

Homeworks Trust.

Policy Document: September 2004

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Introduction.

Homeworks Trust is an organisation that aims to fill some of the gaps in service provision and housing for women as identified by ongoing research.

The services initially envisioned will consist of:

- a refuge for women with drug and alcohol problems
- a refuge for women with mental illness problems
- a boarding house exclusively for women

The refuges will be for women experiencing domestic violence and requiring refuge and will be run in conjunction with mental health and alcohol and drug services. The needs of women who do not have children will be considered to be of equal importance to those of women who do have children in their care. Mental illness symptoms, drug and alcohol abuse and not having dependant children are all conditions that can exclude women from entering a refuge. Women admitted into the refuges will be expected to undergo assessment and treatment if they are not already accessing it.

The staff employed in these facilities will have the relevant experience to enable them to provide quality care to the clients. Staff will be rostered on duty twenty-four hours a day, seven days a week, as they would be in any other situation with high need clients. The primary reason that refuges don't like to take women with drug and/or alcohol problems/mental illness symptoms is that they cause disruption and exhibit behaviours that upset the other women in the house. Providing a living environment that is specifically catering to these women's needs is solution to this problem and an incentive to offer appropriate and specific care.

The boarding house will be available both to clients leaving the Homeworks refuges and also to women who would normally live in a boarding house. It will be managed by a woman with case working experience who can assist the women to develop the skills they need to move into longer term, safer accommodation than that which a general boarding house supplies.

Refuges

Women who live in abusive situations are at risk of developing alcohol and/or drug dependencies and of experiencing symptoms of mental illness. These women and abused women who already have problems with mental illness and substance use are currently unable to access women's refuge, or if they do, to receive the level of care, treatment and support that they require in the refuge. The children of these women are of special concern because not only are they in danger from the violence in their homes, but may also be put at extra risk by their mother's illness/substance use.

Women who do not have dependant children are often not given high priority in assessment for refuge, as the primary aim of refuge as it is funded is the welfare of children. Therefore women without dependant children are frequently unable to access safe and appropriate housing and support to escape domestic abuse. This also means that, for example, older women who may have been in abusive relationships for a long time do not have anywhere to go to escape the abuse they experience. Therefore, within the houses, provision will be made to house women without dependant children, if they cannot enter mainstream refuge services and if there is bed space.

The refuges offer women, who can not access existing services, a safe place to escape domestic violence, to gain insight into their experiences and to develop strategies to live free of abuse and to tackle their mental illness/ substance abuse issues.

Homeworks Trust believes that it is not necessary for women to lose their children because they have substance abuse/mental illness issues. They will therefore work with women to enable them to parent their children safely.

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

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

Trust Purpose:

To fill gaps in service provision, primarily in housing and accommodation for women.

To carry out, or to support, research which highlights housing, accommodation and related needs of women.

To base the service which the Trust provides on identified need.

To advocate and lobby for policy which enhances the provision of services and housing for women.

To encourage equity in accommodation and housing for women.

Trust Principles:

To work in accordance with the principles of Te Tiriti o Waitangi, to consult with Maori to ensure the safety of Maori staff and clients and to support the development of parallel Maori services.

To promote and support the right of all women to be free from discrimination on the grounds of class, race, religion, age, marital status, parental status, gender, sexual preference, difference in ability or disability.

To operate in a way which is empowering and encourages self-determination.

To work in partnership with staff and clients in the running of facilities which are established by the Trust for the above purposes.

To work towards the prevention and elimination of violence and in particular, to support the rights of women and children to protection and freedom from physical, sexual, emotional, spiritual or mental abuse.

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

POLICY

Homeworks Trust will ensure that:

1. The trust 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 by ensuring that each staff member is fully conversant with the principles and practices in “Breaking the Cycle: An Interagency guide to Child Abuse” produced by Child, Youth and Family. This will be part of the induction training, plus yearly refresher courses will be held for all staff. Knowledge of the practices incorporated in the document will be part of all staff appraisal.
 - 1.1 Parenting education will be made available to any mother using Homeworks Trust services, who requests parenting and/or help with non-abusive disciplining of children. Non abusive in this context means, without resorting to physical punishment or the use of power and control practices such as intimidation, threats, emotional abuse or blaming, minimising and denying.
 - 1.2 Parenting with a mental illness/drug and alcohol problems will be a priority issue for women in the refuge.
 - 1.3 Women with drug and alcohol problems or mental illness will be given training in non-violent, productive life skills if necessary.
 - 1.4 Ongoing support and education for women who have left the refuge will be available.
 - 1.5 Written policies on child abuse will be displayed on walls stating that the environment is to be free from hitting, verbal abuse, sexual abuse, threats and intimidation. A peaceful atmosphere will be encouraged. Posters and pamphlets will also be on display and available.
 - 1.6 All staff will act in a manner that reflects the trust’s policies. All staff will be trained in non-violent methods of intervention, in responding to abuse, and in managing their own behaviour around children.
2. Homeworks Trust has a process for dealing with allegations of abuse or situations that raise concern about the safety of a child or young person. See Business Viability standard 3, page 5
 - 2.1 All staff will be trained to recognise and report abuse. They will also be able to provide teaching and role modelling of non-abusive behaviour.
 - 2.2 Homeworks Trust recognises the effects on children of the abusive situations they live in. Children will be referred to appropriate agencies for counselling and or health care.
- 2.1 In the case of allegations of abuse and disclosure by clients about staff, complaint processes will be followed. Management will take all allegations of abuse seriously.

- 2.2 An outside investigator who has experience in making these investigations will investigate all abuse complaints, client to child, client to staff.
- 2.3 A clear complaint procedure is established. See Business Viability standard 5, page 23.
- 2.4 In the case of a client making an allegation of abuse of themselves or their children by someone outside Homeworks Trust, these allegations and disclosures will be treated seriously and will be documented and the appropriate course of action will be identified and instigated.
- 2.5 All policies will be reviewed every two years.
- 2.6 In the case of staff making allegations of clients abusing their children, the appropriate action to be taken will be identified by senior staff. Systems and processes will be put in place including notifying the appropriate services such as CYFS and/or the police if necessary.
- 2.7 Priority will be given to ensuring the safety of children.
- 2.8 These situations will be acted upon as soon as possible after notification of the allegation.
- 2.9 Notifications will be made using the processes identified in “Breaking The Cycle: An Interagency Guide To Child Abuse” produced by Children, Young Persons and Their Families Service, page 34-35.
- 2.10 A ‘Child at Risk’ register will be established and used by the staff to inform each other of concerns and to record notifications and outcomes of interventions.

CHILD ABUSE POLICY STATEMENT

Statement of Policy

Homeworks Trust will pursue the well being and safety of children from all multi-ethnic groups in its care as a primary goal.

Statement of Commitment

Homeworks Trust is committed to the prevention of child abuse and to the protection of children.

This commitment means that the interests and welfare of the child will be the prime consideration when any decision is made about a child suspected of being abused.

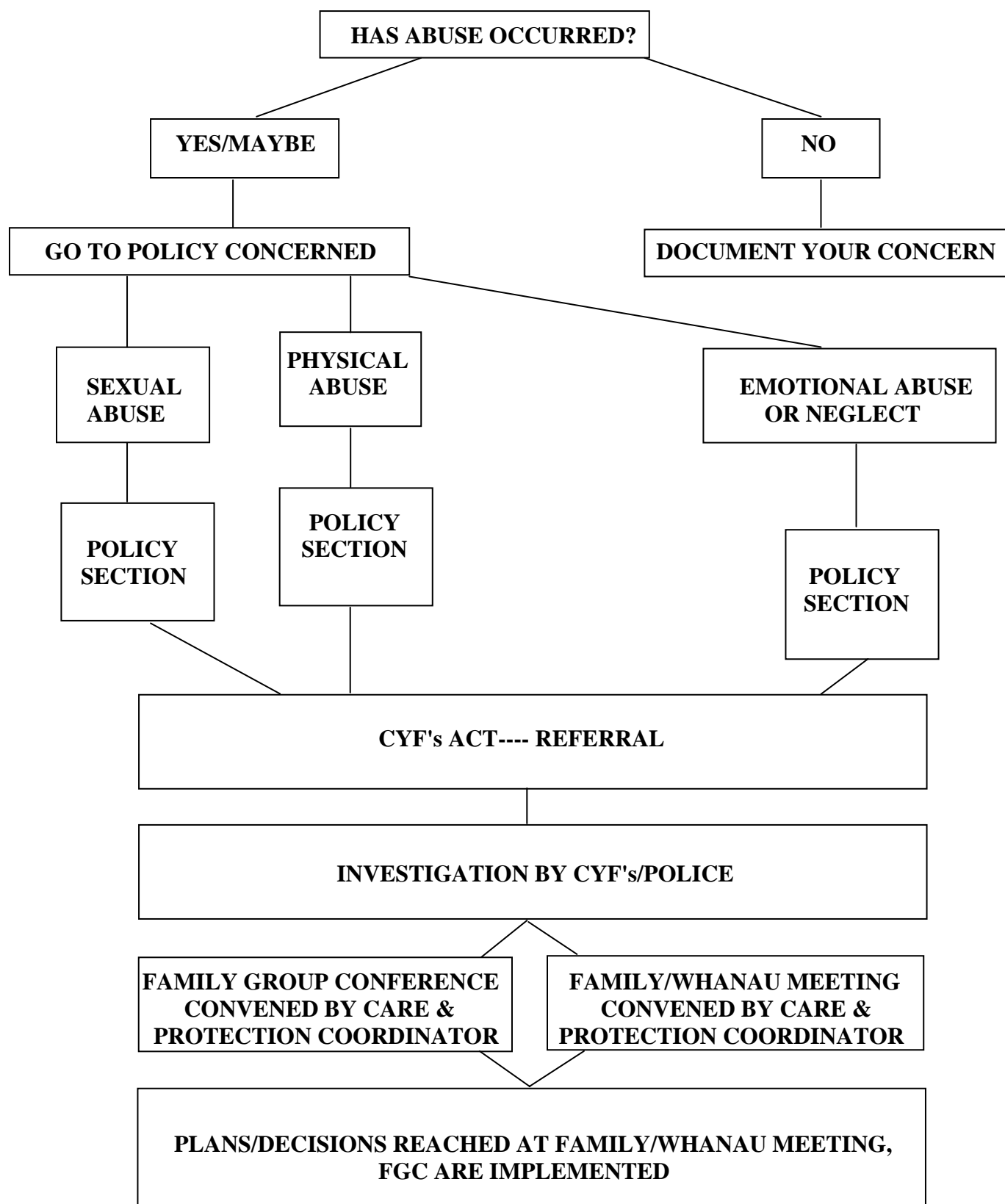
Homeworks Trust supports the roles of statutory agencies (the Police and the New Zealand Child, Youth and Family Service) in the investigation of abuse and will report cases of abuse to these agencies.

These are:

- a) Prevention of risk situations by provision for the support of families and communities.
- b) Recognition of the importance of the relationship between a child and a parent figure.
- c) Voluntary access - help is used most effectively when it is seen as a response to a family’s expressed needs.

- d) Services should recognise the cultural diversity of New Zealand/Aotearoa including the Principles of Te Tiriti o Waitangi.
- e) Flexibility - legislation and services should provide a wide range of options.
- f) Participation - the child's family should be consulted about, and participate in, all significant decisions about the child.
- g) Planning and accountability - all intervention should be time limited, goal directed, and subject to independent review.
- h) The services, and the ability to challenge official intervention, should be easily accessible.

CHILD ABUSE POLICY: FLOW CHART



PROCEDURES

REFERRAL TO CHILD YOUTH & FAMILY

Call Centre Telephone (09) 912 3820 or Toll Free 0508 326 459. Fax (09) 914 1211

Type of Abuse

(Please identify category/categories.)

Physical

Sexual

Emotional

Neglect

Other

FOR **EACH** CHILD BEING REFERRED PLEASE SUPPLY FULL CONTACT DETAILS INCLUDING:

Full Name:

Date of Birth:

Gender:

Ethnicity (incl Iwi if known):

Home address and contact telephone numbers:

Mother's name:

(and address if different from child's)

Father's name:

(and address if different from child's)

Step parents:

[address(es) if different from Childs]

Caregiver:

Siblings:

[Full Names, Dates of Birth, Schools, address(es) if different from child's.]

Other Members of Immediate Household:

(Relationship to child)

Other Family/Whanau:

(Full Name, Age, Address, contact telephone number, contact Person):

Pre-School / School:

(Address, contact telephone number, contact person):

Other Agencies Involved with Child and Child's Family:

(Address, contact telephone number, contact Person):

Medical & Social Work Contacts at Agency:

(Names, Contact telephone/Locator Numbers)

REASON FOR REFERRAL**Concerns:**

(Please identify concerns. As far as possible give time, date, and place for each. Use additional pages as necessary.)

Background:

(Relevant child / family medical and social history, other background matters of importance to investigation of abuse or neglect.)

To your knowledge, has CYF had previous involvement with this child or member of its family? Please give details.

MEDICAL REFERRAL**Is the child / young person a:**

(Please circle)

Current In-Patient

Current Patient - not admitted

Other

IS CYF REQUESTED TO ATTEND A DISCHARGE/ PLANNING MEETING?

YES/NO

Date

Time

Venue

WHAT SERVICES EXACTLY DO YOU ENVISAGE CYF PROVIDING? PLEASE BE SPECIFIC.

1)

2)

Your Name:

Designation:

Service/Group:

Address, Usual Contact

WHERE CAN YOU BE REACHED NOW?

LIMITED CONFIDENTIALITY Do you wish (as far as is legally possible) departmental social workers not to tell any person being investigated as a result of the information you have given, that you are the source of that information?

NO

YES - Because

DATE:

SIGNED:

A. GENERAL PROCEDURES - ALL FORMS OF ABUSE

1. Definite physical or sexual abuse
 - Immediate GP appointment/report to CYF's.
 - Following notification to CYF's, Homeworks Trust staff are to follow case management process above to fulfil kaupapa and Tikanga of total support to mother.
 - Support whanau if a court appearance is anticipated. Staff must remain neutral and maintain total confidentiality outside instructions at Homeworks Trust case management forum.
 - Case Management on a daily basis to provide supervision and support to staff members involved with the child's mother.
 - Document all observations and concerns.
 - Do not attempt to counsel or question the alleged abuser.
 - Do not investigate the child yourself.

2. For probable, physical or sexual abuse, discuss observations and concerns as a case management team and involve the General Manager if necessary. Agreement by consensus in form of action to be taken will be upheld by Homeworks Trust, taking into consideration section 15 of the Act (see section 4.2 Reporting Abuse or Suspected Abuse to CYF's)

3. If a staff member of Homeworks Trust feels unable to agree with the final decision of the team, she is able to extricate herself from any further participation. The person must be named and documented. The right of the individual staff member must be respected.

Section 2

2.1 GUIDELINES

STEP 1 ENSURE THE CHILD IS SAFE

Always take action to ensure the child is safe in the immediate future. This could mean referring the child for respite, supervising the mother, admitting the child to hospital or reporting the situation to CYFS if you think the child is at serious risk of abuse or further abuse in the short term.

STEP 2 KEEP ACCURATE AND TIMELY RECORDS

Document all observations, impressions and communications that you make in relation to the management of cases of abuse or suspected abuse. These records should be filed carefully.

STEP 3 CONSULT WITH YOUR TEAM COORDINATORS / CASE MANAGEMENT AND GENERAL MANAGER

Consult with professional interdisciplinary/multi disciplinary persons experienced in child abuse before making decisions. This work is stressful and dilemmas will arise. Seek appropriate support.

STEP 4 MAKE A DECISION

Believe what children say and what you see rather than what adults tell you. Then act!

STEP 5 FOLLOW THE REPORTING PROCEDURES

Do not leave action to someone else or hope that the abuse will not happen again - it usually will. Discovery is not enough to make an abusive situation safe. Incidents of abuse are rarely isolated events.

If you have passed your information onto CYF's and they don't act, and you are still worried, take further action. Ultimately the house manager and clinical manager will have to make a decision not to let a matter drop if they are concerned. The law protects anyone reporting suspicions of child abuse in good faith.

STEP 6 DECIDE WHO WILL TELL THE MOTHER

Parents normally have a right to have a major say in matters concerning their children. However, this right needs to be balanced with the need to keep the child safe. If the mother is not considered to be the abuser, she should be told about all suspicions of abuse. She will need support.

The final decision is with the clinical manager, in consultation with the general manager. In cases of serious abuse it will be CYF's who will notify the mother.

2.2 CHILD ABUSE DEFINITIONS

PHYSICAL ABUSE

All physical injury to children under 17 years where:

- a) The nature of the injury is not consistent with the account of how it occurred.
Or
- b) There is definite knowledge or a reasonable suspicion, that the injury was inflicted (or knowingly not prevented) by any person having the custody, charge or care of the child.

NEGLECT

Situations where children have been consistently deprived of necessities such as food, shelter, and supervision appropriate to their age and essential medical care. Refer page 6.

FAILURE TO THRIVE

A form of neglect (physical and/or emotional) where children are diagnosed as suffering from a failure to grow normally. This growth inhibition is caused by factors in their home environment rather than a medical condition.

SEXUAL ABUSE

Occurs when an adult or someone significantly older than a child or young person uses his/her power or authority over a child, or takes advantage of the child's trust and respect, to involve the child in sexual activity. It excludes consensual sexual activity between peers. It involves a whole range of sexual behaviours or exposure to inappropriate sexual material. It includes abuse within families and abuse where the perpetrator is not a family member.

Reporting abuse means checking disclosures of every definition/situation of abuse.

2.3 CONFIDENTIALITY

Homeworks Trust staff are bound by their contract of employment not to disclose information about clients. However in circumstances of child abuse, suspected abuse or severe risk of abuse, exceptions are made to these rules. Section 16 of the Children, Young Persons and their Families Act 1989 protects any person who reports abuse in good faith, from civil and criminal prosecution or disciplinary action.

<p>Homeworks Trust has high standards of ethical behaviour towards the client. Firstly to the client and her children then to the wider community, colleagues, other staff/team members and to the employing organisation.</p>

Because of the stressful nature of child abuse cases, and the personally upsetting and shocking information staff may sometimes hear, there may be a need to talk about what you have seen and/or heard. Seek the support of the Homeworks Clinical Manager or your professional supervisor who has been mandated to act on behalf of the Trust. Avoid the temptation to pass information on to other staff who do not need to have it, or to people who might normally support you, but have no right to the information. Instant dismissal could result from this action.

Any request by the media for information about, or comment on, a particular child's situation should be refused and immediately referred to the Homeworks Trust General Manager.

2.4 DOCUMENTATION

Initial impressions and observations

When you first become suspicious or aware that:

- a) An injury is non-accidental; or
- b) That a child - has been abused in some way; or is at significant risk,

you must as soon as possible, and while your memory is still fresh, document what you have been told, what you have observed for yourself and what your impressions are.

You may document both observed facts such as injuries, preferably with a diagram, and your impressions and suspicions. It is, however, important to make a clear distinction between what is observed fact and what is your impression. You should also record any information given to you verbally by adults or children, using their words as clearly as you can remember them.

REPORTING TO THE DEPARTMENT OF CHILDREN, YOUNG PERSONS AND THEIR FAMILIES SERVICE OR THE POLICE

The Clinical Manager will probably make the initial contact with CYF or the Police by phone. This should be followed with a letter as soon as possible.

