



## Te Tai-awa o te Ora

### **POLICY: 4 WORKING WITH SERVICE USERS**

PURPOSE: TO MAXIMISE ACHIEVEMENT OF THE OBJECTIVE/S OF SERVICE USERS IN THE CONTEXT OF SERVICE GOALS

*MEASURES OF ACHIEVEMENT: evaluations show high satisfaction with services; evidence of achievement of service users/ outcomes*

*These policies must be read in conjunction with the Trust Deed.*

#### GENERAL

Te Kaiwhakahaere must make it a priority to ensure that all staff:

- maximise opportunities for service users to achieve their own goals/objectives
- identify service users at risk of not achieving their objectives and develop strategies to address this where possible

#### WORKING WITH CHILDREN

*Your children are my children; if you hurt them you hurt me.<sup>1</sup>*

Parental/caregiver consent will be obtained before work with a tamariki under 17 years of age begins unless there is clear evidence that the child/young person is capable of giving their own informed consent. Parent/caregiver/s will be involved in development of the agreements for working with tamariki when possible, and liaison will take place regularly with them.

Maintaining and increasing awareness of how to prevent, recognise and respond to child abuse is a professional development priority. All staff working with children are expected to participate in on-going training.

Kaimahi will work with service users to identify and minimise risk of harm to tamariki, especially that resulting from exposure to acts and/or threats of physical, emotional and sexual violence whether directed at themselves or others. Where any worker has a suspicion or belief that a child is being physically, emotionally or sexually abused, they will follow the procedures for intervention and will not conclude involvement until the child is living in a safe environment. In working with parents who have harmed their children in the past and are still at risk of this behaviour in the future, we work with them to develop understanding and skills to mitigate the risk.

#### INTAKE AND ASSESSMENT

<sup>1</sup> *Warihi Campbell*

Our policy is to try to support anyone who wishes to use our services, as long as we have the necessary competencies to be sure that the mahi will be reasonably safe for both the service user and the kaimahi. In this context, safety includes physical, psychological, spiritual and cultural dimensions as well as professional competence.

At a first meeting, the situation is assessed to determine appropriateness of the Trust's services/resources and the urgency in addressing issues. Service users (including parent/caregiver/s of those under 17 years old) will be provided with the information they need to make appropriate decisions about which services they may or may not want to use. Where possible, service users will have choices about the ethnicity, age group, and gender of their kaimahi. Involvement of whanau and relevant others is encouraged at any/all stages of the process (from needs assessment through to closure) as deemed appropriate by the service user.

If the agency is not able to assist the service user, a referral to a more appropriate source of assistance must be made. In making such a referral, the culture of the person will be considered as well as the type and appropriateness of the services available.

#### PLAN AND REVIEW OF WORK WITH SERVICE USERS

The kaimahi will support the person/s to articulate their long-term goals and short-term objectives; the service user and the kaimahi will develop a plan for addressing at least the short-term objectives. The objectives and proposed ways of addressing them, including involvement in specific programmes/other services, will be recorded. The service user's objectives must be compatible with those of any services included in the plan. These plans may be re-negotiated at any time. Progress toward achievement of the objectives will be reviewed regularly with service users and may result in changes to the plan. A formal process will mark closure of a plan.

**Approved:**

**Trust Chairperson:**

**(On behalf of Te Tai-awa o te Ora Trust)**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_