



ANZASW Submission to the SWRB on Mandatory Registration of Social Workers Hōngongoi (July), 2011

Lucy Sandford-Reed
Chief Executive
ANZASW
DX Box WX33 484
Christchurch

DDI: 03 349 0190 x4
Mobile: 027 349 0190
lucysandford-reed@anzasw.org.nz
www.anzasw.org.nz

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SUMMARY

All ANZASW members were invited to participate in a member opinion survey on mandatory registration of social workers between 15 April and 20 May 2011. At this time the total membership stood at 3,996.

A total of 1109¹ members completed the questionnaire; 27.8 percent of the total membership.

It is clear that the respondents were divided in their views about mandatory registration of social workers.

Question: *Should mandatory registration be introduced*

| | | |
|---|-------|-------|
| Total number of ANZASW members | | 3,996 |
| Total number of survey respondents | 1,109 | |
| Members responding to the opinion survey | 1,109 | 27.8% |
| Members not expressing an opinion via the survey | 2,887 | 72.2% |

¹ includes 10 group submissions representing 53 individual members

| | Number of respondents | % respondents | % of ANZASW membership |
|--|-----------------------|---------------|------------------------|
| Supported mandatory registration | 571 | 51.5% | 14.3% |
| TOTAL opposed, did not know or no answer | 538 | 48.5% | 13.2% |
| Opposed mandatory registration | 174 | 15.7% | 4.4% |
| Did not know | 67 | 6% | 1.7% |
| Opted not to answer the question | 297 | 26.8% | 7.4% |

It is clear that while 51.5% of the respondents supported mandatory registration of social workers 48.5% either were opposed to, do not know or opted not to answer the question, a difference of 3 percentage points. Significantly 72% of the membership opted not to express their views via this opinion survey.

At best ANZASW can conclude that 14.3% of the membership supported mandatory registration and 13.2% were opposed, did not know or chose not to answer the question in the opinion survey. The views of almost three quarters of the membership remain unknown.

A theme that has emerged from discussions with the Board, and some members, is that self-regulation (via the professional body) would provide appropriate levels of accountability for social workers.

ANZASW recognises that there is a significant social service worker / allied social work workforce that is not regulated by either a professional body or legislation. There is potential for users of these services to be exposed to risk from poor, unsafe or harmful practices. It is also recognised that there is scope for the development of a professional body for this workforce, providing a 'self-regulation' model along with the development of standards for practice, a code of ethics, competency frameworks and continuing professional development.

With competency, and being assessed as 'fit and proper' being the ANZASW membership criteria many of the 'support work' workforce join ANZASW, therefore their clients are being afforded some protection from poor, unsafe or harmful practices and a robust complaint management process through the internal ANZASW self regulation mechanisms.

INTRODUCTION

Aotearoa New Zealand Association of Social Workers (ANZASW) is the professional body for a national collective of almost **4,000 social workers**, who have day-to-day involvement with the most vulnerable people in our society. Our work is guided by a Code of Ethics that is aligned with the International Federation of Social Workers (IFSW).

“ANZASW was formed in 1964. When the NZASW decided on its criteria for membership, it opted for an egalitarian and inclusive approach which admitted people into the Association not only if they had a professional qualification but also if they were working in an agency that the Association recognised as employing social workers. This approach also showed acceptance of the capabilities of practitioners with qualifications other than degrees or post-graduate courses. With this significant decision, the social justice vision was embedded in social work and

members have been confronted with the tension between social and community work, social control and social action ever since².

In 1989 ANZASW introduced a five yearly competency assessment process. The requirement to be assessed as competent to practice social work on a five yearly basis has been a criterion for membership since 1989.

The competency assessment programme combined with the ANZASW complaint management process provides a transparent and robust structure for upholding the accountability of our members' practice.

By way of example, ANZASW received 54 complaints about the practice of non-registered members between July 2006 and April 2011:

- 5 have been up held, including one investigated by SWRB
- 3 investigations are in progress
- 6 were referred to another body, excluding SWRB
- 26 required no further action

It is of relevance to note, most of these complaints have been about ANZASW members who:

- have chosen not to register with the SWRB but
- hold social work qualifications that meet the threshold for registration (SWR Act Schedules 1 & 2) and
- hold a current certificate of competency.

