Mr Lance Lavery
fyi-request-1267-94b6126f@requests.fyi.org.nz

Dear Mr Lavery,

Further to your email of 10 September 2014, I am providing you with a follow up response to your request, made under the Official Information Act 1982, regarding Child, Youth and Family's policies and procedures.

Our approach to responding to your request for information was to provide you with a website link to Child, Youth and Family's Practice Centre (www.practicecentre.cyf.govt.nz) and also to offer you the assistance of a Social Worker to help you navigate this website and discuss any questions about the information you are seeking.

You may be aware that social work does not occur in isolation and that each case is managed on an individual basis due to the multiple dimensions that can often occur. Because of the broad nature of your request, we consider that you may benefit from speaking to a Social Worker to discuss case scenarios to align with the relevant policies and procedures that you may be interested in.

The website links listed below provide the relevant access to Child, Youth and Family's policies, practices and procedures for staff to undertake their work against the subject areas you have identified. For ease of reference, similar links have been grouped together where possible.

Child, Youth and Family Resources

Abuse of children in Child, Youth and Family care protocol
- www.practicecentre.cyf.govt.nz/policy/allegations-against-caregivers/

Allegations/Notifications/Risk Assessment protocol
Client Care and Protection protocol
Client planning protocol
Client program protocol
- www.practicecentre.cyf.govt.nz/policy/assessment-and-decision-making/index.html#Careand protectionpathwaydecisionmaking1
- www.practicecentre.cyf.govt.nz/policy/assessment-and-decision-making/index.html

Client Access to telephone protocol.
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html

Client accidents on Ministry premises protocol
Incident report protocol
- www.practicecentre.cyf.govt.nz/policy/working-with-children-and-young-people-in-residences/

- www.practicecentre.cyf.govt.nz/policy/professional-supervision/key-information/managing-and-responding-to-dangerous-situations.html

Client Care Placement protocol
Client Home for Life plan protocol
Client Permanent Placement with Family plan protocol
- www.practicecentre.cyf.govt.nz/policy/permanent-care-and-creating-a-home-for-life/index.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/index.html
- www.practicecentre.cyf.govt.nz/policy/working-with-children-and-young-people-in-residences/index.html
- www.practicecentre.cyf.govt.nz/policy/management-of-high-risk-children-and-young-people/index.html

Client intake and assessment protocol
- *www.practicecentre.cyf.govt.nz/service-pathways/care-and-protection/index.html*
- *www.practicecentre.cyf.govt.nz/service-pathways/youth-justice/index.html*
- *www.practicecentre.cyf.govt.nz/service-pathways/adoptions/index.html*
- *www.practicecentre.cyf.govt.nz/service-pathways/disabilities/index.html*

Child/s needs/wants and interests protocol
- www.practicecentre.cyf.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/incorporating-the-core-needs-of-children-and-young-people-into-the-caregiver-assessment-process.html

Client record keeping protocol
- www.practicecentre.cyf.govt.nz/documents/supervision-learning/recording-practice-session/recordkeeping-help-and-advice-handout.pdf

Client Return Home; plan protocol.
Conclusion of Service protocol
- www.practicecentre.cyf.govt.nz/policy/permanent-care-and-creating-a-home-for-life/index.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/preparing-for-independence.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/supporting-young-people-to-return-home-safely.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/returning-children-safely-home.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/developing-a-good-independence-plan.html

Competency framework for practice excellence protocol
Philosophical base protocol
- www.practicecentre.cyf.govt.nz/knowledge-base-practice-frameworks/

Complaints and allegations against caregivers
Complaints/grievances from Clients in CYF care protocols
Complaints/grievances from parents that have children in CYF care protocols
- www.practicecentre.cyf.govt.nz/policy/allegations-against-caregivers/index.html
- www.practicecentre.cyf.govt.nz/policy/allegations-against-caregivers/index.html

Cultural considerations of clients/children protocol
Cultural appropriateness of services for ethnic minority Clients protocol
- www.practicecentre.cyf.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/family-ied-and-culturally-responsive-practice.html

Emergency Procedures incl. Fire and Earthquake, Missing Children protocol
Emergency procedures protocol
- www.practicecentre.cyf.govt.nz/policy/caregiver-assessment-and-approval/resources/considering-the-home-environment.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html
- www.practicecentre.cyf.govt.nz/policy/caregiver-assessment-and-approval/resources/considering-the-home-environment.html
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html

Excursions and Transport protocol
- www.practicecentre.cyf.govt.nz/policy/when-children-and-young-people-move/key-information/living-away-from-home-or-travelling.html