DOCUMENTATION DURING ON-GOING TREATMENT

When a child is receiving on-going medical treatment or counselling and is known to have been abused or to be in an at risk situation, it is recommended that full and careful notes be kept of Homeworks contacts with the child and mother (as expected in day to day case work.). Phone calls to or from the CYF's should be recorded if they concern significant discussion about the case or any request for assistance.

Service Base: Business Viability Standard 3

Paramourcy of the Child and Young Person

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

POLICY

Homeworks Trust will ensure that:

1. The trust provides services in a manner consistent with section 6 of the CYP&F Act 1989. When women enter the refuge they will be given information about the refuges relationship with CYF and how we work together.
 - 1.1 CYF will regularly provide updated information about their processes for the refuges' to disseminate.
 - 1.2 Case Conferences

If CYF are to be contacted to discuss a child's safety, the mother of the child will be notified and the referral process will be explained to her – and to the child if the child is old enough.
 - 1.3 If a case conference is required it will include:
 - the mother of the child
 - a representative from the refuge with either mental health or drug and alcohol expertise or the clinical manager
 - a representative from CYF
 - The child advocate from the refuge – see below
 - Other people who are thought to be important – either from other agencies, or the family, however, case conferences initiated by the refuge will not include the man who is the perpetrator of abuse.
 - 1.4 These case conferences will encourage the mother, and if appropriate the child, to take an equal, respectful part in the decision making processes.
2. Child advocate

Each refuge will employ one staff member whose specific focus is the wellbeing of children. This person will be qualified to:

 - Provide minimal interventions when a child is distressed, and ascertain cause
 - Assess children for their need for counselling or mental health service referrals
 - Organise the in-house children's programmes
 - Provide advocacy for children.
- 2.2 All staff will be trained in the dynamics of domestic violence and their specific discipline – either mental health or drugs and alcohol and will be encouraged to constantly update their knowledge about child protection.
- 2.3 If mothers are observed physically or mentally abusing their children, including smacking, staff will intervene and will suggest more appropriate interventions – e.g., non- physical punishment such as time out. The mother will be observed and supported to change her behaviours towards the child and will be referred to appropriate programmes to help her develop her parenting skills.

3. If a child is unsafe, or is moving back into an unsafe environment, the trust will consult with CYF to determine the most appropriate course of action.
4. The service delivered by Homeworks Trust is intended to be affirming of a mother's relationship with her children. The refuge service will attempt to strengthen a mother in order to enhance her relationship with her child and her ability to care for her child. The service will:
 - Role model non-abusive behaviour. Non abusive in this context means, without resorting to physical punishment or the use of power and control practices such as intimidation, threats, emotional abuse or blaming, minimising and denying.
 - Teach non-violent interventions.
 - Ensure that a code of behaviour is clearly visible on the walls or the shared facilities at all times
 - Include a code of behaviour in the client handbook
 - Display posters about not smacking and non abusive forms of discipline
 - Inform the child of their rights.
 - Consult the child about what they want.
 - Give children the opportunity to participate in decision making.
5. Homeworks Trust will work with other interested organisations and individuals to raise awareness of the issues of parenting with a mental illness or drug and alcohol problems and lobby for the development and strengthening of specific services to meet the needs of women in these situations.
6. Issues for Homeworks Trust staff that suggest consideration of CYF involvement include:
 - Slapping {particularly around the head}
 - Punching, kicking, pinching, pulling hair and biting.
 - Swearing, intimidating
 - Leaving children alone for long periods
 - One child treated substantially differently from another sibling (being picked on, blamed for things going wrong)
 - Not allowing normal contact with other children or keeping them in their rooms
 - Making them sleep more than normal
 - Leaving them with responsibility for younger children beyond their abilities
 - Showing no affection to a baby, not responding when baby cries (other than establishing sleep patterns)
 - Neglect such as not feeding, clothing, bathing or having illness addressed
- 6.1 Sexual abuse of children by women is rare, however it does happen and inappropriate behaviour can be an indicator. Issues for Homeworks staff that suggest consideration of CYF involvement include:
 - An adolescent male child sleeping with his mother or sisters.
 - Touching genitals of maturing children. Making sexual comments about children.
 - Using children as a "mate" sharing adult discussions and flirting behaviour.
- 6.2 Document any behaviour that causes concern. Be specific. As time goes on the situation may be resolved however it does no harm to keep notes in case the concerns develop into a CYF referral.

CHILDREN

1. Children will be returned to school at the first safe opportunity.
- 2.. The workers will not look after the children unless there are special circumstances – for example, while arranging respite care.
3. Children should not play in each other's rooms. This can lead to conflict and safety issues.
4. Children in refuge may behave in ways that are manifestations of distress. These children are valued as residents. Tolerance of their behaviour and understanding of their situations may be needed by both workers and residents.

Guidelines will be established with mothers about bedtimes and about sick children staying home from school.

Child abuse referral policy. See flow chart and documentation Business Viability Standard 2.

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CHILDREN, YOUNG PERSONS AND THEIR FAMILIES ACT 1989

All Homeworks Trust staff are encouraged to read the Act and understand what it means.

3.1 A SUMMARY OF THE ACT

Background

This Act was introduced to overcome shortcomings in the previous legislation, which led to children losing contact with their extended family. Family power, responsibility and involvement in decision-making and the provision of care were also inhibited.

The 1989 Act includes provisions for the care and protection of children and for youth offending. However this document only addresses care and protection issues.

General Objects and Principles of the Act

The Act aims to promote the well-being of children, young persons, their families and family groups by establishing and promoting services and facilities which are accessible, culturally appropriate, promote and strengthen family and extended family responsibility, minimise disruption to children and protect them from harm.

In the practice of care and protection work this means that, while children are entitled to be free from harm, families are seen as having primary responsibility. When interventions are made they are to be the minimum needed for the child's protection and should, where possible, keep the child within its family, extended family, cultural and social environments.

Definition of Child or Young Person in Need of Care and Protection

Section 14 of the Act states that a child or young person is in need of care and protection if:

- a) He/she is suffering, or likely to suffer, harm.
- b) There is serious impairment or neglect of the child or young person's development or wellbeing.
- c) Serious differences exist between a child or young person and his/her caregivers as to cause a serious impairment of the child or young person's wellbeing.
- d) A child or young person's behaviour is such that it is, or is likely to be, harmful, and his/her caregivers are either unable to unwilling to control him/her.
- e) A child between the age of 10 and 14 has committed an offence which gives rise to serious concern about his/her wellbeing.
- f) The caregivers are unwilling or unable to care for the child or young person.
- g) The child or young person has been abandoned.
- h) Serious differences exist between the people caring for the child or young person to the extent that the differences affect the wellbeing of the child or young person.

- i) The child or young person's ability to form significant attachments is being seriously impaired by virtue of too many placements with caregivers other than natural family.

3.2 REPORTING OF ILL-TREATMENT OR NEGLECT OF A CHILD OR YOUNG PERSON

Section 15 of this Act allows any person who believes that any young person has been, or is likely to be, harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected, or deprived to report the matter to a social worker (meaning a CYF's social worker) or a member of the Police.

Reporting is not mandatory.

PROTECTION OF PERSON REPORTING ILL-TREATMENT OR NEGLECT OF A CHILD OR YOUNG PERSON

Section 16 of this Act protects any person from civil, criminal and disciplinary proceedings, if they report any matter under section 15 of the Act in good faith.

INVESTIGATION OF REPORT OF ILL-TREATMENT OR NEGLECT OF A CHILD OR YOUNG PERSON

Section 17 of this Act requires the Police or CYF's social workers to undertake, or arrange for the undertaking of, an investigation following any reporting under Section 15 of the Act. It also requires them to consult with the Care and Protection Resource Panel.

3.3 DEFINITIONS OF TERMS USED IN THE ACT

Care and Protection Co-ordinator - the employee of CYF's who is appointed to organise and run Family Group Conferences.

Care and Protection Resource Panel - the group of community representatives appointed by the local Assistant Director of CYF's to advise social workers and the Care and Protection Co-ordinator in cases of child abuse or suspected abuse. Each district has a different system for running this panel and making consultations with it.

Child - boy or girl under the age of 14.

Family Group Conference - meeting convened by the Care and Protection Co-ordinator to make decisions regarding the care protection of a child or young person. An entitled member of a Family Group Conference is someone entitled to attend the information-giving portion of the conference and to learn of the decision. A person who is not a family member is not entitled, unless they made a direct referral to the Care and Protection Co-ordinator. Other people may be invited to give information or advice only. The second part of the conference is for extended family members only (and others only at their invitation) and is the part of the meeting that makes decisions and plans.

Investigation - the procedure followed by the CYF's social workers and the Police in gathering information about cases of child abuse or suspected abuse reported to them.

Young Person - boy or girl over the age of 14 but under 17.

Place of Safety Warrant - an order from a District Court Judge or a Justice of the Peace authorising a CYF's social worker or police officer to search for a child or young person and, if reasonable grounds exist to believe that child or young person has suffered or may suffer harm, to remove or detain the child or young person. This warrant may also direct a Medical Superintendent to keep a child or young person in hospital.

Reporting - the term used when someone informs CYF's or the Police of abuse or suspected abuse. The term "notification" is also sometimes used and means the same thing.

Restraining Order - a Family Court Judge may grant a restraining order to prevent a person or persons having any access to a child in certain circumstances.

Service Base: Business Viability Standard 4**Cultural Appropriateness****The organisation provides services that are culturally appropriate to clients.****POLICY**

1. It is an organisational principal that Homeworks will work in accordance with the principles of Te Tiriti o Waitangi, will consult with Maori to ensure the safety of Maori staff and clients and will support the development of parallel Maori services.
2. The combination of domestic violence and concomitant drug and alcohol or mental health problems creates a multi-ethnic, specific culture of distress and confusion. Therefore, the first priority for Homeworks Trust services' will be to create an environment that meets the needs of women sharing this specific experience. This will create a broad cultural safety, provided by staff with specialised skills and experience.
3. Homeworks will develop relationships and protocols with associated services – Maori refuges, Maori mental health services and the associated services for other ethnic groups – Pacific, Asian and refugee, migrant communities, to ensure the ethnic/cultural safety of the women using Homeworks services. These protocols will include referral, both in and out of the Homeworks service and in-house support. Staff from Maori and Pacific Refuges and specialised services such as Shakti, will be encouraged to continue to support their clients who are referred to a Homeworks Trust service.
4. Homeworks has a commitment to training and up-skilling service providers from allied organisations. This will have the added benefit of identifying potential employees for Homeworks services.
5. Homeworks has a commitment to ensuring that Maori, Pacific, Asian and refugee, migrant staff are recruited, where possible, into the range of positions available in the teams working for Homeworks Trust services.
6. Opportunities will be created for staff to gain understanding of the cultural needs of their clients, either through formal or informal learning situations.

Service Base: Business Viability Standard 5**Resolution of Complaints Related to Service Provision****The organisation uses a process to resolve complaints regarding service provision****POLICY**

Homeworks will ensure that:

1. All service users will be informed both verbally and in writing of the formal process for receiving, considering and resolving complaints.
- 1.1 This information will be provided when women enter the service and will also be displayed in shared living areas, so it is easily accessible.
- 1.2 The staff complaint policy will be attached to the staff contract.

PROCEDURE

All staff will be informed of the client complaints process during orientation.

Complaints can be made verbally or in writing. Verbal complaints will be recorded on a complaints form. A complaints form is available.

The following procedures must be adhered to when dealing with complaints from Homeworks Trust clients, staff, volunteers and Board:

- Prompt attention to all allegations or complaints.
- The house manager will undertake investigation of client complaints in the first instance. This process will take no more than 5 working days. If this is not appropriate, or if the complaint is unable to be resolved, then the complaint will go to the Clinical Manager, then the Director. This process will take no more than 4 working weeks. All staff, volunteer and Board complaints will go directly to the Director and, if not resolved, will go to the Homeworks Trust Board, via the Director. If a resolution is still not reached then a mediation process will be initiated with an independent arbitrator. Mediation will be sought if a complaint has not been resolved within 4 working weeks.
- Documentation of all investigations. A complaints register will be established and the clinical manager and administrator will take responsibility for this.
- The Director will inform the Trust Board of all complaints and the resolution of complaints. Trustees will always have access to the complaints register.
- Sharing the conclusions and recommendations of all investigations with the people concerned in a face to face interview.

Note: Procedures for Complaints for staff and volunteers is outlined in their copy of the Employment Contract under the Personal Grievance clause.

As well as this system, a suggestion box will be available for clients to use anonymously.

The following personal grievance statement will be included in all staffs' employment contracts.

Personal Grievance

In accordance with the provisions in the Employment Relations Act 2000, any personal grievance arising from this agreement shall be dealt with in accordance with the procedure contained in the first schedule of the said Act.

Complaints Form.

Client Name:

Date:

Staff Member:

Form filled in by:

List documents appended:

Complaint. Continue on another page if necessary.

Signed: (complainant)

Date:

Complaint Action.**Record the complaint in the complaint's register.**

House manager investigation:

Date started:

Date completed:

Issues arising from investigation?

Resolution:

Further Action required?

Clinical manager investigation

Date started:

Date completed:

Issues arising from investigation?

Resolution:

Further Action required?

Director Investigation.

Date started:

Date completed:

Issues arising from investigation?

Resolution:

Further Action required?

Mediation process.

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.

POLICY

Homeworks will ensure that:

1. Homeworks' staffing and staff relations' policy and procedures comply with the Human Rights Act 1993, Employment Relations Act 2000 and the Privacy Act 1993.
2. Initial senior staff will be recruited through a recruitment agency, with at least two members of the Homeworks Trust board also involved in the process.
 - 2.1. The senior staff will be involved in the recruitment and selection of all subsequent staff.
3. For all staff, Homeworks Trust will provide:
 - Job descriptions
 - Person specifications
 - Written employment contracts that comply with the Employment Relations Act 2000.
4. All policies and procedures will apply to all contractors as well as paid staff members.
5. The trust has a clear, transparent and open process for recruiting and vetting staff.
 - 5.1 Vetting of staff is to include a police check for offences and a voluntary disclosure of criminal offences – a “Criminal Conviction Declaration”. This declaration will include not just any previous convictions, but also any pending charges at the time of applying for the position, together with the obligation to immediately report any further charges to the organisation.
 - 5.2 The administrator or an authorised person will check all applicants' references and complete an Employee Reference Check Form.
 - 5.3 The trust does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for sexual crimes, violence, fraud or for any offence involving the harm or exploitation of children.
 - 5.4 Unless there are exceptional circumstances, the trust does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for dishonesty.
6. The skill base required is identified by the strategic plan and will be updated as the plan is updated. Currently the strategic plan specifies:

Director - Homeworks Trust:

The Director is answerable to the trustees. She is the public face of the organisation and also oversees the running and organisation of all of the Homeworks Trust services. This will include fund raising, public speaking, staff appraisals – with the clinical manager, dealing with complaints, appointing and dismissing management staff, overseeing quality

control, writing reports and liaising with funders. She will also co-ordinate the ongoing research necessary to guide the organisation's directions.

Administrator:

The administrator works in partnership with the manager to ensure responsible business management of the organisation. This will include helping with funding, managing the finances, ensuring that there are adequate supplies for the houses, writing financial reports, overseeing the administration and finances of the houses and carrying out, or overseeing, safety and quality audits.

Clinical Manager.

The clinical manager will be responsible for the over-all running of the houses, including the clinical safety of the staff and services delivered. She will work with the general manager and the administrator. Her duties will include staff appraisals, employing staff for the houses, investigating suspected abuse of children, investigating client complaints.

House managers

House managers will be trained professionals in the field the house specialises in. They will manage the day to day running of the houses and the refuge service and will do client case work. They will work with the clinical manager to ensure the professional safety of the service.

House workers:

House workers will do client case work. They will be skilled professionals in the appropriate fields. One staff member in each refuge will specialise in working with children. This person will be the child advocate.

Volunteers:

Homeworks Trust trustees consider that it is unsuitable for volunteers to work in the refuges as the women requiring refuge will have specific needs and may require very skilled support. It would be unwise of the trustees to put untrained people into positions where they could be vulnerable.

7. All staff in the refuges will have a comprehensive analysis of domestic violence issues.
8. The trust provides adequate training, professional development and support for all staff.
- 8.1 Staff will have internal and external supervision. Internal supervision will be documented on the supervision register. External Supervision/Coaching is offered in work time and paid from the supervision budget. Limit to fees is \$ per hour. The normal limit to the number of supervision sessions each year is one per month. This can be extended, for instances where coaching is inherent in the sessions and in consultation with the Clinical Manager. A three monthly report will be expected from the external supervisor, to the clinical manager, for each staff member.

Group Supervision/Coaching is offered in work time and paid from the organisation's training allocation.

- 8.2 Core training will include the dynamics of domestic violence, dealing with challenging situations, addressing homophobia, ethics and boundaries, the care and protection of children and issues specific to the mental health affects of domestic violence.

- 8.3 The aim of training is to assist staff to more competently fulfil the Homeworks Trust goals and objectives and increase benefits for clients. Training can be of benefit to an individual staff member or the organisation as a whole. Accordingly, each staff position has a training allocation.
- 8.4 Individual training requirements are agreed upon between the position-holder and the Clinical Manager. Training of benefit to the organisation is agreed to after discussion at team meetings.
- 8.5 Definition of training includes external supervision/coaching, group supervision/coaching, conferences, courses, self-directed learning. Working time may be allocated for some or all of the training undertaken. This will be negotiated and agreed.
- 8.6 Conferences may be local, regional or national. Preference will be given to local and regional training opportunities when training funds are being requested from the current Homeworks Trust training allocation. Separate training funding can be sought for national or international conferences. Working time is generally allocated for training, but not for travelling.
- 8.7 The Board will approve a training budget each financial year (July-June). The budget will recognise each staff member's training needs.

Training Records

Training records are to be kept with personal files. Organisational training is to be noted separately in each persons Training File.