A review of two recent complaint investigation determinations, one of which is listed on the SWRB website and the other on the ANZASW website, would suggest ANZASW has imposed a more rigorous regime for monitoring post-complaint practice than the SWRB.

ANZASW recognises there is a significant social service work force that is not eligible for registration under the Social Workers Registration Act 2003 and nor are they represented by a professional body and are not accountable to regulatory authority. In 2005, for example, there were 1432 social service workers (support workers) in mental health services compared with 311 social workers. This workforce is primarily accountable to their employers who also monitor competence and standards of practice. Support workers are able to become ANZASW members providing they can demonstrate they meet membership criteria including competency to practice against the ANZASW Practice Standards. Full membership criteria is listed in Appendix 2.

The Ontario College of Social Workers and Social Service Workers (OCSWSSW) make the observation that "the differences between [social work and social service work], though subtle are critical. These differences relate to general knowledge, depth of perception, ability to analyse, ability to critique, ability to test and to seek new knowledge"³. Some of the critical differences include:

- Social work aims for 'achievement of optimum psychosocial functioning', the social worker's scope includes diagnosis as well as social work skills knowledge interventions & strategies;
- Social service workers use social service work skills knowledge interventions & strategies. They "may follow a suggested course of action that was based on a

² Mary Nash <http://anzasw.org.nz/sw-in-nz/history-of-anzasw/>

³ OCSWSSW October 2008 accessed from <http://www.ocswssw.org/docs/scopespracticepositionpaper.pdf> July 2011

diagnosis that was identify by another professional, but will not be the person that arrived at that judgement”⁴.

OCSWSSW, has identified the following scope of social work practice:

“Social work is a profession concerned with helping individuals, families, groups and communities to enhance their individual and collective well-being. It aims to help people develop their skills and their ability to use their own resources and those of the community to resolve problems. Social work is concerned with individual and personal problems but also with broader social issues such as poverty, unemployment and domestic violence”.

In contrast, the scope of social service work practice is:

“Social service workers administer and implement a variety of social assistance programs and community services, and assist clients to deal with personal and social problems”.

In a mandatory regulation environment, it will be essential to make it clear how a service user would identify:

- whether the person they were receiving a service from is a ‘social worker’ or a ‘social service worker’, and
- what type of service they should receive

THE ANZASW SURVEY OF MEMBERS

Members Views about Mandatory Registration

This section has been informed by responses to a recent online survey⁵ completed by 1109⁶ of our members (27.8 percent of the membership) between 15 April and 20 May 2011. The outcomes have demonstrated:

- clear evidence of support, and opposition, for the introduction of mandatory registration
- a range of views about current risks to public safety and the quality of practice
- a high level of concern about protection of the social work job title, improving accountability, standards of practice, professional status, ongoing costs, eligibility criteria, timeframes and effectiveness
- numerous perceived benefits and disadvantages for the social work profession
- various transitional measures which may help to ensure confidence in the safety of social work services should mandatory registration be introduced.

Given the diversity of opinion, and conviction with which our respondents have expressed strongly held views, both for and against mandatory registration, this submission has aimed to summarise the main issues raised for consideration. It is also of interest to note the response rate on most questions ranged from 60-70 percent which means about a third of the respondents were opting to skip questions or write general comments. This suggests a high level of ambivalence, or uncertainty, and would seem to highlight a need for more information.

⁴ Ibid page 7

⁵ This canvassed opinion on all of the issues identified in the SWRB Discussion Paper on Mandatory Social Worker Registration

⁶ includes 10 group submissions representing the views of 53 individual members

In particular, some of the feedback suggests the current climate has created confusion and/or lack of clarity about the role and function of the regulatory body, the Social Workers Registration Board (SWRB) and the professional body, Aotearoa New Zealand Association of Social Workers (ANZASW)⁷.

Demographic Information

678 of the respondents provided information their registration status.

| Registered Social Workers | |
|---|-----|
| Registered social workers on the full register | 474 |
| Registered social workers on the provisional register | 8 |
| Awaiting SWRB decision / registration in process | 36 |
| Social Workers Not Registered | |
| Have chosen not to register | 4 |
| Have an ANZASW Certificate of Competency | 27 |
| Currently completing ANZASW competency | 18 |
| Non-practicing member | 15 |
| Student member | 5 |
| Status not disclosed | 91 |

The 160 respondents who were not registered included members:

- who met the registration threshold;
- social workers who may be eligible for Section 13 registration;
- members who do not meet the registration criteria.