Formal intervention plans protocol.
Service planning protocol
- www.practicecentre.cyf.govt.nz/service-pathways/care-and-protection/index.html
- www.practicecentre.cyf.govt.nz/service-pathways/youth-justice/index.html
- www.practicecentre.cyf.govt.nz/service-pathways/adoptions/index.html
- www.practicecentre.cyf.govt.nz/service-pathways/disabilities/index.html

Health and Safety of Clients in CYF care protocol
- www.practicecentre.cyf.govt.nz/whats-new/news/2009/multi-agency-safety-plans.html
- www.practicecentre.cyf.govt.nz/policy/assessment-and-decision-making/

Parental rights to information pertaining to their child protocol
Privacy policy protocol
- www.practicecentre.cyf.govt.nz/policy/sharing-and-use-of-information/

Service provision review and evaluation protocol
- www.practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/social-work-visits.html

Ministry of Social Development Resources

Financial management structure and systems protocol
Management structure and systems protocol
Organisational Policies and Procedures monitoring protocol
Performance Appraisal protocol

The Ministry's operations are outlined in the publicly available Statement of Intent 2014 – 2018 and the Annual Report. These operations are monitored through Select Committees on behalf of Parliament. Submissions made to the Social Services Committee are available on the New Zealand Parliament website.

- http://www.parliament.nz/en-nz/pb/sc/details/socialservices/
  00DBHOH_BBSC_SCSS_1/business-before-the-social-services-committee
- www.msd.govt.nz/about-msd-and-our-work/about-msd/our-structure/our-organisational-structure.html
- www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/2012-2013/index.html
- www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/statement-of-intent/
- www.practicecentre.cyf.govt.nz/policy/professional-supervision/index.html

Staff integrity protocol
Discipline of insubordinate staff protocol

You will find attached the Ministry's code of conduct which provides the basis for managing performance, and which each staff member must adhere to. This code of conduct should be read alongside the employee's employment agreement and the State Services Standards of Integrity and Conduct. This document is publicly available and can be accessed through the State Services Commission's website at:
http://www.ssc.govt.nz/upload/downloadable_files/Code-of-conduct-StateServices.pdf.

The Ministry's approach to disciplining an insubordinate staff member will depend on the situation and may be managed as a performance issue or via the formal disciplinary process. Disciplinary action is a process that is used where there are concerns over an employee's performance or conduct and action needs to be taken. If the standards set out in the State Services Standards of Integrity and Conduct, or in the Ministry Code are not met, staff may be considered in breach of one or both Codes.

Conduct that is considered unacceptable by the Ministry is likely to result in disciplinary action. We will always make sure the disciplinary process is impartial, fair, prompt and consistent. We will consider each case on its merits, including reviewing the reasons for the breach and taking into account the individual circumstances of each case before deciding on the action to take. Staff can also face disciplinary action for breaching Ministry policies, procedures, standards and guidelines.

Employment/vetting/referee checks/induction/training of competent staff protocol

All prospective employees are vetted. On top of vetting, prospective employees may also be subject to a range of background checks including but not limited to police checks, checks for aliases, benefit history, bankruptcy and NZSIS checks. Theses checks are required to ensure new employees meet the Ministry's and Public Service's standards of integrity and honesty. The hiring manager is responsible for completing at least two reference checks on the candidate that the selection panel considers most suitable for the role.

Induction and on-going training that an employee receives will depend on their position, and therefore there is no single protocol on this subject. Your request for this information is therefore refused under section 18(e) of the Official Information Act as this information does not exist.

Your request for the "Appointment of Director of the Service" and "Staff to Client ratio" protocols are refused under section 18(e) of the Act, as they do not exist.

Child, Youth and Family is committed to providing excellent service for families, the children and young people that we work with.

If you are not happy with the service you have received regarding a specific matter, we encourage you to make a formal complaint. You can email us at: complaints@cyf.govt.nz. You will be contacted within one week of your complaint being received and we will try to resolve your complaint within six weeks.

If you are not satisfied, following the outcome of a formal complaint, you can ask for a review by the Chief Executive of the Ministry of Social Development's Advisory Panel. To apply for a review, you can write to:

National Manager
Review Secretariat
Ministry of Social Development
PO Box 1556
Wellington 6140

Further information about the Child, Youth and Family complaint process and the Chief Executive's Advisory Panel is available at: www.cyf.govt.nz/about-us/our-service-commitment/index.html

You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely

Bernadine Mackenzie
Deputy Chief Executive, Child, Youth and Family