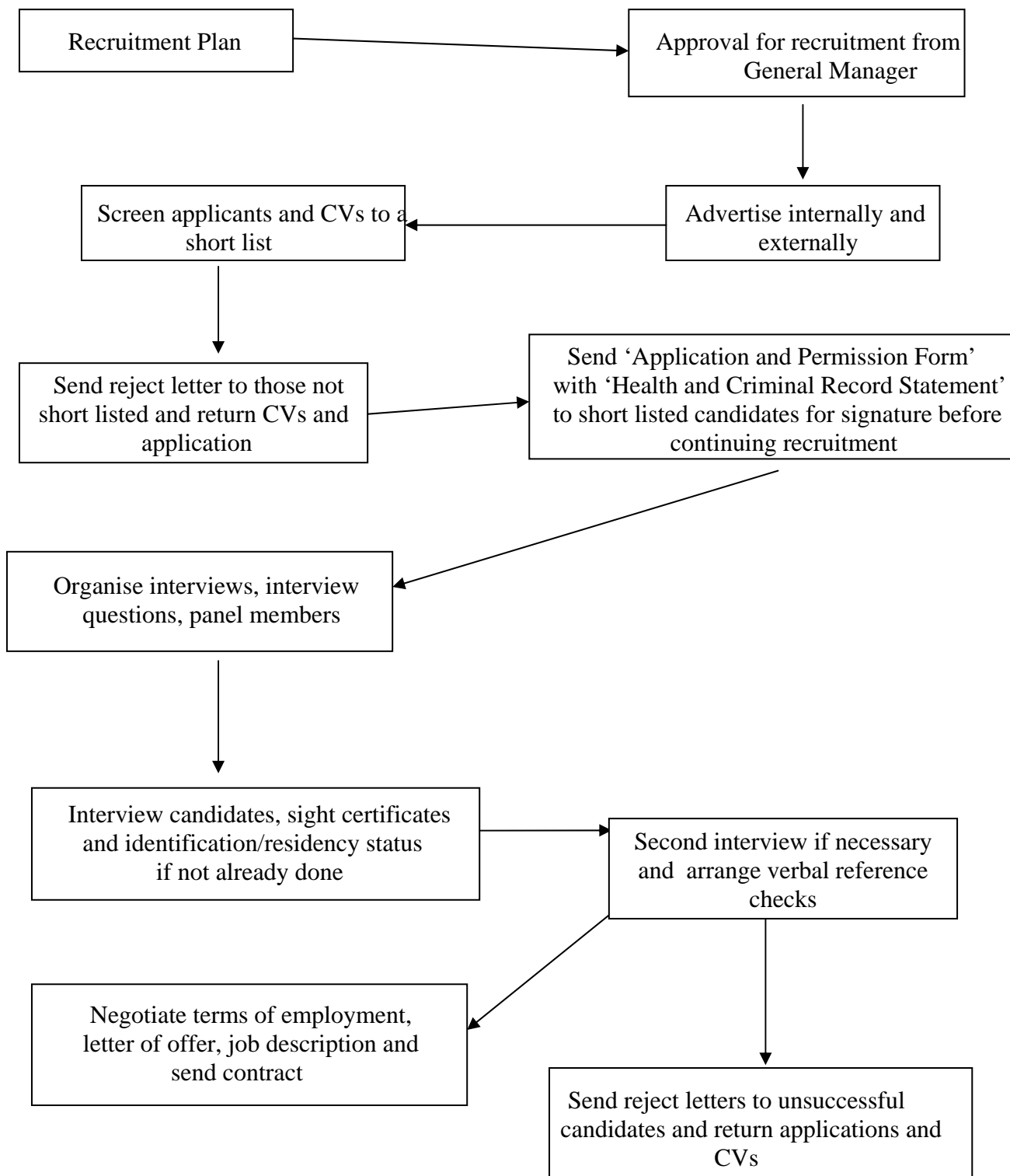
Training is subject to evaluation:

- (a) How valuable has it been?
 - (b) How has it affected the staff member's ability to perform tasks? Develop staff? Develop the organisation?
 - (c) This will be part of the annual performance appraisal: What training has assisted organisational objectives? What other training is needed?
 - (d) Feedback on the value of training to the trainer.
9. Membership of unions and relevant professional bodies will be encouraged.
10. The trust uses an effective performance management system for all staff. Performance objectives will be identified for each staff member annually. Performance appraisals will be conducted at least annually.
11. When staff members consistently under perform a range of measures will be taken to help them achieve the required standard. This will include:
- Mentoring
 - Meeting with managers
 - Identified training courses
 - Extra supervision – external and internal
- 11.1 Where a staff member consistently under achieves, despite intervention, then a process will be initiated to remove the person from that position, before they put clients at risk.

- 11.2 All disciplinary methods will be in line with relevant statutory requirements. All attempts will be made to ensure that the staff member has adequate and appropriate support.
12. Staff will be protected by a policy of safety. Everyone will be removed from violent unsafe situations. If a situation can not be managed, the police will be called to intervene.

PROCEDURES

1. Recruitment Flow Chart



Recruitment, Selection & Orientation of Staff

Planning the Recruitment Process

Recruitment, selection and orientation is a two-way process. Homeworks Trust can use this opportunity to present themselves positively, and show what they have to offer potential Homeworks Trust employees. It is important to have a consistent and professional approach.

Time and resources should be allocated to the process. Determine the amount of time involved, the budget and the person who will take responsibility for the process.

A number of issues will need to be discussed and decided on before hand. These include: Orientation, training and supervision. Who can provide the orientation? Is there a package for new employees? What amount of time, on what basis, will be invested in this new staff member? How will internal and external supervision be provided? Is it appropriate to provide a “buddy” system, and if so, how can the staff member providing this support be enabled to take on the task?

Interview Panel & Interview Process

The Interview Panel will be chosen from management, staff, the Homeworks Trust board and when appropriate a community representative. They are chosen because of their knowledge of the job, knowledge of the organisation, and their ability to perform the role of interviewer. People in the panel should not be involved just because they want to be there.

- Decide who will be involved in the interview process and who of these will be on the interview panel.
- Be aware of cultural appropriateness and age of interviewers.
- An interview panel should not be more than four people.
- Interviewers should include people who will be working with the staff member, those with a clear understanding of the skills and background required for the job and those who can carry out the interviewing in a confident and professional way.
- Clarify their roles and agree time for interviews. Two rounds of interviews are often necessary, not for the purpose of involving more people, rather to learn more about the applicant(s).
- The decision to appoint will be made by consensus.
- Prepare the selection criteria together. How will applicants be chosen for the short list? Describe clearly the criteria for final selection (see below).
- Do not involve anyone in the process who has not been involved from the start.
- Let those chosen get on with the job, accept their decision and provide support for them.
- If no applicant is selected for the position, the whole planning process begins again.

Criteria for Selection

- Staff and volunteers are recruited on the basis of skill requirements.
- Agree the essential person specifications and describe them clearly.
- Also agree desirable but non-essential specifications.
- Questions are crafted to elicit applicant's abilities to perform key tasks, their previous experience and evidence of achievement.
- Recognise that Maori cultural knowledge, language, and experiences are qualifications and expertise. This also applies to people from other non-NZ ethnic backgrounds.
- Recognise that life experience and voluntary work constitutes qualifications and experience.
- Questions should be relevant to the job and provide more information than you got from the application. Include specific question regarding the applicants understanding of the unacceptability of family violence and abuse, plus their understanding of the relationship between abuse and mental illness and/or drug and alcohol abuse.
- Use open-ended questions.

Grading of Applicants

The gradings themselves should be accurately described for each question if necessary; i.e. it is not enough to provide a rating of 1-5. Each rating should represent an agreed standard relevant to the particular skill/knowledge/attribute being measured.

Some skills or attributes are essential whilst others are desirable. Reflect this weighting of importance in the grading (critical requirements could be allocated double rating value).

Allow for gut feeling about a person to be evidenced - their ability to put others at ease, their personal presentation, etc. Group interviews can bring out important qualities that may not be demonstrated during individual interviews.

When these points have been clarified, the interviewing group is ready to seek applicants.

Recruitment

Staff can be recruited by:

- word of mouth
- advertising of any kind
- liaison with appropriate community/health groups

When information is shared with the intention of recruitment, it should be standardised, following a planning session, and include:

- Homework Trust's purpose, values and goals
- a job title
- the hours involved
- the main tasks and responsibilities
- the essential qualities wanted in the person selected
- the pay rate and other benefits
- who to apply to
- how to apply, the closing date and timeframe
- the length of contract (how much funding is available for the position)
- whether the position can be shared
- availability of flexitime, childcare, parking, etc.

Written Applications

This saves time, allows perusal at our convenience and the opportunity to check references. It shows the applicant's ability to follow instructions and give clear information without omissions. It can also demonstrate their communication and literacy skills.

Short Listing

- Apply the criteria for short listing.
- Phone applicants if more information is needed before deciding on interview.
- Invite applicants to interviews. Whanau support is welcome at interviews. We need to know if this is planned so that we can arrange an appropriate welcome.
- Under Section 403 of the Children, Young Persons & Their Families Act, 1989, staff and volunteers must be recruited on the basis of skill requirements.

Informing Applicants Not Selected for Interview

This can be done by telephone or in writing before or after the initial interviews. Their interest in the position can be acknowledged as a courtesy. CV's may be returned as requested.

Preparing for Interviews

Remember Homeworks Trust is on display. Key people who are not part of the interview process may be involved in welcoming applicants. The interviews should be comfortable and relaxed, with time given for the applicant to ask questions about the organisation, job and staff.

- Make sure that all the interviewers have read the applications of the people on the short list before the interview and that the questions asked are relevant, given the information already provided.
- Decide who will open the interview session and close it.
- Develop a set of standard questions to ask each applicant and agree beforehand who will ask them.
- Decide in advance what happens if a decision can't be reached by consensus.

Checking References

Once a prospective employee is identified, their references are checked. An individual's consent must be given before referees are contacted. During the interview attempt to elicit permission to contact any previous employers that are listed on the CV. It can be useful to get a more objective response than that often given by chosen referees. Note that checking references can raise expectations, therefore this must be carried out in a neutral and professional manner.

Contact the referees offered by the applicant. Obtain written references if required. For all referees, who are previous employers, phone interviews will be conducted.

For character references an attempt will be made to elicit the same information.

Police Vetting of Staff

All prospective employees (paid and unpaid) involved with Homeworks Trust must sign a *Consent to Disclosure of Information* form which is forwarded to the NZ Police for vetting. The vetting procedure takes 20 working days. Upon receipt of clearance from the NZ Police, employment contracts may be offered. Prospective employees will be informed that the process is occurring and the length of time that it will take. Employees must also sign a voluntary disclosure of criminal offences – a "Criminal Conviction Declaration".

This declaration will include not just any previous convictions, but also any pending charges at the time of applying for the position, together with the obligation to immediately report any further charges to the organisation.

Successful Applicant

When selection has been made, telephone the applicant to check that they still want to have the job. Arrange a date to discuss the terms of the position. Initiate the Police vetting. Once the terms have been agreed and the person is cleared by the Police, send a letter of confirmation. The letter of confirmation should include the starting date, the agreed remuneration and any other agreed conditions. Attach two copies of the employment contract.

Unsuccessful Interviewed Applicants

Telephone or write:

- give the bad news first, then say why
- compliment the person if you admired her skills
- thank them for applying
- if there are other possibilities within the organisation, say so, if not, don't offer false encouragement.

Orientation & Supervision

Applicants will require full orientation and access to supervision, plus particular training in some instances. This should be arranged at the time of their appointment and formalised in the employee records. Orientation is a serious obligation on the part of the employer and must be systematically planned and tailored to the needs of the employee.

Agreements

All staff and contractors must have a written Agreement of Service

Performance Management

All staff, volunteers and contractors will meet regularly to evaluate their performance and discuss on-going training. Yearly Performance Appraisals are to be carried out.

Referee Checking form.

Name:

Date:

Staff member:

Referee:

Contact Number:

Questions.

What was her period of employment?

What was her position?

What duties were carried out?

How good was she at the job?

Were her attendance patterns satisfactory?

Is she the sort of person who puts all her energies into her work?

How did she get on with you and other members of the work team?

What, in your view, were her strengths and weaknesses?

What was her reason for leaving?

Would you employ the person again in a similar position? If not, why not?

Is there anything else you can tell me which might help?

What is your relationship to this person?

Comments:

General impressions?

Orientation Form

Orientation must be completed within 4 working weeks of starting work with Homeworks Trust.

Name:

Position:

Child protection and paramountcy of the child polices and referral procedures.

Signed by (Staff member):

Comments:

Health and safety policies and procedures.

Signed by (Staff member):

Comments:

Orientation to Homeworks Trust purpose and principles.

Signed by (Staff member):

Comments:

Orientation to the house

Signed by (Staff member):

Comments:

Orientation to child safety

Signed by (Staff member):

Comments:

Orientation to policies referring to the staff relationship with women clients

Signed by (Staff member):

Comments:

Orientation to the dynamics of domestic violence and the Homeworks Trust response.

Signed by (Staff member):

Comments:

Orientation to handling medication

Signed by (Staff member):

Comments:

Orientation to crisis situations

Signed by (Staff member):

Comments:

Performance Appraisal & Development

Homeworks Trust believes that its most important resource is its staff. Maintaining effective staff relationships and communication channels is vitally important if the Homeworks Trust goals and objectives are to be achieved.

Employees need to be satisfied with their jobs and their positions within the organisation. They need to be trained to handle the changing requirements of their work. They should be encouraged to develop themselves to be able to effectively meet the challenges of their ever-changing workplace. Training and development is most effective when it is linked with supervision and appraisal.

One of the best ways to achieve these results is by constant contact and frank feedback between management and other staff members. All employees, including management, require an indication of their progress to date and assistance with preparing for future needs. At the same time their own views and experience are of vital importance to the organisation. This is one of a number of ways of achieving the objectives outlined above.

One way of achieving this is via a staff appraisal system. The aims of an appraisal are:

- To allow free and confidential discussion about work.
- To discuss the employee's progress and to view job performance in comparison with her job description and set job standards.
- To discuss any work problems which have arisen, and search for a solution.
- To offer and discuss means of improving work performance, such as training and development needs,
- To enable employees to make full use of their potential and to keep Homeworks Trust informed of their needs and aspirations.

Performance Appraisal & Development

- 1. The value of a formal Performance Appraisal and Development process is:**
 - To provide staff with recognition of the past years work.
 - To evaluate and develop work performance of staff.
 - To more effectively achieve quality service outcome indicators.
 - To develop further professional and personal goals.
 - To identify training and development needs of staff.

- 2. Performance Appraisals & Development Procedure:**
 - All new staff should have a development plan written after three months.
 - All staff should have a development plan written annually.
 - A current job description and work plan must be available to both parties.
 - Staff may involve a support person if desired.

- 3. Time Frame:**
 - It is the managers' responsibility to notify staff of the due interview date.
 - Staff members must be given a minimum of 2 weeks to prepare for a performance appraisal.

- 4. Job Description/Work Plan:**
 - A current job description and a current work plan should be available to both parties.
 - Discussion on the staff member's performance should centre on whether the competencies are being achieved.

- 5. Performance Appraisal & Development Form:**
 - The supervisor is to name a maximum of three positive qualities of the staff member.
 - A brief summary of the area to be developed and plans to achieve this.

A copy of this is to be kept by both parties and retained on the staff member's personnel file.

HOMEWORKS TRUST

Director

JOB DESCRIPTION Homeworks Trust October 2003

Homeworks Trust provides specialist residential services to women and researches and disseminates information about women only services. It also lobbies and educates about these issues. The role of the Director is to lead Homeworks Trust and to manage staff and resources effectively to achieve these goals. The Director is accountable to, and works alongside, the Trust board.

POSITION: Director

REPORTING TO: Homeworks Trust Board

SUMMARY OF RESPONSIBILITIES AND AUTHORITIES:

The Director

- Directs the day to day operations of Homeworks Trust
- Implements policy
- Oversees the recruitment and management of staff
- Initiates and supervises research about women's housing needs
- Speaks on behalf of the organisation to raise awareness of the issues that Homeworks Trust promotes
- Attends all Trust meetings, and is invited to all committee meetings
- Acts as a consultant to the Trust and its committees

SPECIFIC RESPONSIBILITIES AND KEY TASKS:

- **To maintain an effective relationship with the Trust by**
 - Attending Trust and extraordinary meetings on a regular basis
 - Reporting on contracts/outputs and preparing background papers on relevant issues for the Trust
 - Referring matters of concern to the Trust or its' representative and fully informing the Trust on key issues
 - Ensuring, in conjunction with the administrator, that monthly and annual cash flow projections and financial reports are provided to the Trust
 - Ensuring decisions made by the Trust are acted upon within agreed timelines
 - Assisting the Trust in the preparation of the Homeworks Trust annual report
- **To provide professional and organisational leadership for Homeworks Trust by**
 - Working with the Trust to set long-term strategic goals
 - Formulating annual plans to reflect long-term strategic goals for Homeworks Trust in consultation with the Trust and staff, which outline clear strategic and organisational directions (including aims, objectives, activities and cash flow projections) within the guidelines set by the Trust
 - Setting goals for management practice, programmes and services and identifying the resources required to meet these goals
 - Administering the day to day operations of the Trust and ensuring staff implement Trust policy

- Overseeing the recruiting, employing and managing staff to meet Trust goals and ensuring conditions of employment comply with Homeworks Trust is required of a good employer, in full consultation with the Trust
 - Encouraging team building by facilitating open communication and positive working relationships with staff and between staff and the Trust
 - Promoting the professional development of staff members in line with Homeworks Trust needs and priorities and keeping costs within budget
 - Implementing policies in relation to organisational matters
 - Developing expertise within the organisation in all areas related to women's health/housing
 - Overseeing the running of Homeworks Trust services and ensuring that management of the services meets quality standards
 - Participating in the complaints process as required
- **To maintain and develop the information and advocacy roles of the organisation by**
 - Working with relevant individuals, government and non-government organisations, local health authorities and community groups in areas related to women's health/housing and maintaining and building strong relationships with key stakeholders and interest groups
 - Promoting community awareness of Homeworks Trust issues, participating in activities on behalf of Homeworks Trust and seeking opportunities to promote Homeworks Trust issues.
 - Making written and verbal submissions on legislation that impacts on the health/housing needs of women.
 - Seeking assistance from relevant expert sources where necessary.
 - Responding effectively to emerging health/housing issues
 - Promoting community consultation in policies, planning, service decisions and processes that impact on women's health
 - Representing Homeworks Trust on national and regional policy bodies, if required, dependent on time and funding constraints
 - Ensuring the development, production and maintenance of information sources relevant to the aims and objectives of Homeworks Trust
 - Maintaining an effective media presence
 - Regularly evaluating Homeworks Trust activities
 - Initiating research about issues relevant to the Homeworks Trust aims and principals.
- **To manage contract obligations by**
 - Taking overall responsibility and ensuring relevant outputs are met within deadlines and budgets for existing Homeworks Trust contracts.
 - Seeking opportunities for developing and negotiating new contracts with relevant bodies consistent with the Trusts aims and objectives
 - Identifying and evaluating risks and opportunities of potential contracts in terms of Homeworks Trust goals and future financial security and growth
 - Seeking appropriate sponsorship for projects as required
- **To manage the financial resources of the organisation by**
 - Overseeing the establishment of efficient financial and administrative policy and systems, ensuring these are functional and operational, and by adapting them if required as a result of organisational change or on request from the Trust.
 - Overseeing, with the administrator, Homeworks Trust Trust funds and resources by implementing Trust policies for the allocation and distribution of resources and according to the budget approved by the Trust
 - Taking overall responsibility for financial planning.

- **To co-operate and participate in an annual performance appraisal process by**
 - Assisting in the assessment of outcomes
 - Recommending change where necessary
 - Informing the Trust about situations that affect the Directors ability to meet agreed goals

Person Description.

Experience with women's issues and an understanding of the determinants of health

A very good analysis of domestic violence issues

An understanding of the housing issues facing women

Experience working in a challenging and dynamic environment

Public speaking experience

Good NGO, community and government networks

Fundraising experience

Media experience

POSITION DESCRIPTION**Position Details:**

Title: **Administrator**
 Department:
 Reports to: Director, Homeworks Trust
 Location:
 Date:

Purpose of Position:

To manage the day to day operations of Homeworks Trust across its various sites, with particular responsibility for the non-clinical aspects.

Support service delivery by ensuring the day-to-day administrative functions are managed in a smooth, planned, efficient and effective manner.

Key Accountabilities:**1. Client records, data entry and IS systems**

Responsible for the maintenance and security of clinical records, both paper and electronic.

Responsible for the development and maintenance of information systems, in conjunction with the clinical manger and house managers.

2. Planning and Financial Management

Responsible, with the Director, for annual planning and budgeting. Responsible for authorising, monitoring and reporting income & expenditure. Responsible for monitoring and reporting outputs/outcomes. Responsible for internal financial systems & processes, in collaboration with the Director

3. Facilities management

Responsible for assets, buildings and leases. Responsible for co-ordination of maintenance & security requirements.