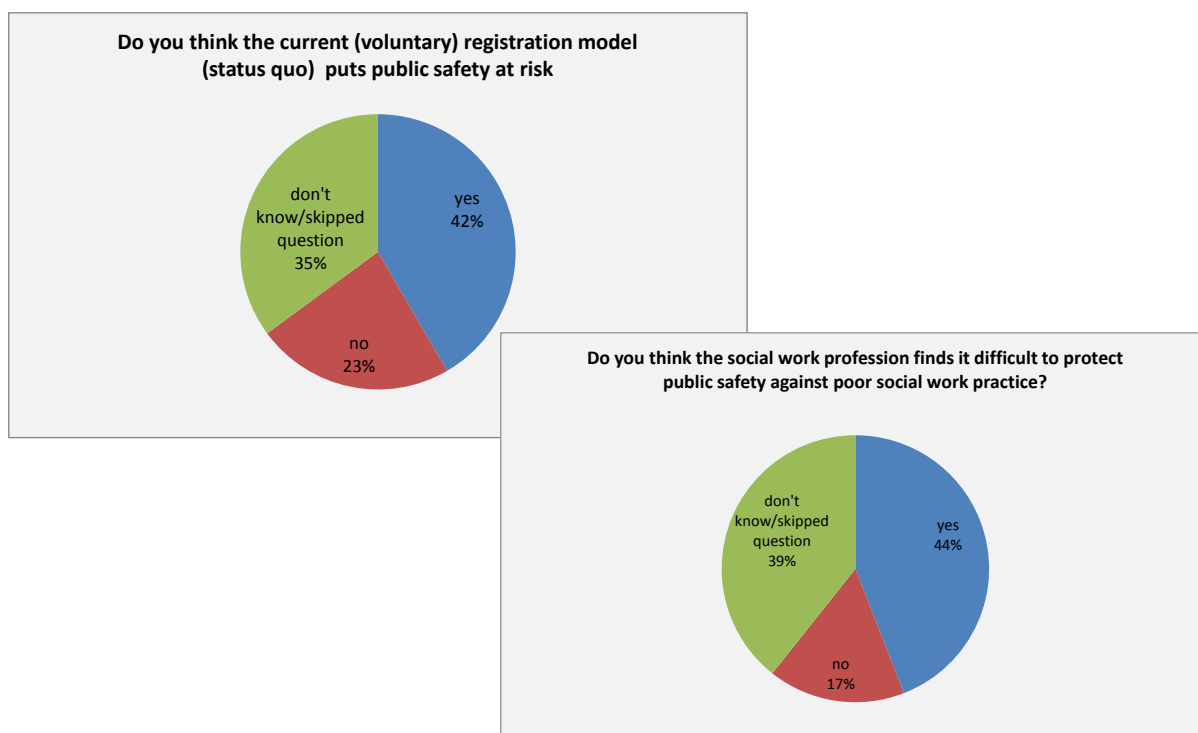
The survey was mainly completed by social workers who were:

- female (83%),
- ethnicity
 - NZ Pākehā (80%),
 - Māori (17%),
 - Pasifikā (3%)
 - 11% of the members who completed this questionnaire also affiliated with a second ethnic group, mostly -
 - European (n=20),
 - British/English (n=23),
 - Indian (n=10)
 - Asian (n=8).
- practicing for more than a decade (62%) and
- worked for:
 - a PHO/DHB (35%),
 - Community/NGO (28%)
 - Child, Youth & Family (16%).

⁷ Appendix 1 illustrates the respective functions and purposes of SWRB and ANZASW. Appendix 2 clarifies the criteria for ANZASW membership and eligibility for registration with a NZ qualification under the SWRA 2003.

Perceptions about Poor Practice, Public Safety & Risk

Around 40% of our respondents thought public safety was at risk and it was difficult to protect against poor practice but 30-40% didn't know, or skipped the question, and 20% had no concerns about the current system.



