's reporting requirements.
2. The organisation ensures that client records document each stage of service provision from intake to termination of services.
3. The organisation collects, records, stores and uses personal information in keeping with the Privacy Act 1993.
4. The organisation provides information to its clients on who will have access to personal information or documentation that the organisation holds about them²⁸ and informs them when access has been given.

²⁸ The Department of Child, Youth and Family Services has the statutory power under the sections 401 1 (d) and 409 1 (d) of the CYP&F Act 1989 to examine any documents or records held by an approved organisation. Consistent with its commitment to the paramountcy of the welfare and interests of the child or young person, Child, Youth and Family will exercise the utmost discretion in exercising this power.