4. Human Resources

Responsible for personnel systems within Homeworks Trust, including facilitating process of performance appraisal for staff.

5. Other Support

Responsible for assisting Clinical Manager & clinical team as required from time to time (e.g., facilitating quality requirements including accreditation, planning & organising in-service training, secretarial team support).

6. Interpersonal Relationships

Interacts with colleagues, clients etc. in a positive and professional manner. Expectations include: that one is approachable, listens actively, is able to hear constructive criticism, offers suggestions, volunteers participation, negotiates solutions to clashes of priorities and resolves disputes amicably

- Contributing to the provision of timely and accurate financial reports (eg preparing output reports, checking the monthly financial reports such as payroll).
- Day to day management of fleet, purchasing and accounting processes (eg checking and issuing invoices, petty cash, organising cheque requests)
- Day to day facility management (including fire and safety standards)
- Participating in recruitment and performance management of clerical staff.
- Co-ordinating clerical/reception activities
- Provision of day to day IT support in the service, including trouble shooting, maintenance of service Intranet, data integrity checks.
- Ordering service supplies and equipment for the service
- Participating in quality and service development initiatives.

Authorities:

This position has various HR and financial authorities

Direct Reports:

- All reception, secretarial, clerical & administrative staff

Budget Accountability:

Shared responsibility with Director and Clinical manager

Relationships:

External	Internal	Committees/Groups
<ul style="list-style-type: none"> • Other domestic violence organisations • Other health care providers 	<ul style="list-style-type: none"> • Director • Clinical Manager • Staff • Clients 	

PERSON SPECIFICATION

Education & Qualifications	Essential	Desired
	UE Maths and English	University degree (especially commerce or business majors)

Critical Competencies

Competency	Description
1 Leadership	Has the ability to assess an organisation's external environment and internal issues, and to plan, articulate and implement organisational change
2 Customer Service Orientation	Is skilled and experienced in the provision of, and committed to, excellent customer service.
3 Organisational Skills	Demonstrates good personal organisational skills Has thorough understanding of office systems and administrative processes.
4 Computer Skills	Demonstrates skills in word processing, spreadsheets, database manipulation & reporting. Demonstrates skills and experience in IS systems
5 Financial Skills	Demonstrates skills and experience in preparation of budgets and monitoring of expenditure Is familiar with contracts for service Is conversant with standard office financial procedures
6 Human Resources Management	Demonstrates skills and experience in staff selection, recruitment, orientation, supervision and support. Is familiar with human resources systems and processes.
7 Interpersonal Communication	Possesses good oral and written communication skills. Actively listens Is able to negotiate and resolve disputes amicably. Is effective at building relationships both internally and externally.

Date: October 2003

Job Title : **Clinical Manager**

Location : Homeworks Trust

Reporting To : Director, Administrator

Functional Relationships with : Internal
All other Homework Trust staff

External

- Clients
- Addiction services, drug and alcohol services
- Mental Health services
- Domestic violence services
- Police
- Courts
- Community organisations as required

Purpose To provide an excellent, specialist, community based service for:

- women who need refuge from domestic violence and who, because of mental health problems are denied access to other refuge
- the children of these women

To provide a culturally and clinically safe service for these women and children.

:

KEY TASKS	EXPECTED OUTCOMES
1. To take overall responsibility for the clinical management of the houses and staff.	Overseeing that the clinical components of the houses house run smoothly, that all services are safe and effective and that staff carry out their duties using the required procedures
2 To work with the house managers to ensure that all processes and policies are adhered to and all clients are treated with the utmost care and respect.	That all staff understand and practice the policies and procedures and that all clients receive the highest possible service and care

KEY TASKS	EXPECTED OUTCOMES
3 To work ensure that the clinical component of the staff duties are carried out efficiently, effectively and safely, in line with Homeworks Trust policies and procedures.	The efficient running of the clinical component of the service
4. To provide supervision and oversight of all practice to ensure that initial assessment to clients referred to Homework Trust is appropriate and comprehensive	Ensure that all assessment is comprehensive and includes risk management. Ensure that all assessments and ongoing case work is documented and reviewed.
5. Function as a Duty Clinician	Triage all new referrals to Homework Trust Refer to alternative services as indicated by presenting need/issue where appropriate. Respond to telephone inquiries which require clinical expertise and knowledge of services. In consultation with Team Members, arrange appointments for assessment for new referrals where this is indicated with appropriately skilled clinician. Provided psychiatric assessments as soon as possible to clients required to be seen semi urgently. Attend referral meetings and contribute to triage discussions
6. Function as a Team Member of Homework trust	Participate in team clinical reviews, policy meetings, service review planning and monitoring sessions. Ensure that all client case work (women and children) is regularly reviewed Liaise with other team members to provide a quality assured service. Provide consultancy and act as resource to the rest of the team, other addiction services staff and the wider community.
7. Domestic violence and women's safety are the primary concern of the service.	Oversee and ensure that at all times, domestic violence and women's safety will be the primary consideration of the service. No drug and alcohol or mental health work will be initiated with the client until her safety is assured and she has had some time to recover from the effects of the abuse that brought her to the refuge.

KEY TASKS	EXPECTED OUTCOMES
8. Offer specialist interventions to Homework Trust clients, utilising therapy/discipline skills and supervise clinical practice	<p>Initiate treatment, review treatment periodically and refer on as appropriate.</p> <p>Document treatment and liaise as appropriate with relevant parties</p> <p>Oversee the work of other staff and supervise their clinical practice</p>
9. To organise or oversee skill acquisition for Homework Trust staff	<p>Ensure that all staff participate in ongoing skill acquisition and personal development</p> <p>Actively participates in Homework Trust Inservices.</p> <p>Attend regular supervision with an external supervisor</p> <p>Identifies professional development needs and attends education and training opportunities which target such needs.</p>
10. To promote the professional discipline within the team.	<p>In consultation with Team provide placement for Students/Interns of the discipline.</p> <p>Provide specialist perspective in clinical reviews, joint assessments and therapy interventions.</p> <p>To provide specific specialist assessments.</p>
11. Provide clinical supervision for all staff	<p>Provide regular supervision with the clinical staff</p>
12. Services are delivered in accordance with Homework Trust philosophy priorities and objectives.	<p>Ensures that all staff:</p> <ul style="list-style-type: none"> • complete the orientation and mandatory training to be orientated to Homework Trust • know the philosophies and values of Homeworks Trust • conduct themselves in a way that is ethical and confidential. • know and meet the safety standards
13. To recognise the principles of the Treaty of Waitangi while acknowledging cultural and social differences of all groups.	<p>Homework Trust's commitment to biculturalism is honoured.</p> <p>Cultural advice is sought.</p> <p>To work cooperatively with culturally appropriate staff.</p>

KEY TASKS	EXPECTED OUTCOMES
14. To take overall responsibility for workplace health and safety in the house, under Health and Safety Act 1992.	Homework Trust's Health and Safety Policies are read and understood and relevant procedures are applied to own work activities. Workplace hazards are identified and reported, including self management of hazards where appropriate. Health and Safety Representative for area is identified.

VERIFICATION:

Employee: _____

Adminstrator: _____

Date: _____

PERSON SPECIFICATION

	Minimum	Preferred
Qualification:	<p>Significant experience in managing the clinical component of addiction or mental health services</p> <p>A comprehensive analysis of the dynamics of domestic violence</p>	Post graduate qualifications
Experience:	<ol style="list-style-type: none"> 1) Experience working with women 2) Knowledge of/experience working with domestic violence issues 3) Past experience in managing mental health or addiction services 4) Assessment skills. 5) Able to provide specialised interventions 6) Experience in duty clinician work, 7) Experience in group facilitation would be preferred, but not essential 8) Experience working within multidisciplinary team 9) Supervision skills 	

Date: October 2003

Job Title : **House Manager – drug and alcohol refuge**

Location : Homeworks Trust

Reporting To : Clinical Manager

Functional Relationships with : Internal
All other Homework Trust staff
External

- Clients and Whanau
- Addiction services, drug and alcohol services
- Domestic violence services
- Police
- Courts
- Community organisations as required

Purpose To provide an excellent, specialist, community based service for:

- women who need refuge from domestic violence and who, because of mental health problems are denied access to other refuge
- the children of these women

To provide a culturally and clinically safe service for these women and children.

:

KEY TASKS	EXPECTED OUTCOMES
1. To take overall responsibility for the day to day running of the house and staff.	Overseeing that the house runs smoothly and staff carry out their duties as required
2. To work with the administrator to ensure that the houses have all necessary supplies	That the house does not run out of necessary supplies
3. To work with the clinical manager to ensure that the clinical component of the staff duties are carried out efficiently, effectively and safely, in line with Homeworks Trust policies and procedures.	The efficient running of the clinical component of the service

KEY TASKS	EXPECTED OUTCOMES
<p>4. To provide initial assessment to clients referred to Homework Trust</p>	<p>Carry out domestic violence assessments with new clients as required Carry out initial substance abuse assessments. Arrange appointments for clients requiring addiction assessment. Assessment to be comprehensive and include risk management. Document assessment and liaise as appropriate with relevant parties, e.g. General Practitioner, domestic violence services, addiction services On the basis of assessment, provide follow up or refer to other team members for their specialist skills or to other community services which will more appropriately meet clients needs. Work as a case manager for clients as directed, including goal setting and achievement.</p>
<p>5. Function as a Duty Clinician</p>	<p>Triage all new referrals to Homework Trust Refer to alternative services as indicated by presenting need/issue where appropriate. Respond to telephone inquiries which require clinical expertise and knowledge of services.</p> <p>In consultation with Team Members, arrange appointments for assessment for new referrals where this is indicated with appropriately skilled clinician.</p> <p>Provided psychiatric assessments as soon as possible to clients required to be seen semi urgently. Attend referral meetings and contribute to triage discussions.</p>
<p>6. Function as a Team Member of Homework trust</p>	<p>Participate in team clinical reviews, policy meetings, service review planning and monitoring sessions.</p> <p>Ensure that all client case work (women and children) is regularly reviewed</p> <p>Liaise with other team members to provide a quality assured service.</p> <p>Provide consultancy and act as resource to the rest of the team, other addiction services staff and the wider community.</p>

KEY TASKS	EXPECTED OUTCOMES
7. Domestic violence and women's safety are the primary concern of the service.	Oversee and ensure that at all times, domestic violence and women's safety will be the primary consideration of the service. No drug and alcohol work will be initiated with the client until her safety is assured and she has had some time to recover from the effects of the abuse that brought her to the refuge.
8. Offer specialist interventions to Homework Trust clients, utilising therapy/discipline skills	Accept new referrals and provide assessment. On the basis of assessment, plan, with the client, any outside intervention e.g. courts, police, lawyers, housing, addiction or other services. Initiate treatment, review treatment periodically and refer on as appropriate. Document treatment and liaise as appropriate with relevant parties
9. To work as a key worker for clients of Homework Trust where appropriate.	Be responsible for and manage the care of individual clients of Homework Trust, from allocation through to leaving. Provide Case management for clients. Refer to and co-ordinate other specialist interventions where necessary.
10. To provide group learning aimed at skill acquisition for Homework Trust Clients.	Liaise with other Homework Trust or addiction service staff to plan and develop a particular skill acquisition focussed group. To facilitate or co-facilitate groups. To review and evaluate the group. Assess and accept referrals to groups offered on basis of identified client need.
11. To promote the professional discipline within the team.	In consultation with Team provide placement for Students/Interns of the discipline. Provide specialist perspective in clinical reviews, joint assessments and therapy interventions. To provide specific specialist assessments.
12. Ensure ongoing professional development.	Actively participates in Homework Trust Inservices, appropriate to discipline. Attends regular supervision with the clinical manager and external supervisor Identifies professional development needs and attends education and training opportunities which target such needs.

KEY TASKS	EXPECTED OUTCOMES
<p>13. Services are delivered in accordance with Homework Trust philosophy priorities and objectives.</p> <p>13. To recognise the principles of the Treaty of Waitangi while acknowledging cultural and social differences of all groups.</p>	<p>Ensures that all staff:</p> <ul style="list-style-type: none"> • complete the orientation and mandatory training to be orientated to Homework Trust • know the philosophies and values of Homeworks Trust • conduct themselves in a way that is ethical and confidential. • know and meet the safety standards <p>Homework Trust's commitment to biculturalism is honoured. Cultural advice is sought. To work cooperatively with culturally appropriate staff.</p>
<p>14. To take overall responsibility for workplace health and safety in the house, under Health and Safety Act 1992.</p>	<p>Homework Trust's Health and Safety Policies are read and understood and relevant procedures are applied to own work activities. Workplace hazards are identified and reported, including self management of hazards where appropriate. Health and Safety Representative for area is identified.</p>

VERIFICATION:

Employee: _____

Adminstrator: _____

Date: _____

PERSON SPECIFICATION

	Minimum	Preferred
Qualification:	<p>Significant experience in addiction services</p> <p>A comprehensive analysis of the dynamics of domestic violence</p>	Post graduate qualifications
Experience:	<p>10) Experience working with women</p> <p>11) Knowledge of/experience working with domestic violence issues</p> <p>12) Past experience in addiction services</p> <p>13) Assessment skills.</p> <p>14) Able to provide specialised interventions</p> <p>15) Experience in duty clinician work, preferred but not essential</p> <p>16) Experience in group facilitation would be preferred, but not essential</p> <p>17) Experience working within multidisciplinary team</p>	

Date: October 2003

Job Title : **House worker – drug and alcohol refuge**

Location : Homeworks Trust

Reporting To : Clinical Manager, House Manager

Functional Relationships with : Internal
All other Homework Trust staff

External

- Addiction services, drug and alcohol services
- Domestic violence services
- Police
- Courts
- Community organisations as required

Purpose To provide an excellent, specialist, community based service for:

- women who need refuge from domestic violence and who, because of mental health problems are denied access to other refuge
- the children of these women

To provide a culturally and clinically safe service for these women and children.

:

KEY TASKS	EXPECTED OUTCOMES
1. To provide initial assessment to clients referred to Homework Trust	Carry out domestic violence assessments with new clients as directed. Carry out initial substance abuse assessments. Arrange appointments for clients requiring addiction assessment. Assessment to be comprehensive and include risk management. Document assessment and liaise as appropriate with relevant parties, e.g. General Practitioner, domestic violence services, addiction services. On the basis of assessment, provide follow up or refer to other team members for their specialist skills or to other community services which will more appropriately meet clients needs. Work as a case manager for clients as directed, including goal setting and achievement.

KEY TASKS	EXPECTED OUTCOMES
<p>2. Function as a Team Member of Homeworks Trust</p>	<p>Participate in team clinical reviews, policy meetings, service review planning and monitoring sessions.</p> <p>Liaise with other team members to provide a quality assured service.</p> <p>Provide consultancy and act as resource to the rest of the team, other addiction services staff and the wider community.</p>
<p>3. Domestic violence and women's safety are the primary concern of the service.</p>	<p>At all times, domestic violence and women's safety will be the primary consideration of the service. No drug and alcohol work will be initiated with the client until her safety is assured and she has had some time to recover from the effects of the abuse that brought her to the refuge.</p>
<p>4. Offer specialist interventions to Homeworks Trust clients, utilising therapy/discipline skills</p>	<p>Accept new referrals and provide assessment.</p> <p>On the basis of assessment, plan, with the client, any outside intervention e.g. courts, police, lawyers, housing, addiction or other services.</p> <p>Document treatment and liaise as appropriate with relevant parties</p>
<p>5. To work as a key worker for clients of Homeworks Trust where appropriate.</p>	<p>Be responsible for and manage the care of individual clients of Homeworks Trust, from allocation through to leaving, under the supervision of the house manager and clinical manager.</p> <p>Provide Case management for clients.</p> <p>Refer to and co-ordinate other specialist interventions where necessary.</p>
<p>6. To provide group learning aimed at skill acquisition for Homeworks Trust Clients.</p>	<p>Liaise with other Homeworks Trust or addiction service staff to plan and develop a particular skill acquisition focussed group.</p> <p>To facilitate or co-facilitate groups.</p> <p>To review and evaluate the group.</p> <p>Assess and accept referrals to groups offered on basis of identified client need.</p>

KEY TASKS	EXPECTED OUTCOMES
7. Ensure ongoing professional development.	Actively participates in Homework sTrust Inservices, appropriate to discipline. Attends regular supervision with the clinical manager and external supervisor Identifies professional development needs and attends education and training opportunities which target such needs.
8. Services are delivered in accordance with Homeworks Trust philosophy priorities and objectives.	Completes orientation and mandatory training to be orientated to Homeworks Trust Philosophies and values are known and supported. All conduct is ethical and confidential. Safety standards are known and met.
9. To recognise the principles of the Treaty of Waitangi while acknowledging cultural and social differences of all groups.	Homeworks Trust's commitment to biculturalism is honoured. Cultural advice is sought. To work cooperatively with culturally appropriate staff.
10. To recognise individual responsibility for workplace health and safety under Health and Safety Act 1992.	Homeworks Trust's Health and Safety Policies are read and understood and relevant procedures are applied to own work activities. Workplace hazards are identified and reported, including self management of hazards where appropriate. Health and Safety Representative for area is identified.

VERIFICATION:**Employee:** _____**Adminstrator:** _____**Date:** _____

PERSON SPECIFICATION

	Minimum	Preferred
Qualification:	<p>Significant experience in addiction services</p> <p>A comprehensive analysis of the dynamics of domestic violence</p>	Post graduate qualifications
Experience:	<p>18) Experience working with women</p> <p>19) Knowledge of/experience working with domestic violence issues</p> <p>20) Past experience in addiction services</p> <p>21) Assessment skills.</p> <p>22) Able to provide specialised interventions</p> <p>23) Experience in duty clinician work, preferred but not essential</p> <p>24) Experience in group facilitation would be preferred, but not essential</p> <p>25) Experience working within multidisciplinary team</p>	

Employment agreement

Under The Employment Relations Act 2000

Individual Employment Agreement

1. PARTIES

1.1 This Individual Employment Agreement between

.....,

hereinafter referred to as “the Employee”, and , Homeworks Trust prescribes the terms and conditions of employment that are individual to the Employee and the position held.

2. TERMS

- 2.1 Prior to the Employee's signing this agreement, the Employee will be provided with a copy of the agreement and will be allowed, 4 days to seek advice on the terms and conditions of the agreement. The Employee is entitled to seek independent advice about the agreement.
- 2.2 This agreement constitutes the entire agreement between Homeworks Trust and the Employee and supersedes all previous agreements and commitments.
- 2.3 This agreement will commence on the(date) and shall continue in force until terminated by either party.

3. JOB TITLE, DUTIES AND TARGETS

- 3.1 The job title, duties, and targets are those listed in the job description. The details of the job duties may change from time to time as the business dictates, and these changes will be discussed and agreed with the Employee and confirmed in writing.
- 3.2 The place of work will normally be XXX but the Employer may require the Employee to work in other places which are located within a reasonable distance from the Employees home or normal place of work.

4 EQUAL EMPLOYMENT OPPORTUNITY

- 4.1 Homeworks Trust is committed to the principle of equal opportunity in the recruitment, training and promotion of its employees.

5. SALARY & WAGES REVIEWS

- 5.1 A review of wages and salaries and conditions will be made each twelve (12) months on or near the anniversary of the first day of employment. Changes to wages and salaries and conditions will take effect from the anniversary day and will depend on both the performance of the Employee and the ability of Homeworks Trust to facilitate any changes.