The main risks associated with Voluntary Registration were:

- ❑ The Social Worker job title not being linked to qualifications, training pathways and professional standards, ie:
 - anyone can be employed as a Social Worker;
 - Social Workers without relevant qualifications may not have appropriate training, experience or skills and are less likely to engage in the processes of competency assessment, peer review and supervision;
- ❑ “Untrained” Social Workers tend to work from subjective, personal experience and belief systems rather than competencies, standards of practice and a recognised code of ethics.
- ❑ For social workers who are not registered or members of ANZASW] performance review is primarily left to employers who may lack the expertise, knowledge and support systems that are needed to adequately assess competency and standards of practice or ensure appropriate training and supervision;
- ❑ The system lacks consistency and credibility, with too much variability in the quality of services, little incentive to improve practice and indiscernible lines of accountability;
- ❑ Voluntary registration is out-of-step with other professions in which there is a requirement for competency assessment, annual practicing certificates and robust, transparent processes for monitoring the quality of services, protection of public safety and dealing with complaints.

- Little is known about the methods for performance review of 9,000-odd social workers, (who do not have ANZASW/SWRB competency assessment), but social work is a highly competitive profession and it is reasonable to assume:
 - employers will be carefully screening and selecting applicants based on their qualifications, references, experience and suitability for positions;
 - procedures for assessing standards of practice and identifying professional development themes will be outlined in an accredited quality assurance programme and strictly adhered to;
 - employers will have checks and balances in place to ensure social workers are competent, accountable and working to best practice, eg – supervision and reporting requirements, experienced-based allocation of case-work, performance-based contracting arrangements, clear job descriptions, risk management policies.

Many of the respondents believe VOLUNTARY REGISTRATION DOES NOT POSE RISKS for public safety or the quality of social work practice.

A number of accountability mechanisms were identified by respondents however it is also recognised that the information provided in the individual verbatim comments was not always accurate.

The comments that follow are direct quotes from respondents providing their rationale for this position. The comments reflect a lack of clarity on the part of respondents about accountability mechanisms for social workers.

- Public safety is protected by a range of legislative provisions, notably:
 - complaints against registered social workers can be made under the Social Workers Registration Act 2003 (SWRA 2003) and/or Health Practitioners Competence Assurance Act 2003 (HPCA Act 2003, s.12 (2) (a-e)) [ANZASW comment: *it is recognised that SWRB is not an authority under the provisions of the HPCA Act*];
 - Complaints about unregistered social workers (who are not members of ANZASW) can be made under the Code of Health & Disability Consumers Rights, Health and Disability Commission Act 1994⁸ [ANZASW comment: *It is recognised that this Act is only able to investigate complaints about health & disability services but a wide range of other services such as child youth and family services are not covered*];
 - The ANZASW manages complaints against members who are not registered Social Workers [ANZASW comment: *social workers who are neither members nor registered are not within the ANZASW complaint management jurisdiction*];
 - s.140 of the SWRA 2003 gives the SWRB authority to impose restrictions and conditions on [the registration or practicing certificate of] unregistered social workers who practise in association with a registered social worker [ANZASW comment: *it is recognised that this provision only relates to registered social workers*];
 - Employers in government and NGO settings have statutory obligations to ensure public safety and accountability for services⁹.

⁸ All health and disability services are covered by this Act including public and private services, paid and unpaid services, hospitals, individuals such as general practitioners, dentists, naturopaths and caregivers, and even people who care for family members. The Act does not include non health and disability related services.

⁹Including, but not limited to, various provisions of the above- mentioned HPCA Act 2003 as well as the Child, Young Persons & their Families Act 1989, New Zealand Health Act 1956, New Zealand Public Health & Disabilities Act 2000, Crown Entities Act 2004, Criminal Justice Act 1985, Human Rights Act 1993 and the Education Act 1989.

- To be eligible for public funding, employers must have a quality assurance programme with procedures for dealing with complaints and poor practice.
- The number of social workers who self-opt to register with SWRB and/or become an ANZASW member is steadily increasing¹⁰:
 - Full membership of both organisations requires mandatory Police checks, 5 yearly evidence-based competency assessment and ongoing professional development with feedback from clients, colleagues and supervisors;
 - About 4,000 of the 13,000 self-identified social workers thought to be practising in Aotearoa/New Zealand (by the last Census) have ANZASW/ SWRB competency certification¹¹.