6. HOURS OF WORK

The hours of work are to be those required to fulfil the responsibilities of the position and will be those listed in Schedule A attached. It is recognised that due to the nature of Homeworks Trust's business, it may occasionally be necessary to work outside these hours to meet the requirements of the clients and to ensure all duties and targets are met. Time worked outside the usual hours will be taken as time in lieu.

6.2 Education/Professional Development

Attend relevant programmes pertinent to this position, within budgetary constraints.

7. REMUNERATION

- 7.1 Salary will be paid by direct credit into a bank account fortnightly. Salary will commence on date of commencement of duties.
- 7.2 Homeworks Trust will maintain a wages record that meets the requirements of Clause 130 of the Employment Relations Act 2000.
- 7.3 The Employer shall be entitled to make a rateable deduction from the Employee's wages or salary for time lost through the Employee's own default, sickness or accident or for any monies owing to .

7.4 Petrol Allowance

Reimbursement for own car use X per kilometre, however, Homeworks Trust vehicles will be used when ever possible

8. VARIATION OF THE AGREEMENT

- 8.1 The parties to this agreement acknowledge that circumstances may arise during the term of this agreement that warrant variation of this contract with respect to either some or all Employees.
- 8.2 The parties have agreed that any of the provisions prescribed in this agreement may be varied as to all or a section of the Employees by written agreement between Homeworks Trust and Employees affected.

9. HOLIDAYS

- 9.1 After twelve months continuous service the Employee is entitled to an annual holiday of four (4) weeks, on holiday pay, calculated in accordance with the Holidays Act 1981. The holidays will be taken at a time suitable to Homeworks Trust and to the employee.

- 9.2 Statutory holidays as noted in the Holidays Act 1981 will be worked by agreement, as the service will not close.. In the event the Employee is required to work on a public holiday, an alternative day will be provided as a paid holiday.
- 9.3 Statutory holidays will only be observed for Employees on days they would normally have worked.
- 9.4 Holidays cannot be accrued and must be taken within twelve months of being earned. Unused holidays will be forfeited.
- 9.5 The following days shall be acknowledged as whole holidays in accordance with the Holidays Act 1981 where they fall on days that would otherwise be a working day for the employee, with the exception of Waitangi Day and ANZAC Days where they fall on a Saturday or Sunday.

Christmas Day	Boxing Day
New Years Day	The Second day of January
Good Friday	Easter Monday
ANZAC Day	Labour Day
Waitangi Day	Auckland Anniversary Day
Your Birthday	

10. SPECIAL LEAVE

- 10.1 After six months continuous service the Employee is entitled to ten (10) days special leave on full pay where;
- The Employee is sick.
 - The Employee's partner or spouse is sick.
 - The Employee's dependant child is sick.
- 10.2 A medical certificate may be requested to support a claim for sick pay in excess of two (2) days.
- 10.3 The Employee will notify of any absence due to special leave as soon as practicable but no later than one (1) hour after the normal start time.
- 10.4 When an Employee suffers bereavement through the death of a family member, three (3) days special leave per annum, on full pay will be granted. A family member is defined as parent, partner, husband, wife or dependant child. (Bereavement leave is included in and is part of special leave)
- 10.5 Parental Leave as prescribed in The Parental Leave and Employment Protection Act 1987 will be provided upon request. Application for Parental Leave must be made in writing three (3) months prior to the expected date of delivery or adoption.
- 10.6 Special leave is not cumulative and the days noted above can not be carried over'.

11. ABANDONMENT OF EMPLOYMENT

11.1 Where the Employee is absent from work for more than two (2) consecutive working days without notification to , the Employee shall be deemed to have abandoned the employment and to have terminated the Agreement of Service. In the case of absence for more than two (2) days with notification but without good cause, Homeworks Trust shall decide at its sole discretion, as to whether the Agreement of Service is terminated.

12. TERMINATION OF EMPLOYMENT

12.1 Either party shall give one (1) month notice of termination of employment in writing.

12.2 Homeworks Trust may pay wages or salary as appropriate in lieu of notice. If the Employee fails to give notice as required, the Employee may forfeit any monies due from Homeworks Trust.

12.3 The giving or receiving of notice as provided above shall be deemed to fully satisfy all obligations arising from service and the agreement.

12.4 Notwithstanding the notice provision listed above, should the Employee be deemed to have been guilty of serious misconduct, the employee will be subject to dismissal without notice. In the event of misconduct Homeworks Trust will;

Advise the Employee of the alleged misconduct and seek an explanation.

Suspend the Employee on full pay for a maximum period of three (3) days pending an investigation into the alleged misconduct.

Advise the Employee of the results of the investigation and the decision regarding dismissal.

13. REDUNDANCY

13.1 All Employees to be declared redundant shall receive not less than one month's notice of the termination of their employment. In lieu of such notice, an Employee shall receive one month's salary.

13.2 Where the Employee has been given notice of redundancy and voluntarily terminates (his/her) employment before the expiry of the notice period, the Employee shall not be paid for the un-worked period of notice.

13.3 Notwithstanding anything contained elsewhere in this contract or any agreement affecting the Employee's terms of employment, the Employee shall not receive any redundancy compensation where the Employee's employment is being terminated by reason of the sale or transfer of the whole or a part of business and the Employee is being offered on-going employment with the new Company on terms and conditions no less favourable than those currently enjoyed or on such other terms and conditions that the Employee has agreed to.

13.4 Where the Employee is being made redundant (he/she) shall be entitled to ten hours paid leave absence following notice of redundancy for the purpose of seeking re-employment.

13.5 Homeworks Trust shall receive any submissions from Employees who have been given notice of redundancy which contains suggestions for alternatives to redundancy but Homeworks Trust shall not be required to give any reasons for rejecting such submissions and shall not be required to disclose any confidential information or otherwise justify any redundancy decisions.

- 13.6 Homeworks Trust and the Employee recognise that Homeworks Trust has a right to manage its business and has an absolute discretion to determine appropriate staffing levels.
- 13.7 The Employee shall not be entitled to any compensation for redundancy other than as provided by this clause.

14. SAFETY AND HEALTH

- 14.1 It is a condition of employment that the Employee observes safe working practises at all times. If the Employee observes hazards, unsafe conditions or dangers to health, these must be notified to Homeworks Trust within 24 hours. The Employee will comply with the requirements of Homeworks Trust's Health and Safety System and the Health and Safety in Employment Act 1992.
- 14.2 A modern first aid kit, fully equipped, will be kept in a convenient place in accordance with the Factories and Commercial Premises Act 1981.
- 14.3 Smoke Free Workplace
The Society promotes the health and welfare of all employees by providing a workplace which is smoke free.

15. PERSONAL GRIEVANCES AND DISPUTES

- 15.1 In the event of any disputes or personal grievances arising during the term of the agreement, the Disputes and Personal Grievances Procedures of the Employment Relations Act 2000 part 9 shall be followed. Any dispute in respect of the operation, interpretation or application of this agreement shall be settled in accordance with the procedures set out in part 9 and part 10 of the Employment Relations Act 2000.
- 15.2 In the event of a grievance, complaint or dispute, the Employee must make a submission in writing to Homeworks Trust within 90 days of the grievance, complaint or dispute. The Employee and Homeworks Trust will endeavour to meet, discuss and resolve the problem.
- 15.3 Where the Employee and Homeworks Trust are unable to settle a dispute or grievance by discussion and agreement they will use mediation, including the mediation services available from the Department of Labour, at the earliest opportunity with a view to achieving a mutually acceptable resolution.

16. RIGHTS AND RESPONSIBILITIES

- 16.1 Both Homeworks Trust and the Employee shall hold a copy of this agreement.
- 16.2 The Employee shall not disclose any confidential information in regard to Homeworks Trust's operations, processes, clients, either during or after the term of this agreement.
- 16.3 The Employee shall not engage in, or have any interest in, either directly or in-directly, in any business or undertaking which is in competition either directly or in-directly with Homeworks Trust's business, during the period of this contract.
- 16.4 The Employee will observe all the requirements of the Job Specification, which is relevant to their position.

2. THE SALARY FOR THIS POSITION WILL BE:

\$per annum.

3. HOURS OF WORK:

The hours of work for this position will be xxx hours.

To complete all duties and responsibilities refer to the specific job description attached to this contract.

Normal working hours will be xxx to xxx with a half hour for lunch or dinner

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

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

POLICY**1 Homeworks Trust will:**

Provide and maintain a safe physical and emotional environment for everyone who enter its premises and any other premises that it uses for service delivery. This includes no hitting or violence, role modelling non-violent behaviour, incident reporting, debriefing and clear behaviour guidelines.

Comply with all health and safety legislation. The administrator has overall responsibility for health and safety in all Homeworks' sites. There will be regular health and safety audits.

Maintain a register of accidents and incidents of serious harm to staff, visitors and others in the workplace.

2 Drug and alcohol use.

Women will be accepted into the service who are:

- dependant on drugs or alcohol
- under the influence of drugs and alcohol at the time of admittance.

2.1 Once women are admitted into the service:

No drug or alcohol use will be allowed except for prescribed drugs or drugs and alcohol that re used to maintain women who are dependent on them.

They will be encouraged to be assessed by the community alcohol and drug team (CADS).

2.2 If women choose detoxification, this process will be managed by the regional drug and alcohol services (RADS). Where possible, this will take place on the premises so that women remain safe and able to continue to care for their children. If they are unable to care for their children during this process, their children will be placed in approved respite.**2.3 If women return from outings under the influence, they will be asked to seek further help from CADS.**

All medication, including the drugs or alcohol required for maintenance will be held and administered by staff members. It will be kept in a locked cabinet in the staff office and will not be accessible to clients or their children. All substances required for maintenance will be approved and documented by the clinical manager in consultation, if required, with the appropriate professionals.

2.5 All clients requiring medication or alcohol will have their usage documented on the appropriate forms.**3 Mental health**

There is no level of mental illness that would prevent a woman being admitted to the refuge. However, if the staff assess that she is very unwell, a psychiatrist will be asked to assess her and decide if she would be safer in an in-patient unit.

3.1 Medication required by women with mental illness will be initially held and administered by staff members, and documented on the appropriate forms. However, once a woman has stabilised, the clinical manager will review this and women may be responsible for their own medication.

4 Men

No men, except for vetted trades people and health professionals, will be permitted in the refuge.

- 4.1 The location of the refuges will remain secret at all times to protect client privacy and safety.
- 4.2 Staff will always answer the door of the refuges. Unwanted visitors will be asked to leave. If necessary the police will be called. There will be two phones – an office line, which staff will answer and a residents line. The resident line number will not be advertised or given to people and is primarily for the women to use to call out.

5 Children.

Homeworks Trust will ensure that any children on the premises are supervised at all times. If refuge staff require women to be separated from their children for things such as groups or appointments, it is the responsibility of the staff to ensure the children are supervised. Leaving children in the care of other residents will not be encouraged. All outside areas will be childproofed to New Zealand standards. If women have to leave their children to enter another service, for example detoxification or mental health in-patient services, children will be placed temporarily in CYF approved respite.

NOTE. See Programme Quality 3

Children of clients will be accepted into the refuge.

Girls of all ages will be accepted.

Boys who are of school age and are dependent on their mothers will be accepted. If boys over 13 years old are a risk to either their siblings or their mother because they are using abusive behaviour, they will be placed in alternative accommodation. This placement will be made in consultation with the child's mother and will be intended to keep the child safe.

- 5.1 Homeworks Trust will ensure that its staff and caregivers do not use methods of discipline or control that involve physical or emotional punishment.
- 5.2 Transporting residents and their children.
When children are transported, approved car seats and child restraints will be used. Before staff are able to transport women and their children, their licenses will be sighted and copies will be placed on their files. All cars used for transporting clients will be maintained and will have regular warrant checks and servicing. Where possible, staff will use Homeworks Trust vehicles to transport residents and their children.

6 Emergency plans.

Homeworks Trust will develop safety and emergency plans for the evacuation of its premises, and any other premises that it uses for service delivery and these will be displayed in conspicuous public areas.

- 6.1 Regular fire drills will be held and these will all be documented.
- 6.2 All fire equipment will be serviced and checked regularly by registered technicians (as advised by the Fire Service).
- 6.2 Homeworks Trust will notify 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 provide written confirmation of the incident within seven days.

Hazards Register

- 7 A Hazards Register will be established and regular hazard checks will be carried out.
- 7.1 Any accidents and/or incidents will be recorded and the Administrator will be notified. The Administrator will review all incident and accident and management.

8 Telephones

- 8.1 A staff member must answer the refuge phone in a courteous manner.
- 8.2 Every incoming call will be logged with the time, nature of the call and action taken. Outgoing calls will be logged on a woman's file if the call concerns her.
- 8.3. All callers requiring assistance that we cannot provide will be offered at least one further telephone number where they may be able to make useful contact.
- 8.4. We will not confirm or deny the residence of any woman or child in the Refuge unless there is a specific agreement to do so. However, we will take messages from the following:
- lawyer
 - police
 - school/childcare
 - CYF
 - Housing New Zealand
 - health professionals.
- 8.5. The refuge will not pass on messages from family or friends unless there is a compelling reason to do so and the clinical manager, in consultation with the woman concerned, has supported this.
- 8.6. Homeworks Trust staff will not assist queries concerning whether a woman is in refuge, unless the police have a missing persons complaint file. People will often lie to the police to enlist their assistance; a missing persons complaint makes the issue a formal matter.
- 8.7. If CYF or the police request the information with a reasonable written explanation we may give a forwarding phone number to them – once a woman has left the refuge. This cannot be on behalf of a partner.
- 8.8. Homeworks Trust staff will not give the Refuge address over the telephone except to emergency services. The address of a meeting place can be given.
- 8.9. The caller has a right to request the first name of the person she/he is speaking to. If a woman has called in for support we will offer our first name however it must be stated that if she makes contact in future she may be unable to speak to the same worker. It is helpful to point out that all workers have been trained and will be supportive.
- 8.10. Under no circumstances shall the home phone number or address of any workers, paid or unpaid be given to members of the public without the express permission of the worker. We can take the caller's number and get the person to phone back.

- 8.11. If a call is cut off midway or the worker has reason to believe that a life is at risk, it is acceptable to ask the police to trace a call and intervene. This is a matter of careful consideration and where possible should be discussed with another member of staff. Otherwise, the police should only be contacted at the woman or children's request.
- 8.12. If a worker is unsure of alternatives and options the worker will state this and ask the caller if we can re-contact them once the information has been found or ask the caller to re-contact us. A staff member should not make up information or assure the caller that things will be ok. We will only retain credibility if we are accurate.
- 8.13. No worker will encourage retaliation towards a perpetrator and will be clear with callers that Homeworks Trust does not support such action. The inherent dangers and consequences of retaliatory action will be discussed with the caller.

If a call is causing worry or concern, consult with the House Manager or Clinical Manager.

9 Crisis calls

The well-being, safety and health of Homeworks services, including the staff members and existing tenants is paramount and has priority over the safety, well-being or need of any individual. If in doubt, discuss with another worker and document the circumstances.

An individual can be refused service if they present a danger to workers or residents even if they fit the criteria. Staff must speak to the woman herself before organising for her to come in to refuge. People may think they are helping a woman by insisting she use a Homeworks Trust service when it may not be what she wants.

In the event of a homicide against a perpetrator, a lawyer must be contacted immediately and the clinical manager or general manager must be informed.

Women calling needing Refuge even in extreme urgency should give their name and a contact address and phone number.

Women whose need for safety is not immediate should receive the following information:

- all women coming into refuge must agree to the Homeworks Trust policy on confidentiality;
- women coming into refuge must agree to fully fill in all forms as required;
- women must accept that Homeworks Trust may request identification or confirmation of their identity when they come into one of the services.
- Homeworks Trust requires that women must be willing to pay rent although this may not be immediately possible;
- current rent is \$ per family with rostered duties. This can be reduced in cases of hardship.
- women must be able to care for themselves and their children or be prepared to allow their children to be placed into respite care until they stabilise.

First Aid

10 All staff will have current First Aid certificates.

10.1 First Aid kits will be available in all premises and vehicles.

10.2 The House Manager will ensure that First Aid Kits are regularly stocked and checked.

PROCEDURE**Medicine/drug/alcohol administration Chart.**

Name:

Date entering refuge:

Medications/substances - list

Clinical consultant:

Medication administered – x time per day:

Date	Time	Medication	Staff name	Dosage changed – why?	Dosage changed – who?

Crisis calls: Information we need

Name and current address	Drug or alcohol problems
Name of person of whom she is fearful	Gang affiliations
Number and ages of children	Medical problems
Ethnicity – to ensure appropriate support and for statistical purposes	Other refuge stays/CYFs involvement

If a woman is unwilling to give her name or any other information the worker feels is necessary for screening, staff will explain the need to collect this information and if she refuses further, staff will either contact the Clinical or House Manager for advice or may ask her to seek help elsewhere.

A woman in crisis, but not wanting accommodation or advocacy, should be left with the knowledge that she can call back at any time and with information to help her prepare for the possibility of leaving in an emergency.

Suggestions for women not entering accommodation include having a safe place (neighbours, friends) to store:

- a change of clothes for herself and the children
- medicines
- things of value to her and the children
- copies of documents such as mortgage statements, birth certificates, driving license, passport, photos etc.
- spare copies of keys to the house and car

That she attempt to leave when she is able to bring all her children. She may be able to use doctor's appointments as an excuse to get out of the house.

In cases of sexual abuse, Homeworks Trust will refer to the Help Foundation. In cases of Rape, Rape Crisis may be the priority agency. Homeworks Trust can still provide accommodation.

It is unwise for a woman to tell anyone, even her children, that she is leaving her abusive partner. Let her know that she can ring people from the refuge to keep them informed, including her partner.

Organisational Management: Business Viability Standard 8

Management Structure and Systems

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

POLICY

1. Homeworks Trust is a registered Charitable Trust.
2. The organisational structure of Homeworks Trust, as defined in the strategic plan, is:

Trustees.

The Trustees have governance of the organisation. They direct the overall vision, make policy, oversee the direction of the Homeworks Trust and appoint the General Manager. Trustees cannot be paid employees.

Director Homeworks Trust:

The Director is answerable to the trustees. She is the public face of the organisation and also oversees the running and organisation of all of the Homeworks Trust services. This will include fund raising, public speaking, staff appraisals – with the clinical manager, dealing with complaints, appointing and dismissing management staff, overseeing quality control, writing reports and liaising with funders. She will also co-ordinate the ongoing research necessary to guide the organisation's directions.

Administrator:

The administrator works in partnership with the Director to ensure responsible business management of the organisation. This will include helping with funding, managing the finances, ensuring that there are adequate supplies for the houses, writing financial reports, overseeing the administration and finances of the houses and carrying out, or overseeing, safety and quality audits.

Clinical Manager.

The clinical manager will be responsible for the over-all running of the houses, including the clinical safety of the staff and services delivered. She will work with the Director and the administrator. Her duties will include staff appraisals, employing staff for the houses, investigating suspected abuse of children, investigating client complaints.

House Managers

House managers will be trained professionals in the field the house specialises in. They will manage the day to day running of the houses and the refuge service and will do client case work. They will work with the clinical manager to ensure the professional safety of the service.

House workers:

House workers will do client case work. They will be skilled professionals in the appropriate fields. One staff member in each refuge will specialise in working with children. This person will be the child advocate.

Volunteers:

Homeworks Trustees consider that it is unsuitable for volunteers to work in the refuges as the women requiring refuge will have specific needs and may require very skilled support. It would be unwise of the trustees to put untrained people into positions where they could be vulnerable.