ANZASW acknowledges that there are self identified social workers, both qualified and unqualified, who are neither registered with SWRB nor members of the professional body ANZASW. These social workers have no accountability mechanisms for their practice other than what is provided by their employers or relevant statutory bodies, such as the Health & Disability Commissioner in relation to health and disability services. This group of social workers has the potential to bring the social work profession into disrepute.

Respondents posed a range of questions in relation to evidence of risk relating to poor social work practice:

- Where is the evidence of poor social work practice?
- Why hasn't the SWRB provided information about how employers are currently managing risks and measure standards of practice?
- Are the risks higher in some sectors/agencies but not others?
- How do we know it is not effective?
- Where is the research which shows that registration will improve the quality of practice and public safety?

In a voluntary registration environment neither the SWRB nor ANZASW has a complete data set to enable these questions to be answered in full.

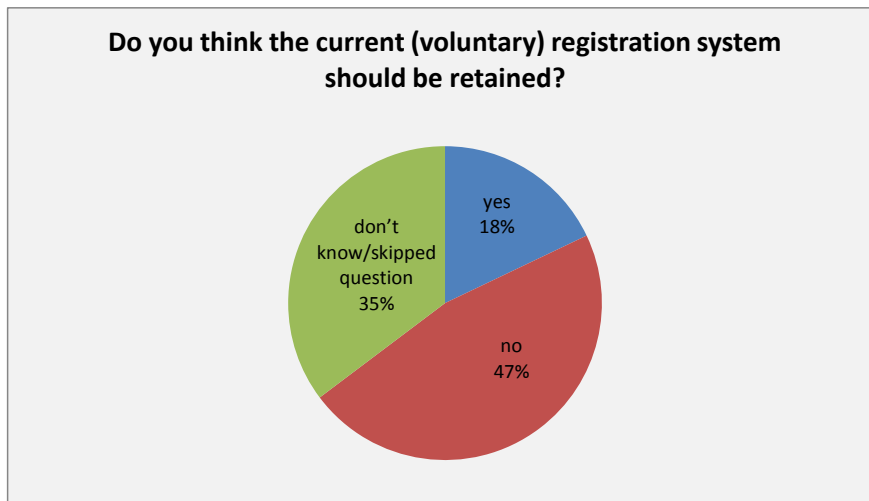
ANZASW promotes safe and ethical practice by members and effectively provides 'self regulation' for members who have either opted not to register or who are not eligible to register.

The purpose of the Social Workers Registration Act is to protect the safety of the public by ensuring social workers are competent to practice and ensure social workers are accountable for their practice.

¹⁰ This is evidenced by increasing membership/registrations/APCs

¹¹ Derived from SWRB total registrations (2,842) plus ANZASW unregistered members (1150) and assumes all of the unregistered ANZASW members have competency assessment.

Should voluntary registration be retained?



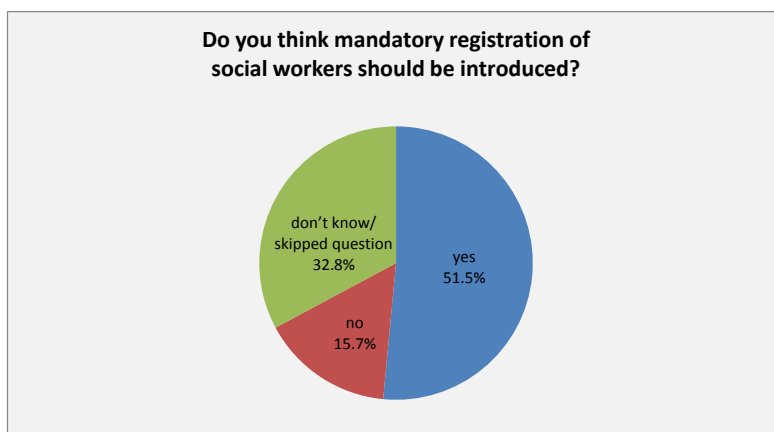
Almost half of the respondents in this survey, did not want to retain a voluntary system of registration (47%) but the majority (53%) either

- didn't know (6%),
- skipped the question (29%) or
- thought it was worth retaining (18%).

299 respondents suggested ways in which voluntary registration could be improved to better protect public safety and ensure social workers are competent to practice. The most common themes were:

- ❑ employers should have the responsibility for safety and competency
- ❑ have faith in the integrity and professionalism of social workers, most are doing their utmost to deliver safe, effective, high quality services
- ❑ promote ANZASW/SWRB services to employers, agencies, training institutes – aim to increase the likelihood of voluntary registration;
- ❑ make voluntary registration an attractive, cost effective, option for social workers, eg - link ANZASW competency assessment with automatic APC/registration – one fee instead of two
- ❑ make it easier to get qualifications – more scholarships, more support for NGO training, more acknowledgement of work experience/skill-sets, better promotion of funding opportunities, eg – polytechnic scholarships
- ❑ make ANZASW membership and competency assessment mandatory, not SWRB registration (as this would be equally effective in protecting public safety/standards of practice)

Should mandatory registration be introduced?



Half of the respondents (51.5%) supported the introduction of mandatory registration but 48.5% were:

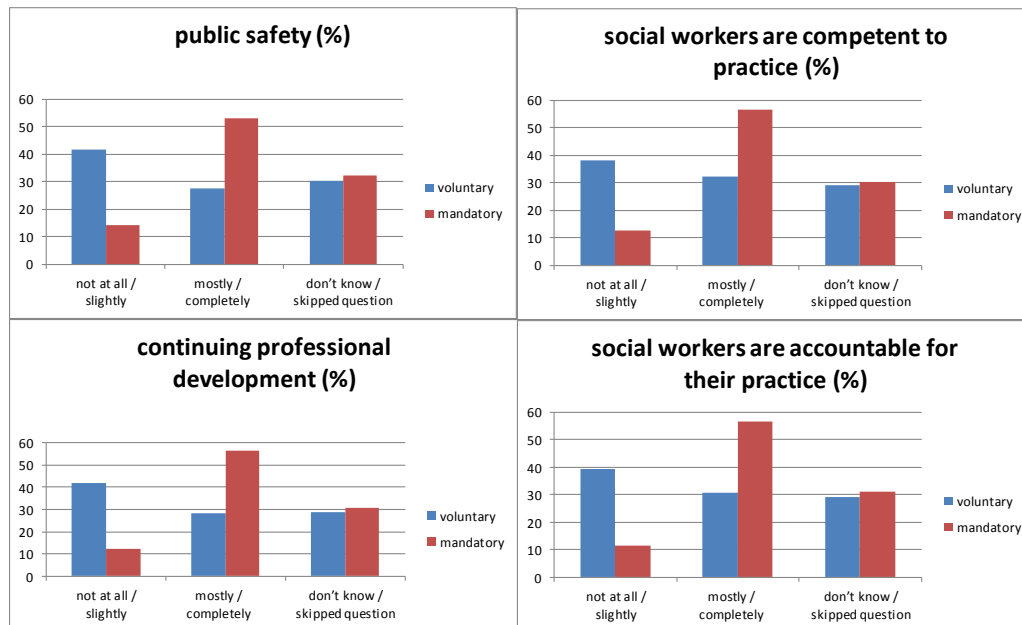
- undecided (5%),
- skipped the question (26.8%) or
- said it shouldn't be introduced (15.7%).

330 respondents (31%) made additional comments on the following themes (registration / membership status not recorded):

- ▣ suggestions for refining the eligibility criteria (if mandatory registration is introduced)
 - needs to include social workers who do not hold qualifications but have experience, good standards of practice
 - streamline to relevant fields of practice, eg - supervisors, managers, educators and case-loading social workers
 - automatic registration if the social worker has full ANZASW membership and a current competency certificate
- ▣ crippling fees/compliance costs
 - NGOs/employers/social workers will not be able to afford the cost of registration
 - will impose financial burden/hardship, amidst rapidly escalating costs of living, additional hardship for small, community-based NGOs, self-employed/part-time/semi-retired social workers and women returning to work after maternity leave
 - fear of penalties/fines when/if employers/social workers do not, or cannot, comply with requirements/timeframes
- ▣ negative trickle-down effects
 - social workers will stop practising because of compliance costs (as has happened in nursing and midwifery), fewer students will choose to train as social workers;
 - refusal/inability to meet requirements/pay fees may result in social workers being blacklisted/unable to practice;
 - yet another bureaucratic system in which ticking boxes is more important than working with families;
 - loss of autonomy, flexibility to find creative, innovative solutions that actually meet community needs;
 - SWRB is not user-friendly, already seen to be high-handed/authoritarian.
- ▣ will not improve outcomes
 - the emphasis will be on meeting registration requirements/regulations instead of improving/achieving outcomes;