- 3 Homeworks Trust 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. This includes that Trustees:
 - have training about the role of trustees and governance roles.
 - have clearly defined job descriptions
 - have grievance procedures that include grievances against Trustees
- 4 This also means that all senior staff, including the Director and Administrator have clearly defined job descriptions and understand the relationship between management and governance.
- 5 Trustees will be nominated by existing members of the Trust and will undergo a formal interview process before becoming Trustees. References will be requested and checked. Trustees will be selected for their personal qualities, skills and experience in the areas that Homeworks Trust works in. There must be majority approval before a person becomes a trustee. The trust has provision for removing a Trustee in its trust document. Women can be co-opted as trustees, however they will not be formally adopted as a trustee until the following Annual General Meeting

The Trust document says:

The Board

The Trust will be administered by a Board of Trustees (“the Board”) who shall be accountable to, and elected by, members of the Trust.

5. Members of the Board
 - 5.1 Number of Board. The Board shall consist of not less than five (5) nor more than eight (8) members. The Board members shall be women.
 - 5.2 Membership of the Board: The signatories to this Deed shall be the first Board.
 - 5.3. Retirement of Board. Each member of the Board shall hold office until she resigns or until the next annual general meeting, whichever shall occur first PROVIDED HOWEVER that a majority of the members of the Board may remove or suspend a member of the Board if a majority of members are satisfied on reasonable grounds that a Board member is not fulfilling their duties as a Board member to a standard that is deemed adequate having regard to the duties and responsibilities that each member is expected to carry out. Any retiring member shall be eligible for re-appointment.
 - 5.4 Nomination to Board. Nomination for any vacant position on the Board shall be by way of nomination in writing endorsed with the consent of the nominee and given to a Trustee not less than 24 hours before the time fixed for the annual general meeting at which a new member is, or members are, to be elected. If there are insufficient nominations to fill the vacant positions on the Board, oral nominations may be received at the annual general meeting provided that no member shall be elected who has not consented to being nominated. Under rule 7.1(a) the Board may employ as agents, officers and staff persons who are members of the Board.

- 5.5 Vacancies. Subject to Rule 5.1. the Board shall have the power to co-opt further members on to the Board and to fill any casual vacancy on the Board until the next annual meeting when nominated replacement members shall be elected.
6. Proceedings of the board
- 6.1 Meetings. The Board shall meet at such times and places as it determines, but a minimum of monthly and the Chairperson position shall revolve around the members of the Board.
- 6.2 Officer. The secretary position will revolve around the members of the Board. The treasurer position may be for a longer time, reflecting the responsibility of the position. Trustees can nominate themselves to take over these positions at any time. The officers will be voted on at the first meeting of the Board after the first general meeting.
- 6.3 Quorum. At any meeting 5 Trustees must be present.
- 6.4 Decisions of the Trust. All decisions of the Board will be made by consensus. Trustees are not to participate in decision making on decisions from which they would personally benefit.

The trust's management systems, policies and procedures are outlined in the trust document and the strategic plan.

7. Powers

- 7.1 General and specific powers. In addition to the powers implied by the general law of New Zealand or contained in the Trustee Act 1956, the powers which the Board may exercise in order to carry out its charitable purposes are as follows:
- (a) to use the fund of the trust as the Board thinks necessary or proper in payment of the costs and expenses of the trust, including the employment of professional advisers, agents, officers and staff as appears necessary or expedient but subject however to paragraphs 5.4 and 7.2.; and
 - (b) to purchase, take on lease or in exchange or hire or otherwise acquire any land or personal property and any rights or privileges which the Board thinks necessary or expedient for the purpose of attaining the objects of the trust and to sell, exchange, bail or lease, with or without option of purchase, or in any manner dispose of any such property, rights or privileges as aforesaid; and
 - (c) to carry on any business; and
 - (d) to invest surplus funds in any way permitted by law for the investment of trust funds and upon such terms as the Board thinks fit; and
 - (e) to borrow or raise money from time to time with or without security and upon such terms as to priority and otherwise as the Board thinks fit; and
 - (f) to indemnify the Trustees or any of them against any cost, claims, action or proceeding incurred by or taken against the Trustees or any of them in defending their lawful actions; and
 - (g) to do all things as may from time to time be necessary or desirable to enable the Board to give effect to and to attain the charitable purposes of the trust.

- 7.2 Employment. Under rule 7.1(a) the Board may employ as agents, officers and staff persons who are members of the Board.
- 7.3 Income Tax Act 1994: No member of the Board or Trust or any other person associated with a member of the Board or Trust shall participate in or materially influence any decision made by the Board in respect of payment to or on behalf of that member or person of any income of the kind referred to in Section CB41C of the Income Tax Act 1994. Any such income paid should be reasonable and relative to that paid in any arms length transaction.
8. Accounts
- 8.1 True and fair accounts. The Board shall keep true and fair accounts of all money received and expended.
- 8.2 Audit. The Board shall as soon as practicable after the end of every financial year of the Board, cause the accounts of the Board for that financial year to be audited by an accountant appointed for that purpose and the Board shall present the audited accounts to the annual general meeting of the Trust together with an estimate of income and expenditure for the current year.
9. Power to delegate
- 9.1 Power to delegate. The Board may from time to time appoint in writing any committee and may delegate in writing any of its powers and duties to any such committee or to any person, and the committee or person, as the case may be, may without confirmation by the Board exercise or perform the delegated powers or duties in like manner and with the same effect as the Board could itself have exercised or performed them.

Organisational Management: Business Viability Standard 9
Financial Management and Systems
The organisation is financially viable and manages its finances competently.

POLICY

1 Budgets

- 1.1 Prior to commencing operations Homeworks Trust will initiate a business viability study. The viability study will assess all start-up costs (including capital investments) and on-going operational costs against proposed income.¹
- 1.2 For each financial year the Trustees, Director and Administrator will set a detailed budget for income and expenditure.
- 1.3 The budget will be reviewed and reported upon by the Director and Administrator at yearly intervals.
- 1.4 The Administrator will be required to furnish monthly financial reports to the Trustees confirming the Trusts ability to generate revenue and to remain solvent.

2. Annual Reports

- 2.1 Homeworks Trust will produce an annual report, including a financial health analysis that confirms the Trust's solvency.
- 2.2 The annual report will include a ratio of net assets to liabilities.

3. Bank Accounts

- 3.1 Homeworks Trust will operate one centralised chequing bank account with each house being a subset or branch of this main account e.g. #1 account; #2 account and #3 account.
- 3.2 Each cheque drawn on the account will require two out of the three authorised signatures.
- 3.3 Funds will be transferred from the main account to the branch accounts as required (for weekly costs). These funds will be accessible by credit card or eftpos card.
- 3.4 Spending limits on the credit cards will be set for each of the branch accounts.
- 3.5 Each transaction drawing on the branch accounts will require a receipt.

4. Recording Financial Transactions

- 4.1 Homeworks Trust will employ a qualified and/or experienced person to oversee and administer the financial transactions of the Trust. (The Administrator.)
- 4.2 There will be one centralised accounting system.
- 4.3 All transactions will be recorded.

¹ The Trust has already completed operational budgets.

5. Accounts Payable

- 5.1 Wherever possible, all services will be commissioned by way of order number.
- 5.2 All invoices will be processed by the Administrator.
- 5.3 Each House Manager will be accountable for the money they spend on behalf of the Trust.

6. Accounts Receivable

- 6.1 The accounting system will be sufficiently robust and transparent to ensure that funds receivable (donations, grants and funding) are able to be allocated to one specific service if required.
- 6.2 Homeworks Trust will ensure that there is an effective system for recording income received by each house (i.e. client's board payments). Cash collected by the houses will be recorded on the relevant form and signed by a minimum of two staff.
- 6.3 Each house will keep daily records of the number of clients admitted. Clients will be required to sign in at the commencement of their stay and to sign out at the completion of their stay.
- 6.4 The Administrator will collect all payments made to each house at least once a week.
- 7. Mail will only be opened when there is a minimum of two persons present to perform and/or oversee this function.
- 8. Controls and procedures will be put in place to prevent theft.
- 9. Any discrepancy in income and expenditure will be investigated immediately by either the Director or the Trustees.

10. Petty Cash

- 10.1 Each house will be able to draw down a limited amount of funds for petty cash.
- 10.2 All funds expended from Petty Cash will be recorded on the relevant form.
- 10.3 Each week the receipts from the previous week will be supplied to the Administrator.

11. Inland Revenue Dept

- 11.1 Homeworks Trust will apply for exemption from income tax (Certificate of Exemption).²
- 11.2 Homeworks Trust will register with the Inland Revenue Department for GST transactions and will claim back on its services.
- 11.3 Homeworks Trust will ensure it is set up for PAYE deductions as and when required.³
- 11.4 The Administrator will be appointed as 'pay-mistress'. It will be the responsibility of this role to ensure that the correct tax code is being used for each individual employee.

² The Trust has already obtained this exemption.

³ The Trust is already set up for PAYE.

12. Expectations of Employees

12.1 All Homeworks Trust employees will be trained in Homeworks Trust's operational systems and procedures, and each will know what is expected of them within this operational framework.

13. Audit

13.1 Homeworks Trust will ensure that the financial accounts of the organisation are audited annually by an external auditor approved by the Trustees.

Organisational Management: Business Viability Standard 10
Organisational Monitoring
The organisation ensures that policies and procedures are appropriate and effective

POLICY

Homeworks Trust will ensure that:

1. The appropriate manager will monitor day to day operational procedure.
- 1.2 The Trustees will monitor Homeworks Trust systems, as a whole, on an annual basis in terms of goals, quality and outcomes. The Director will provide quarterly reports to the Board unless the Board requests them more often.
- 1.3 A process of periodic review of its policies and processes is initiated. This process will include a system by which staff can record the instances where current policy and procedures are not congruent with need or best practice. To ensure the relevance of policies, within this system, all policies will be reviewed every two years.
- 1.4 Stakeholder opinions are accessed and analysed.
- 1.5 Performance indicators are established to measure the efficiency of our business and effectiveness of the services offered.
- 1.6 Appropriate improvements are made, based on the result of this monitoring, using strategic planning and review.

Also see:

Programme Standard One.

NOTE. Once the service is running, the management will consider how to best record statistical information and how this will be utilised and disseminated.

Community Services: Programme Quality Standard 1:

Service Planning

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

POLICY

- 1 The planning of Homeworks Trust services and programmes will be informed by:
 - Client need as expressed by client feedback and agencies working with client groups
 - Monitored changes in the funding and service provision environment
 - Changes in practice in the domestic violence and mental health/substance abuse field
 - Feedback from community networks

- 1.2 Planning cycles will take into consideration:
 - An assessment of staff capacity and resources
 - Evaluation of future needs for staff and resources
 - The range of programmes and services to be supplied
 - The goals and objectives of services and programmes
 - The requirements of funders
 - New strategies to access funding
 - Any new policies, procedures and services that need to be developed to meet the identified needs of the clients.

2. Homeworks Trust makes changes to its services and programmes based on:
 - 2.1 Current developments in best practice.
 - 2.2 Research, consultation and industry knowledge to assess demand.
 - 2.3 Yearly review and regular monitoring of policies.
 - 2.4 Service evaluation and service user feedback.

Service evaluations and service user feedback show that women:

 - had easy access to a staff member to discuss their situation and work through plans and options
 - were informed and had access to a wide range of service options for legal, practical and personal difficulties
 - were assisted, to the degree they needed, to make contact with other services and to attend appointments
 - felt supported to make their own decisions in their own time
 - felt safe and supported in the refuge

3. Homeworks Trust will:
 - 3.1 Belong to Saftinet and other relevant organisations including mental health provider groups.
 - 3.2 Ensure staff participate in professional development training and fora.
 - 3.3 Take seriously, investigate and respond to all clients complaints, including instigating changes to practice based on these complaints.
 - 3.4 Hold regular house meetings where issues are raised, discussed and acted on if necessary.

- 3.5 Have suggestion boxes in the houses.
- 3.6 Seek evaluations of the service as clients leave the service. These will be collated regularly. The senior staff will monitor the results/outcomes.
- 3.7 Have the Director undertake annual reviews of services that take into account the perceptions of staff and trustees, outside agencies, stake holders and clients.

Community Services: Programme Quality Standard 2

Programmes for Clients

The organisation plans and delivers coherent and effective programmes as appropriate for the service.

POLICY

Programmes for women.

Homeworks Trust will ensure that:

- 1 Programmes for clients will have a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives clients have set themselves.
 - 1.1 Programmes for women may be held on the premises, by staff or invited; screened facilitators or women may be referred to specialised programmes run by family violence organisations in the community.
 - 1.2 Refuge programmes will include: rights, keeping safe, domestic violence - power and control and safety, living without violence, the domestic violence law/protection orders, options and choices, non-violent discipline, information about the psychiatric effects of domestic violence and how mental health/drug and alcohol services can help. Personal and group information will be provided.

Note.

More specific programme development will occur, in conjunction with staff, once there is a clearer understanding of the needs of the clients – for example, concentration spans etc.

- 1.3 Referral to Homeworks Trust approved programmes for drug and alcohol and mental health services will be available, as required when women leave a Homeworks Trust Service.
- 1.4. The trust will ensure that, where possible, adequate resources are available to enable a comprehensive range of activities to be carried out.

Programmes for children.

- 2 Programmes for children may be held on the premises or children may be referred to specialised programmes run by family violence organisations in the community.
 - 2.1 If programmes are run in the refuges they will be organised by the child advocate. She will ensure the expertise and safety of all the facilitators.
 - 2.2 Programmes that children and teenagers could be referred to include the following topics:
 - The mental health effects of domestic violence and how this has impacted on you and your mother
 - Keeping safe at home
 - Building confidence
 - Good and bad secrets
 - Expressing anger appropriately
 - How to take responsibility for your own actions, but not the actions of others
 - Feelings – naming and understanding them
 - Children's rights

3. Homeworks Trust will ensure that it has all the necessary consents to the participation of the child or young person in the programmes that are specifically designed for children. (See attached draft letters.)
4. Homeworks Trust will ensure the safety of children in its programmes by:
 - 4.1 Collecting all information required for the purpose of the programme and the safety of the children and/or young people participating in the programme.
 - 4.2 Monitoring the programmes to ensure that its staff use methods of discipline or control that do not involve physical or emotional punishment.
 - 4.3 Ensuring that the physical locations of its programmes are appropriate and safe for the age, background and capabilities of those participating. Children will be supervised at all times.
 - 4.4 Having a plan to cover emergencies that may occur during the operation of the programme. Refer to Business Viability Standard 7, page 35, and Business Viability Standard 5 page 23.
 - 4.5 Ensuring that all who need to, know where participants are at all times during the programmes.
- 5 Unless children are in an approved programme, or working specifically with Homeworks Trust staff, their supervision is their mothers responsibility. If women are temporality unable to care for their children, children will be cared for by staff until they can be placed in CYF approved respite.

PROCEDURES

Dear

Thank you for your interest in the Children's Programme and for agreeing to attending a pre-group interview. We enjoyed meeting you both and are delighted to have this group of children for our next programme.

Just to remind you, I have set out details of when and where the group takes place below:

As an agency committed to stopping violence, we undertake to provide a safe, supportive and encouraging environment for the children. We will arrange for a taxi to pick up, from the school office each xxx and take him home after the group. Also, if for any reason..... is unable to come please phone and leave a message for us and let the taxi company know.

The children's safety is very important. If there are any situations that arise that may upset’s emotional or physical safety in any way please tell us about it. There will be a half-hour care-givers' time for you to talk with us after session x, session x and session x about any issues that come up with the children while they do this group. We will also repeat the interviews with you both once the group has finished to help plan your on-going safety as a family and to help us evaluate the programme.

The facilitators of the group will be and and they are very much looking forward to seeing on xxx. If you want to contact us with any questions please call me or one of the facilitators. I am usually here on

Yours sincerely

Dear

Thank you for talking to me with regard to doing our Children's Programme this term. The group will be run from every Friday afternoon for eight weeks from 1.30pm to 3.00pm and is for children from 9-11 years old who have witnessed or experienced the effects of family violence. This course will start on We would like to be able to leave school to be able to attend and thank you for giving him permission to go. He will be picked up from school by his mother who will also take him home after the course each Monday.

There will be two trained facilitators running the group. They undertake to provide a safe, supportive and encouraging environment for the children. We also undertake to provide a high quality programme that will help the children to develop skills in expressing their feelings, in keeping safe and in dealing with their own and/or other people's anger. In addition we will be helping them to develop new understandings about violence as well as the power and control issues to which they have been exposed. We have found that the children who have attended these groups have been helped enormously and hope that you will support our programme.

Please don't hesitate to get back to me if you have any further questions or want any further information. I am usually in the office on Tuesdays and Thursdays.

Yours sincerely

Children's Group

Age	Name	Tel	P.O.	Sch if cont by ph	Principal & Teacher	Info Sheet	Con- sent Assmt	Const to Attd	Letter re Assmt	Letter re Prinpl	Transp	P/up Cons.

Adults Group Programme.....

No.	Name	Child care organised?	Day one	Day two	Day three	Day four	Day five	Day six	Day seven	Day eight	Comments	Signed

Consent form to Attend Programme

I _____ (caregiver/parent),
give consent for my child _____ (name)
to attend _____ children's programme.

I understand it begins on _____ (date)

at _____ (location),

and will run for _____ sessions, finishing on _____ (date)

Signed: _____ (caregiver/parent)

Date: _____

Enrolment to Attend Adult Programme

I _____ (name),

Wish to enrol for _____ (name of programme)

My aims for the programme are: _____

I have made the following arrangements for child care for my children:

I intend to attend all of the sessions of the programme _____

Signed. _____

Signed: _____ staff member

Date: _____

CONSENT FORM FOR COLLECTING CHILD

I _____ (care-giver/parent)

give consent for my child _____ (name)

to be collected from my home/school at:

_____ (address)

by _____ (name of person
authorised to collect)

and taken to, in order to attend a Children's Support and Education Programme.

Further, I authorise _____ (person's name)

To pick up _____ (child's name)

after the programme has finished.

Signed: _____

Dated: _____ / _____ / _____

Consent Form for Assessment

I _____ (care-giver/parent)

give consent for my child _____ (name)

to be interviewed on ____ / ____ / ____ (date),

at _____ (location),

for the purpose of assessing his/her suitability to attend

_____ children's programme.

Signed: _____

Dated: ____ / ____ / ____

Client Information Form For Children's Programmes*For all clients please fill in all details, for statistics and funding purposes*

Parent/Caregiver's Name:

Ethnicity:

Child's Name.

Ethnicity:

Address:

Iwi - parent:

Iwi – child:

Ph. Nos:

Mobile:

This client is funded by?.

CYF.?

Safety:

*Safety of caregiver:**Safety of child:**Custody/access issues:*

Dates of contacts:

*Phone**Letter*

Other Relevant Information:

Eg school, teacher etc

Intervention Strategies:

Eg suggestions, referrals, requests for transport

Outcomes:

Signed Children's Programmes. Client Info.form

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.

POLICY

1. Homeworks Trust will provide refuge services for:
 - 1.1 Women who need refuge and meet the criteria for refuge, but who aren't eligible because of drug and alcohol addiction or assumed mental illness (that is, manifesting symptoms of mental illness which may be a reaction to abuse or may be signs of a diagnosable illness, taking psychiatric medication.). This includes women both with and without children.