- how will we know whether registration reduces risk and improves the quality of practice – no baseline data;
- clinical/human error is inevitable and there will always be people with unethical practices – good risk management policies are essential;
- poor practice is generally due to over-work and under-resourcing
- this is a revenue-gathering exercise for the SWRB, eg – registering 6000 social workers will bring in approximately \$2M per annum plus revenue from issuing APCs.

Which system will best ensure public safety, competence to practice, continuing professional development & accountability?



When asked to consider which system would best ensure public safety, competence to practice, continuing professional development and accountability respondents answering the question indicated:

- voluntary registration would mostly or completely achieve these objectives - 28%-32% of respondents
- mandatory registration would mostly or completely achieve these objectives 53%-57% of respondents

Perceived advantages of mandatory registration

665 respondents (16.64% of the total membership) commented on the advantages of mandatory registration.

| | times mentioned | |
|--|-----------------|---------------|
| | n | % |
| public safety, confidence, less risk | 153 | 19.84 |
| better systems, more transparent, accountability | 150 | 19.46 |
| professional status/credibility/recognition | 133 | 17.25 |
| consistent, regulated standards of practice | 101 | 13.10 |
| more opportunities for professional development | 95 | 12.32 |
| stronger voice, professional body, solidarity | 43 | 5.58 |
| better pay, employment opportunities | 25 | 3.24 |
| lower SWRB fees | 23 | 2.98 |
| protection of the social worker job title | 21 | 2.72 |
| indemnity insurance | 17 | 2.20 |
| clarification of role | 10 | 1.30 |
| increased SWRB revenue | 4 | 0.52 |
| total | 771 | 100.00 |

Perceived disadvantages of mandatory registration

639 respondents (15.99% of the total membership) commented on the disadvantages of mandatory registration.

| | times mentioned | |
|--|-----------------|---------------|
| | n | % |
| loss of workforce capacity, too hard/time-consuming/expensive, many will opt-out, does not value experience/cultural differences/diversity of skills | 262 | 25.49 |
| excessive, exorbitant, unaffordable costs | 209 | 20.33 |
| a high-handed, top-down, rigid approach, less flexibility, no freedom of choice, no longer driven by grass-roots/community needs, | 200 | 19.46 |
| complex, time-consuming, two tiered structure, more bureaucracy/administration/red tape, less focus on doing the work | 146 | 14.20 |
| will create hierarchy, elitism, fragmentation, eg - those who choose to register vs those who opt out, those who have qualifications vs those who do not | 105 | 10.21 |
| disadvantages some groups, eg women returning to work, small NGOs, part-timers, takes away freedom of choice | 90 | 8.75 |
| will not improve outcomes or the quality of care | 79 | 7.68 |
| employers will restructure/redesignate positions to avoid using the social worker job title | 57 | 5.54 |
| ANZASW membership is more beneficial | 57 | 5.54 |
| the issues have not been thought through, the registration process is flawed, not consistent, more work is needed | 51 | 4.96 |
| lower rates of pay, fewer opportunities for those who opt not to register even if they have the same, or better, standards of practice | 17 | 1.65 |
| another registration category is needed for those who don't meet the qualification criteria | 13 | 1.26 |
| more complaints against social workers | 4 | 0.39 |
| total | 1028 | 100.00 |

Transitional measures

548 respondents (51%) identified transitional measures that may help to ensure public confidence in the safety of social work services:

- media campaigns and communication strategies for social workers, employers and the general public to clarify and explain
 - the benefits, implications and rationale for mandatory registration
 - criteria, costs, support systems and timelines for compliance
 - process for monitoring standards of practice, receiving public complaints and resolution of issues associated with poor quality services
 - differences between ANZASW and SWRB role, function, structure and services
 - how the public can access information about registered practitioners, APCs and competence to practice
 - examples of good social work practice, guidelines on how to recognise good standards of practice, eg – the meaning of RSW and MANZASW