Homeworks Trust will assess women for refuge as follows:

- Does this woman fit the criteria for a mainstream refuge?
- Does she have issues of personal safety in her living environment from which she requires refuge?
- Does she have alcohol or drug dependency, or mental illness or mental health problems that prevent her being accommodated in a mainstream refuge?
- Does she need referral for drug and alcohol or mental health assessment?

- 1.2 Trained, experienced staff will be on the premises 24 hours a day, seven days a week. They will organise intake processes and oversee residents.

- 1.3 A client register/data base will be established.

2 Drug and alcohol use.

Women will be accepted into the services who are:

- dependant on drugs or alcohol
- under the influence of drugs and alcohol at the time of admittance.

- 2.1 Once women are admitted into the service:
 - no drug or alcohol use will be allowed except for prescribed drugs or drugs and alcohol that are used to maintain women who are dependent on them.
 - They will be encouraged to be assessed by the community alcohol and drug team (CADS).
- 2.2 If women choose detoxification, this process will be managed by the regional drug and alcohol services (RADS). Where possible, this will take place on the premises so that women remain safe and able to continue to care for their children. If they are unable to care for their children during this process, their children will be cared for by staff until they can be placed in CYF approved respite.
- 2.3 If women return from outings under the influence, they will be asked to seek further help from CADS.
- 2.4 If women are dependent on drugs or alcohol, that dependency will be managed by the staff, under the guidance of the Clinical Manager. The Clinical Manager will consult with CADS if required.

3 Mental health.

There is no level of mental illness that would prevent a woman being admitted to the refuge. However, if the staff decide that she is very unwell, a psychiatrist will be asked to assess her, as soon as possible and decide if she would be safer with a respite nurse in attendance or in an in-patient unit. Where possible, mental health interventions will take place on the premises so that women remain safe and able to continue to care for their children. If they are unable to care for their children will be cared for by staff until they can be placed in CYF approved respite.

Note.

Protocols will be finalised with both mental health and drug and alcohol services once the physical setting of the houses is established, as these services work by DHB area.

4 General issues.

There is no requirement that women, entering a Homeworks Trust refuge, be physically abused, as psychological violence can cause women to feel crazy and abuse drugs or alcohol. All women are accepted provided they fit our criteria and they understand and respect the need for safe, confidential accommodation.

5. Women with criminal histories or who work in the sex industry are not prevented from using Homeworks Trust refuges.
6. Many women and children are in unsuitable accommodation, i.e. cars, overcrowded housing, caravan parks. These families need to be referred to emergency housing, not refuge, unless they are living in an unsafe domestic violence situation.
7. Lesbian women are welcome in Homeworks Trust services. Lesbian women will be asked if they would like to be put in touch with lesbian support services.

There is no upper age limit for women coming into Homeworks Trust services, however, Age Concern can provide accommodation for those over 65 and this is an alternative option.

8. We cannot provide accommodation, for more than two weeks, for women who cannot care for their children to an acceptable standard most of the time, i.e. cannot feed and bath regularly, cannot stay awake to supervise or act abusively without showing willingness to change their behaviour. These women will be assessed and if they persist in this lack of care, will either have their children placed in respite while they seek appropriate services for them selves, or will be referred to other services with their children.
9. If women are unable to be assisted or housed by Homeworks Trust, they will, when ever possible, be referred to a more appropriate service provider or organisation. This information will be recorded in the client data base.

9. Gang associates.

Women who are gang members or associated with gangs will not be admitted to the refuge.

10. Children.

Children of clients who meet the above criteria will be accepted into the refuge.

- 10.1 Girls of all ages will be accepted.

- 10.2 All boys 13 years of age and under will be accepted. Boys who are over 13 years old and dependent on their mothers will be accepted. If boys over 13 years old are a risk to either their siblings, their mother or other women or children in the house, because they are using abusive behaviour, they will be placed in alternative accommodation. This placement will be made in consultation with the child's mother and will be intended to keep the child safe.
- 10.3 Young women under the age of 17, without children, will not normally be accepted unless the police request this on a temporary basis. However, the Refuge is probably not the best option for them.
- 10.4 Children of clients will be assessed for their need for referral to child specific counselling or other appropriate available services including mental health and other health services.
- 10.5 Our policy is to develop good working relationships with health and other child appropriate services in our area.

11. Working with women after arrival

- 11.1 Women will receive accurate information about domestic violence and safety.
- 11.2 Within 48 hours of admission all clients will work one to one with a staff member to begin to develop a plan for meeting her immediate needs and short term goals. Longer-term goals will be developed with clients as they settle in and stabilise. All references to a personal plan in this document relate to the development of these long and short term goals.
- 11.3 All women will regularly spend one to one time with the appropriate staff to continue to develop plans, discuss processes and evaluate achievements.
- 11.4 The refuge will have a range of information about domestic violence, drug and alcohol problems and mental illness, and a wide knowledge about services to meet women's needs. These resources are kept up-to-date and the information is culturally balanced.
- 11.5 The information collection includes the range of other services available to meet the particular needs of women.
- 11.6 Information and support will be given in a way that promotes women's safety and autonomy.
- 11.7 Client planning occurs one on one. Clients will have, where possible, choice over who they meet with.
- 11.8 Support will be provided by staff with a comprehensive, professional understanding of family violence and who respect women's decisions.
- 11.9 Support and advice is culturally balanced, and provided as far as possible by a staff member of the same culture.
- 11.10 The information and support is given in a straightforward and practical way, equipping women to weigh up options and make their own choices about their situation.
- 11.11 Women receive the personal and practical support they need to achieve their goals.

11.12 The refuge holds good information on the referral processes required for the range of service options – for domestic violence, mental illness, and drug and alcohol services, as well as lawyers, counsellors etc.

11.13 All formal staff-client interactions are recorded.

11.14 Records are kept of information provided and services used, plus any complaints or disagreements.

PROCEDURES

Organising For Women To Come Into Refuge

The Workers must take responsibility for their own safety and accept that the women are often unable to foresee potential dangers and can underestimate the abuser's strategies. It is rare for dangerous situations to arise and these can be kept minimal by following the procedures. If a situation seems more than usually risky, two staff will make the pick up or arrange to meet at the Police station.

1. The worker who receives the phone call should try to organise things so the pick up person and the woman are in direct contact. If there are any concerns pass these on to the pick up person or advocate.
2. The worker who is meeting the woman must satisfy herself that the pick up point is safe. Venues should be very specific, as callers will be easily confused.
3. It is not advisable for the refuge worker to go to the home or neighbouring property unless the worker can confirm that the abuser is in custody or the police are prepared to accompany her. If this happens always park where the car cannot be blocked in.
4. There are compelling reasons that woman leaving the home should make every attempt to remove all the children under 10 and particularly those under 5. It is traumatic for women to try to get children returned and women will usually return home due to the pressure. Some women have lost children permanently by not taking them at the time. Remember, they can always give them back!
5. Where there is no immediate urgency, it is helpful if the worker arranges to call the woman back at a pre-determined time to check that she is still wanting refuge and has no other questions.
6. Pick up points should be mutually suitable, e.g. service station, police station, hospital or shopping centre, preferably somewhere with phones, shelter and toilets.
7. If women are unable to leave the house by themselves, these are some suggestions:
 - we can ask the police to assist
 - she may be able to take a taxi to a safe point
 - neighbours, family or friends may help
 - she may be able to take the family car.
8. When a Homeworks Trust refuge is unable to accommodate a woman, because of lack of space, refuge staff will attempt to find alternative refuge or accommodation for her, rather than expecting her to do so herself.
9. All women, even those who have been to the refuge before, will be met away from the house in case she is being followed.
10. Where possible, it is preferable that the pickup person makes arrangements directly with the woman. The pick up person will contact the phone person and let them know the agreed pick up place and details, particularly at night. The pick up person will wait for 30 minutes.

11. Tell the woman prior to meeting her that the address is confidential and she cannot tell it to anyone, not even her mother.

Admitting Women

This is a brief summary of things to do when you bring a woman into the house.

Remember – women may not be able to remember any of this information. It will need to be repeated.

1. Pick up from a safe place. If meeting her somewhere, arrange a place that has shelter, toilets and a phone.
2. Warn her about the confidentiality of the house and that her residence will not be confirmed. Remind her that messages will not be taken – except from those people specified above. See Business Viability Standard 7, page 54.
3. Show her and her children the playroom first (this is helpful to the children).
4. Show her to her room, toilet, shower and washing machine.
5. Explain that the entire house and all vehicles are non-smoking.
6. Introduce her to other women if possible.
7. Show her the freezer and explain that she must label her own food and can use any of the supplies that are in the cupboard unlabelled.
8. Tell her about keeping the house clean and that the cleaner is for specific jobs and she will go on the cleaning roster.
9. Tell her tea, coffee, milk, margarine and bread are supplied whenever we can manage it.
70. Show her the telephone and tell her that she can ring out on the phone. Reaffirm the confidentiality policy.
81. Show her the message book and tell her that she must fill this in if she goes out. She must also check with a staff member verbally if she intends to stay out overnight.
9. Show her the emergency numbers by the phone.
10. Tell her where the nearest dairy is and that she should meet friends there.
11. Explain the rules and fill out the admittance forms. A clinical assessment will also occur at this time if the staff member believes that it is necessary. Provide her with information about the refuge. This is contained in the handbook.

Ask her to sign the form explaining that she has had all admittance information explained to her, has the opportunity to ask questions and has been given a copy of the handbook. This may not be able to occur immediately, as women may require the information again, once they have settled in.

16. Tell her that if she does decide to return to her partner, she is welcome back in the future, but not to come without ringing us first. Ask if she has any questions. Offer her a hot drink. Women wishing to leave should be reminded that they are welcome back should things not work out. There is no limit to the number of times they can return to the Refuge.

Note.

Staff may request that a woman not be re-admitted, by making representation to the Clinical manager.

17. Women may feel that they want to take action immediately. Try and slow her down and tell her that her first priorities are safety, sleep and looking after her, and her children's, physical and emotional needs.
18. A staff member will undertake to spend a minimum of an hour with the new family when they first come into the service. If a woman refuses to complete the paperwork, refer to the Clinical manager for advice at the earliest opportunity.
19. No information may be given out about the woman or her children without her knowledge, unless safety or legal requirements insist on this.
20. No more than \$xx.00 cash will be given to a family on arrival on a weekday nor more than \$xx.00 on a weekend.
21. Food and provisions can be given out from the refuge cupboard, as the workers see is necessary.
22. Unless it is necessary for the safety of the woman and/or her children, or for clinical reasons, apart from the initial assessment and procedures, no action at all will be taken until the woman has been resident for 24 hours in the refuge. In the event of risk to children immediate action will be taken.

No non-urgent appointments will be made for the woman until she has completed her first case management meeting and identified her immediate goals and needs and the woman has had time to settle in.

23. It cannot be assumed all women can read and write. Therefore, read through all forms with women. Even if they can read, they may be very upset and unable to comprehend what they are reading.
24. It should not be assumed that all women are heterosexual. Use generic terms such as partner.
25. Women who want to go home should be taken to the safest mutually agreed point. The bedding should be changed and room cleaned out first. If rent is owing, an automatic payment form should be completed.

Handbook Information for Residents

Trust Purpose:

- To fill gaps in service provision, primarily in housing and accommodation for women.
- To carry out, or to support, research which highlights housing, accommodation and related needs of women.
- To base the service which the Trust provides on identified need.
- To advocate and lobby for policy which enhances the provision of services and housing for women.
- To encourage equity in accommodation and housing for women.

Trust Principles:

- To work in accordance with the principles of Te Tiriti o Waitangi, to consult with Maori to ensure the safety of Maori staff and clients and to support the development of parallel Maori services.
- To promote and support the right of all women to be free from discrimination on the grounds of class, race, religion, age, marital status, parental status, gender, sexual preference, difference in ability or disability.
- To operate in a way which is empowering and encourages self-determination.
- To work in partnership with staff and clients in the running of facilities which are established by the Trust for the above purposes.
- To work towards the prevention and elimination of violence and in particular, to support the rights of women and children to protection and freedom from physical, sexual, emotional, spiritual or mental abuse.

Organisation of the House

Homeworks Trust provides short term, safe and supportive accommodation for women and children. It will be your home while you stay here. Please help to keep the house clean and tidy. We promote an atmosphere of friendship in the house, therefore, we would like you to attend a weekly house meeting, to discuss any issues that you may have and to ensure good communication between staff and residents. The staff will work with you to help you achieve your goals.

- Your room is your private space, we ask both residents and staff to respect this.
- Mothers are responsible for the supervision and general care of their children.
- The house starts the day at 7.00am and in consideration of each other the lounge is closed and the house is quiet at 10.30pm.
- Daily chores are rostered and each person has their own responsibilities.
- Women must attend to their own and their children's laundry and keep their rooms tidy. There will be a room inspection from time to time.
- Phone calls need to be limited to 10 minutes to allow others to use the phone.
- As this is a safe house, do not give the address or phone number to anyone except these people approved after a discussion with staff, e.g. lawyers.
- An area is provided for smokers, please do not smoke inside.
- Alcohol or drugs (other than prescribed or required for maintenance, as authorised by the clinical manager) are not permitted on the premises.
- Physical or verbal violence/abuse is not tolerated towards fellow residents, children or staff.

Homeworks Trust does not allow the physical punishment of children or any forms of punishment that emotionally damage a child. If you feel that you will need help to change your practice towards your child, the staff will support you to develop new skills.

Homeworks Trust Parenting Policy.

The service delivered by Homeworks Trust is intended to be affirming of a mother's relationship with her children. The refuge service will attempt to strengthen a mother in order to enhance her relationship with her child and her ability to care for her child. The service will:

- role model non-abusive behaviour. Non abusive in this context means, without resorting to physical punishment or the use of power and control practices such as intimidation, threats, emotional abuse or blaming, minimising and denying.
- teach non-violent interventions.
- inform the child of their rights.
- consult the child about what they want.
- give children the opportunity to participate in decision making.

The service recognises that you have been living under huge amounts of stress and that it will take some time for you to feel safe and able to make decisions. The staff are professionals and their role is to support you through this process. Talk to them!

Parenting education will be made available to any mother using Homeworks Trust services, who requests parenting and/or help with non-abusive disciplining of children. Non abusive in this context means, without resorting to physical punishment or the use of power and control practices such as intimidation, threats, emotional abuse or blaming, minimising and denying.

If you are worried about your parenting/disciplining of your children, please talk to the staff.

Parenting with a mental illness/drug and alcohol problems will be a priority issue for women in the refuge.

Child abuse.

If mothers are observed physically or mentally abusing their children, including smacking, staff will intervene and will suggest more appropriate interventions – e.g., non- physical punishment such as time out. The mother will be observed and supported to change her behaviours towards the child and will be referred to appropriate programmes to help her develop her parenting skills.

If a child is unsafe, or is moving back into an unsafe environment, or if staff suspect that a child is being abused, the Homeworks Trust staff will consult with CYF to determine the most appropriate course of action. The mothers of these children will be informed of the process that is occurring.

Issues for Homeworks Trust staff that suggest consideration of CYF involvement include:

- Slapping {particularly around the head}
- Punching, kicking, pinching, pulling hair and biting.
- Swearing, intimidating
- Leaving children alone for long periods
- One child treated substantially differently from another sibling (being picked on, blamed for things going wrong)
- Not allowing normal contact with other children or keeping them in their rooms
- Making them sleep more than normal

- Leaving them with responsibility for younger children beyond their abilities
- Showing no affection to a baby, not responding when baby cries (other than establishing sleep patterns)
- Neglect such as not feeding, clothing, bathing or having illness addressed.

This information is also clearly displayed on the walls of the shared areas.

Grievance/Complaints Procedure

Residents of Homeworks Trust houses have the right to discuss any complaints to do with the house.

Homeworks Trust recognises that problems will arise from time to time between staff and residents.

We respect the right of the individuals involved to sort out the problems between themselves. If this is unsuccessful the following process will be followed:

1. Complaints about any aspect of the service should, in the first instance be handled by the House manager and resident.
2. If unresolved, approach the Clinical Manager who will, if necessary, involve the Homeworks Trust Director.
3. If the situation cannot be resolved, there is provision for a Dispute Resolution Committee, involving two Trust members, and the Director or an out side mediator. You may like to have a support person with you.

Contract

1. Residents on Income Support Benefits agree that their benefit is paid directly into Homeworks Trust's bank account from which \$ will be paid to the resident for personal use.
2. Staff and residents will respect a person's room as their personal space, and, unless there is an emergency, will request permission to enter. Likewise, the staff's room is regarded as private.
3. Where possible, residents will participate in programmes, either run by Homeworks Trust staff or other community agencies, and attend the house meetings.
4. Residents must co-operate with the philosophy of the house. Physical or emotional harassment of children or other residents will not be tolerated. These guidelines must be kept or you may be asked to leave the house.
5. Homeworks Trust or its appointees may ask any resident to leave on two weeks notice, but in cases of serious breach of contract or house responsibilities, Homeworks Trust shall be entitled to ask the resident to leave immediately.
6. All medication, alcohol and drugs are to be handed to the House Manager on arrival for safe keeping and will, initially, be administered by staff as and when appropriate.

7. Residents are expected to meet regularly with a staff member to develop a personal plan with self identified short and long term goals and to work towards achieving these.
8. Residents need to understand that a daily report book is kept. At times, details regarding your situation are discussed between staff.

Code of Resident's Rights

You have the right:

1. To be treated with dignity and respect and to have your culture and beliefs respected.
2. To be acknowledged and treated as an individual.
3. To expect consultation in an interview, e.g. writing up a personal plan.
4. To review any decisions made while making a personal plan.
5. To expect safety, privacy, courtesy and consultation.
6. To know that the rules of the home apply to you and what responsibilities are carried out by you and staff.
7. To report grievances to a member of staff or to be heard on such grievances and to make a complaint and have assistance with that complaint, if you are not happy with the way you are being treated. This includes the right to ask any Homeworks Trust staff to help you make an appointment with the Clinical Manager and, if you get no satisfaction from such an appointment, you have the right to meet with the Director. You have the right to have a support person with you when making complaints.
8. To expect confidentiality from other residents and members of staff at all times.
9. To expect privacy in your own room.
10. To be fully informed in writing about your status and all aspects of your assessment, treatment and review and the treatment and care of your children.
12. To receive medical and health care that is suitable for your condition. You must be told of the benefits and side effects of your treatment.
13. To ask a lawyer to advise on your rights and status as a woman in this service and a woman who has been abused, or on any other matter.

Your Responsibility

As a resident I am aware that I also have a responsibility to:

1. Be sensitive to the rights of other residents and their children.
2. Co-operate with the Homeworks Trust staff.
3. Co-operate with the philosophy of the house.
4. Respect the confidentiality of other residents.
5. Use non abusive discipline for my children.

If you have problems with any aspect of this service you can also contact the

Health Advocate Trust Phone

Your information.

The refuge will only keep records that are needed for service delivery and efficient, coherent organisational management. Information about clients will be available to staff on duty at the house, the Director, Clinical Manager, Administrator and the woman herself (about her own information). Information will also be made available to approval assessors from CYF as required to assess the service.

Outside access to information will be given at the discretion of the House Manager in consultation with the Clinical Manager and with your consent if possible. If you are not in a state to give consent, information will be shared on a need to know basis for the wellbeing of you and/or your children.

Declaration

I _____

have read and understand the conditions related to staying at a Homeworks Trust service and agree to abide by them. I have had an opportunity to ask questions that have been answered to my satisfaction. I have a copy of the handbook.

Signed: _____

Dated: _____

Witnessed: _____

HOMEWORKS TRUST ADMISSION FORM

Date of Interview:	
People Present at Interview:	Referral Source: Referral Phone No:
Why Homeworks Trust services are required?	Fits criteria for mainstream refuge?
Respite Care Required?	
In Patient Care Required?	
Name:	
Address:	Support Person:
Phone No:	Phone No:
D.O.B.	
Ethnic Group:	FINANCES:
Next of Kin:	Type of Benefits:
Phone No:	Legal issues: current protection orders etc?

Admission Date:	Benefit required to be arranged?
Discharge Date:	
Domestic violence/Safety Assessment. Current risk, lethality of partner, types of abuse experienced, effects of abuse.	
Present extended Family Dynamics	
Names of people who definitely should not be contacted at any time.	
Risk Factors - Tendency to Self-harm?	
Psychiatric/Psychoses/Physical Issues/Drug and Alcohol Issues:	
Diagnosis?	
Medication	
Current Management Plan?	
CADS/Psychiatric Assessment Requested?	
Background History (Relevant Social & Medical)	

Children. Names, ages	
Special needs?	
Risk to children of current domestic situation.	
Clients Signature:	Homeworks Staff Member:
Clinical Manager:	

Community Services: Programme Quality Standard 4:

Client Planning

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

POLICY

Homeworks will ensure that:

1. Women will receive accurate information about domestic violence and safety.
 - 1.1 Within 48 hours of admission all clients will work one to one with a staff member to begin to develop a plan for meeting her immediate needs and short term goals. Longer-term goals will be developed with clients as they settle in and stabilise. All references to a personal plan in this document relate to the development of these long and short term goals.
 - 1.2 All women will regularly spend one to one time with the appropriate staff to continue to develop plans, discuss processes and evaluate achievements.
2. The refuge will have a range of information about domestic violence, drug and alcohol problems and mental illness, and a wide knowledge about services to meet women's needs.
 - 2.1 Resources are kept up-to-date.
 - 2.2 Information is culturally balanced.
 - 2.3 There are practice protocols to avoid inaccurate information. If staff do not know something, they will find out, or get a suitably informed person to respond to the query.
3. The refuge will have systems in place to ensure that staff are trained in accurate information-giving, and that they have a comprehensive family violence analysis, as well as specialised drug and alcohol or mental health expertise.
4. Information held by the refuge for women is comprehensive, accurate and up-to-date.
 - 4.1 There is an organised, accessible collection of necessary information.
 - 4.2 Staff training covers necessary information and its sources.
 - 4.3 The information collection includes the range of other services available to meet the particular needs of women.
 - 4.4 Information about services is shared with other agencies (such as CYF, mental health services, drug and alcohol services, WINZ, legal advisers, counsellors). Ideally, specific liaison persons will be identified within each organisation.
 - 4.5 A staff member is identified who will be responsible for the regular review and updating of the resource information held at the services.
5. Information and support will be given in a way that promotes women's safety and autonomy.

- 5.1 Client planning occurs one on one. Clients will have, where possible, choice over who they meet with.
- 5.2 Support will be provided by staff with a comprehensive, professional understanding of family violence and who respect women's decisions.
- 5.3 Support and advice is culturally balanced, and provided as far as possible by a staff member of the same culture.
- 5.4 The information and support is given in a straightforward and practical way, equipping women to weigh up options and make their own choices about their situation.
- 6 Women receive the personal and practical support they need to achieve their goals.
 - 6.1 The refuge holds good information on the referral processes required for the range of service options – for domestic violence, mental illness, and drug and alcohol services, as well as lawyers, counsellors etc.
 - 6.2 The refuge is organised to provide the personal support, transport and childcare required to assist women to participate in needed services.
 - 6.3 Women and their children have access to refuge support groups and/or to other similar groups.
 - 6.4 The refuge has supplies or access to supplies of practical goods such as clothing, linen and household furniture.
7. All formal staff-client interactions are recorded.
 - 7.1 Records are kept of information provided and services used, plus any complaints or disagreements.
8. Regular house meetings will be held to ensure that relevant issues can be raised and addressed.

Community Services: Programme Quality Standard 5

Formal Intervention Plans

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

POLICY

Women

1 When women arrive at refuge.

Women will be required to complete an assessment form when they are first admitted to the refuge. This will obtain details of:

- their family situation
- the abuse that has occurred
- their children
- the reasons that they are accessing a Homeworks Trust service, rather than a regular refuge.

1.1 Women will also be given a copy of the handbook – outlining their rights and responsibilities – including policy about discipline of children, the rules of the refuge, the complaint procedure, health and safety and other orientation material. (See draft.)

1.2 All women will be asked to sign a form to indicate that they have seen the handbook and had an opportunity to ask questions about it.

1.3 Women will be assessed as to their mental state and their requirements for drug and/or alcohol maintenance and referral to services. Some women may require immediate referral to crisis services when they are admitted.

1.4 Otherwise women will be encouraged to look after them selves and get some sleep if they can.

1.5 Within 48 hours

Within 48 hours of admission all clients will work one to one with a staff member to begin to develop a plan for meeting her immediate needs and short term goals. Longer-term goals will be developed with clients as they settle in and stabilise. All references to a personal plan in this document relate to the development of these long and short term goals. During this time they will discuss:

- Initial information about the abuse they have experienced at home and the long term effects such as mental health problems or drug and alcohol abuse, and will begin the process of teasing these things out.
- Issues about safety, and the steps a woman intends to take to address her domestic situation
- Steps a woman wants to take to address her mental health or drug and alcohol issue
- Any parenting issues that the woman identifies the need for support with
- A discussion about the services that are available and which ones it might be appropriate for a woman to access for example, lawyers, police, domestic violence services, mental health services, drug and alcohol services etc.
- Learning – education - that women want to access
- Other short and long term goals

All women will regularly spend one to one time with the appropriate staff to continue to develop plans, discuss processes and evaluate achievements.

- 1.6 During this time staff will provide women with the refuge policy about CYF and will, once again, go over the information outlined in the handbook.
- 1.7 All discussions with women will be documented. Plans, and any subsequent changes to plans, will be signed off by staff and clients.

1.8 Ongoing support

Designated staff will ensure they have regular meetings with each woman to support her to understand her situation, develop strategies to address her mental health or drug and alcohol problems, achieve her goals and set new ones. This will include referral to appropriate agencies and services. Full client notes will be maintained and review dates set. The house manager will ensure that regular reviews occur of all client notes/progress.

Client plans will be reviewed regularly and any changes will be recorded and dated and signed by the relevant staff person.

Refer to the Homeworks Trust Purpose and Principles. Business Viability Standard 1. See also, case work documentation below.

Children.

2. Homeworks Trust will ensure that:
 - 2.1 A child or young person is given refuge if their mother requires it.
 - 2.2 Homeworks Trust staff will intervene if a child's mother is abusive. (Refer to Business Viability Standard 2, page 4; Business Viability Standard 3, page 16/17.)
 - 2.3 CYF will be called in if ongoing abuse is suspected.
 - 2.4 Particular attention will be given to issues of parenting when the mother has a mental illness or drug and alcohol problems.
 - 2.5 Specific attention is given to the needs and interests of children in each Homeworks Trust service.
 - 2.6 Children of women who are receiving services in the refuge or in the community will have their own individualised plans, written in consultation with the child, if old enough and the mother.
 - 2.7 Staff with specific training assess and negotiate children's needs, in consultation with the mother and child.
 - 2.8 Children are kept informed, in an age-appropriate way, of decisions that affect them through consultation between their mother and staff members.
 - 2.9 Adolescent children have an appropriate voice in decision-making.

- 2.10 Staff will assess children's need for referral to child specific counselling or other appropriate available services including mental health and other health services. Our policy is to develop good working relationships with health and other child appropriate services in our area.
- 2.11 There are specific services or activities for children that provide safe, non-violent experiences.
- 2.12 Children have opportunities for one-to-one time with the child advocate or childcare worker. Parental consent will be obtained.
- 2.13 The refuge provides separate support for children and opportunities for them to talk to appropriately skilled staff about painful experiences and fears.
- 2.14 There are indoor and outdoor areas for safe play at the refuges.
- 2.15 Age appropriate activities and outings e.g. trips are provided.
- 2.16 Children's services are appropriate to their ethnicity and culture, which may differ from their mother's and/or from the dominant ethnicity of the refuge, and are planned in consultation with their mother.
- 2.17 There is a Code of Practice for children that ensures non-violent discipline.
- 2.18 There are safety procedures in place for children attending a programme or participating in general services.
- 2.19 When travelling, children are transported safely and in accordance with the law.

Children's outings

- 3. There are safety procedures in place for children attending children's programmes, outings and other activities.
 - 3.1 There are lists of names of children attending programmes or trips.
 - 3.2 There is evidence of parental permission.
 - 3.3 There is documented evidence that safety aspects of the particular activity have been considered and addressed e.g. sources of first aid equipment and medical attention, safe transport, likely hazards.
 - 3.4 Every programme and outdoor activity organised by the trust has a fully developed safety plan.

PROCEDURES

SUMMARY/REVIEW REPORT

To be completed by the house manager or designated staff member at the required review dates.

Clients Name: _____ **Date:** _____

Entry Date: _____

Issues: _____

Goals: _____

Outcomes: _____

Internal Services: _____

External Services: _____

Not Completed: _____

Plans to progress progress: _____

Reviewed on:

By:

Next review:

Homeworks Trust Staff. Signature:

Client Signature:

HOMEWORKS TRUST - CLIENT GOAL SETTING

Client: _____

Date: _____

Homeworks Trust Staff: _____

Priority:	My Goals: (Identify)	My intention is to achieve this by: (how)	Target Date	Review date
	Housing			
	Employment/Vocational/Educational			
	Abuse/Domestic Violence			

	Financial			
	Health			
	Poverty			
	Children			

Turn page to complete

HOMEWORKS TRUST - CLIENT GOAL SETTING

Goal has been completed	Date	Refer to:	Date

Comments: _____

Client: _____ **Homeworks Trust Staff:** _____ **Date:** _____

Consent For Release Of Information

I, _____ hereby give my consent to -----

a staff member of Homeworks Trust to consult with the appropriate professionals, agencies, whanau/family on matters that relate and impact on my well-being and to collate such information for my benefit only.

You may contact my whanau/family

You may not contact my whanau/family

Client: _____ Date: _____

Homeworks Trust Staff: _____ Date: _____

Recovery Plan

Name: _____

Aims: - To Summarise My Main Needs And Goals
 - To Outline Means And Time Frame To Achieve These

Date: _____ / _____ / _____

Service Provider: _____

My Diagnosis Is: _____

CONTACT PEOPLE

Homeworks Trust Staff:___ Phone: _____

Primary Health Service Contact: _____ Phone: _____

Identified Contact Person: _ Phone: _____

G.P. _____ Phone: _____

AGREEMENT:

I feel that I have been given, and understand, sufficient information regarding the diagnosis and treatment options, other choices and expected outcomes. I agree to the proposed plan, and will take responsibility for doing the things I have agreed to do.

Signed: _____ Date: _____

Plan For Continuity of Care and Liaison		
Name	Signature	Contact Details
<u>Family/Whanau/Friends:</u>		
<u>People I Live With:</u>		
<u>Key Community Staff:</u>		
<u>Other Services Involved:</u>		
<u>Cultural/Spiritual Support People:</u>		

The Following People Will Be Kept Up To Date With Any Immediate Change Of Circumstance Affecting The Plan:
1.
2.
3.
4.
5.
Explanation If Case Manager, Or Client Is Not Involved In The Plan:

Plan For Continuity Of Care And Liaison				
Area Of Focus	Actions To Be Taken (Be Explicit)	By Whom	By When	Done
<p><u>Diagnosis:</u></p> <p>Has the diagnosis been explained clearly? Or If it's too early to be sure about diagnosis, have diagnostic possibilities been explained?</p> <p>Are more tests or information needed to clarify the diagnosis?</p> <p>Have I had written information about the diagnosis?</p> <p>Am I aware of relevant support groups?</p> <p>What follow-up do I need?</p>				
<p><u>Safety/domestic violence:</u></p> <p>Has a risk assessment been carried out of partner's lethality?</p> <p>What are the current safety issues?</p> <p>How can we work to minimise risk?</p> <p>Who needs to be informed?</p>				

<p><u>Medication:</u></p> <p>Do I understand why I am taking my medication?</p> <p>Do I have written information about my medication?</p> <p>Are there any problematic side effects - if so, what are we going to do about it?</p> <p>Am I on too many medicines (poly-pharmacy)?</p> <p>Do I have any issues about taking my medication & if so what can we do about it?</p>				
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Area Of Focus	Actions To Be Taken (Be Explicit)	By whom	By when	Done
<p><u>Psychological Issues:</u></p> <p>Need for personal therapy?</p> <p>Need for family therapy?</p>				
<p><u>Drug or Alcohol Use & Gambling:</u></p> <p>Is this a problem, & if so what help is needed?</p>				
<p><u>Children:</u></p> <p>Do I need help with my children, if I have any?</p> <p>Are Child and Family (CYPS) involved & is liaison needed if they are?</p>				
<p><u>Social/Occupational Issues:</u></p> <p>Is my benefit or work income sorted out?</p> <p>Do I have any debts?</p> <p>Do I need help with self-care?</p> <p>Do I need help getting back to work or school, or organising my days?</p> <p>Do I need help with my leisure activities?</p>				

<p><u>Cultural Issues:</u></p> <p>Is there a need for cultural support or referral?</p> <p>Is an interpreter needed?</p>				
<p><u>Legal</u></p> <p>Are there any legal issues I need help with?</p> <p>Do I know my rights under the Domestic violence Act?</p> <p>Is police or legal intervention needed?</p> <p>How will this happen?</p>				
<p><u>Medical Issues:</u></p> <p>Do I have a medical condition that needs to be considered, and what is the plan to manage it?</p> <p>Is liaison with my GP needed?</p>				

Area of focus: goals, what do I want to do	Actions to be taken/support required (be explicit)	By whom	By when	Done

General Early Warning Signs

<ul style="list-style-type: none"> ▪ Altered sleep pattern ▪ Begin to hear voices ▪ Paranoid feelings ▪ Increased hostility ▪ No interest in food ▪ Fear of doom ▪ Altered periods ▪ Decreased motivation ▪ Talking faster ▪ Driving dangerously ▪ Increased activity ▪ Increased alcohol use 	<ul style="list-style-type: none"> ▪ Isolating self from others ▪ Begin to talk to self ▪ Decreased self care ▪ Increased aggression ▪ Excessive worrying ▪ Decreased energy ▪ Decreased concentration ▪ Increased anxiousness ▪ Increased drug use ▪ Excitable/overly happy ▪ Irritable/angry moods ▪ Spending lots of money 	<ul style="list-style-type: none"> ▪ Not talking to others ▪ Behaviour becomes erratic/strange ▪ More disorganised in daily living ▪ Ideas/speech hard to follow ▪ Sleeping all day ▪ Loss of weight ▪ Withdrawal from others ▪ Low mood/feeling down ▪ Lose interest in usual activities ▪ Thoughts of self harm/suicide ▪ Making lots of phone calls ▪ Lots of new ideas/plans
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My Early Warning Signs Are:

1. _____
2. _____
3. _____
4. _____
5. _____

What Will I Do If I Notice Some Of These Signs?

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People I Can Contact During The Day Are:

Name	Relationship	Contact Phone No.

This Is What Has Been Found To Help Me Most If I Am Developing A Relapse Of Symptoms:

Type of intervention(s) that work best:

Type of medication(s) that work best:

Type(s) Of Medication That Must Be Avoided Due To Side-Effects:

Name of medicine:	What does it cause:

This plan was prepared on: _____ / _____ / _____

This plan will be reviewed on: _____ / _____ / _____

Signed. Client _____

Signed. Homeworks Trust staff member _____

Community Services: Programme Quality Standard 6
Client Record Keeping
The organisation records its work with clients.

POLICY

Homeworks Trust will ensure that:

1. Information held in organisational records about staff or service users is protected.
 - 1.1 Records about women, staff and service users, are of a professional standard i.e., meet Privacy Act requirements re purpose and are factual and verifiable.

Section 6 of the Privacy Act 1993 sets out privacy principles, which are minimum standards for how organisations should deal with personal information. Key points include:

- The purpose of collecting information. Information should only be collected for a lawful purpose connected with a function or activity of the agency
- The source of information – information should be collected directly from the individual concerned unless there are good reasons not to, including that the information is publicly available
- How to collect the information – whoever is collecting information must tell the person giving the information why it is being collected, where it will be held and who will have access to it
- Storage and security – our organisation is responsible for ensuring that all personal information is secure and protected against loss, misuse or unauthorised access
- Access to information – individuals have a right to their own information, including the right to correct their information if necessary
- Use of information – information can only be used for the purposes for which it was obtained.

- 1.2 Homeworks Trust has systems which keep safe and confidential:
 - client and staff files
 - written records
 - computer records (computers will be networked, with constant backup to central points)
 - case notes
 - workers' contact numbers
- 1.3 There are security systems that prevent unauthorised access by people to information held as paper files and in computers such as locks and passwords.
2. The refuge will only keep records that are needed for service delivery and efficient, coherent organisational management. Information about clients will be available to staff on duty at the house, the Director, Clinical Manager, Administrator and the woman herself (about her own information). Approval assessors from CYF will also have access to sight files to evidence the organisation's documentation process.
3. Outside access to information will be given at the discretion of the House Manager in consultation with the Clinical Manager and with client consent if possible. If women are not in a state to give consent, information will be shared on a need to know basis for a woman or child's wellbeing. Access to information will be provided on a need to know basis - only information specific to the agency requiring that information will be provided.

4. Record systems.
 - 4.1 The record system will be kept updated and properly organised by the responsible staff.
 - 4.2 Client records will be kept open for three years. After this time they will be archived and appropriate retrieval systems will be set in place.
 - 4.3. All client intakes will be recorded on standardised forms. (refer to the drafts attached to previous standards.)
This will detail:
 - Ethnicity
 - Family details
 - Information about children
 - Why women require Homeworks Trust services
 - Specific medication needs
 - Where women were referred from
 - The staff member who admitted the woman.
 - 4.4 On going details, such as goal setting, courses attended or services accessed, will be recorded and kept with her file.
 - 4.5 The information about a woman's children will be kept with her file.
 - 4.6 All women will be fully informed about:
 - Limits to confidentiality – e.g. the requirement to notify CYFS about child protection/abuse issues
 - Who has access to the information held about them
 - Their rights under the Privacy Act 1993 to access their file.
- 5 A daily log will be written by each shift, noting how each woman is, any issues of concern and any issues with her children.
- 6 Each woman will have her own folder that will be kept in a locked cabinet.
- 7 When women leave Homeworks Trust services each woman will be given options and supported choices about where she will live when she leaves the service. Her choice of accommodation will be supported as far as possible. Every option will be made known to her.
 - 7.2 Homeworks Trust services are elective services that women can leave when they choose.
or:
Some women will be asked to leave when staff decide that the woman has gained all possible benefits from the service and is safe and ready.
- 8 A system will be put in place to ensure that the move from the refuge/house is supported and every endeavour will be made to ensure that community services are in place to continue to support the woman.
- 9 Where possible, staff will collect written evaluations of the service as clients leave. These will be collated regularly. The senior staff will monitor Results/outcomes.

- 10 Where possible, women will be supported as they settle into the community and/or continue with domestic violence, mental health or drug and alcohol programmes that they have started during their stay in Homeworks Trust services.