- realistic timeframes, support systems and incentives
 - a gradual, progressive phase-in, eg – over 5-10 years or around agreed milestones
 - allow time for social workers to upskill and meet the eligibility criteria
 - access to support systems, resources, government subsidies
 - create incentives for social workers/employers to register, eg – negotiate a pay rise to help social workers cover their costs, parallel membership of ANZASW (one fee instead of two), introduce a single (multi-registration) employer fees, lobby for government top-up of funding contracts
 - expansion of eligibility criteria, eg - grand parenting provisions to ensure recognition of practical experience and/or enable practising social workers to automatically gain provisional registration
 - exemption from paper-based submission if/when face-to-face application would be more appropriate
 - link competency assessment/provisional registration to student graduation programmes
 - restructure course content so new graduates enter the workforce with adequate training/skills
 - combine ANZASW/SWRB fees for registration/membership – one fee instead of two

- penalties and protection
 - impose sanctions against social workers and employers who do not meet requirements and are not willing to comply
 - ensure protection of the social worker job title, eg – create strategy for rewriting employment contracts, introduce penalty system

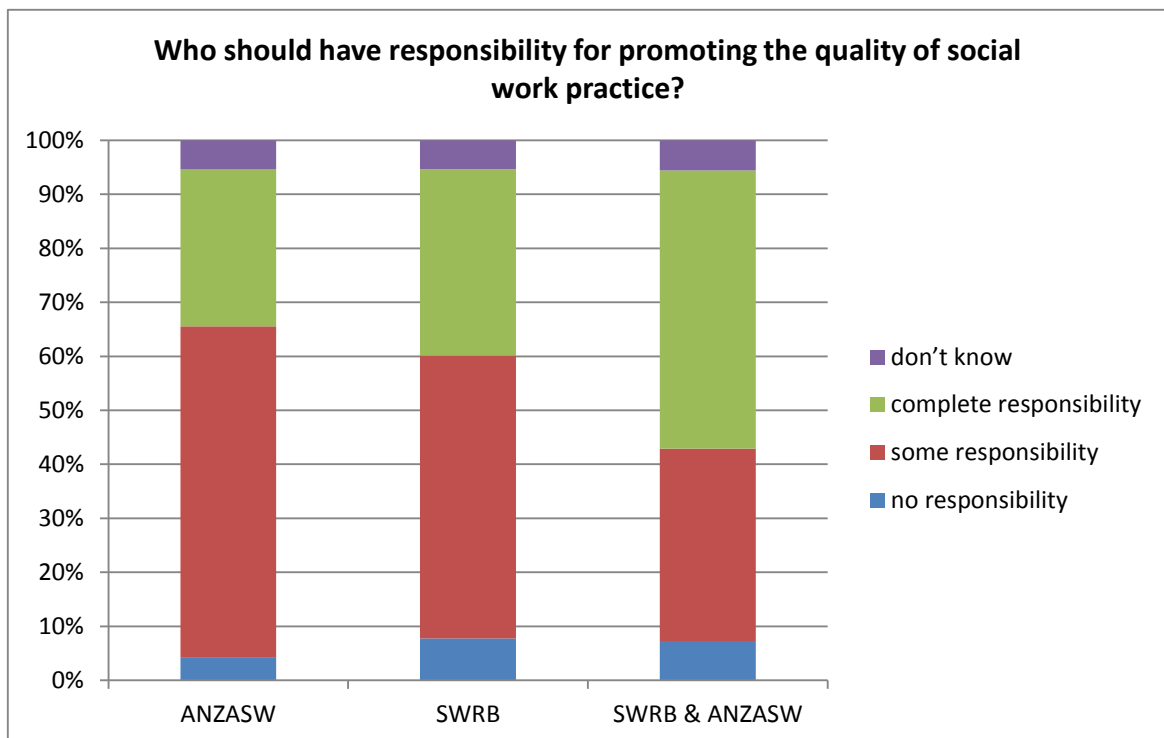
- need for research, evaluation, environment scans
 - review consistency of the SWRB registration process, eg – is it easier for some but not others?
 - explain why current systems are inadequate
 - benchmark standards of practice amongst social workers who are registered compared with those who are not registered as a baseline for monitoring the effectiveness of registration in reducing risk/improving standards of practice

- develop indicators for measuring the quality and safety of services, aim for consistency across sectors

alternative strategies

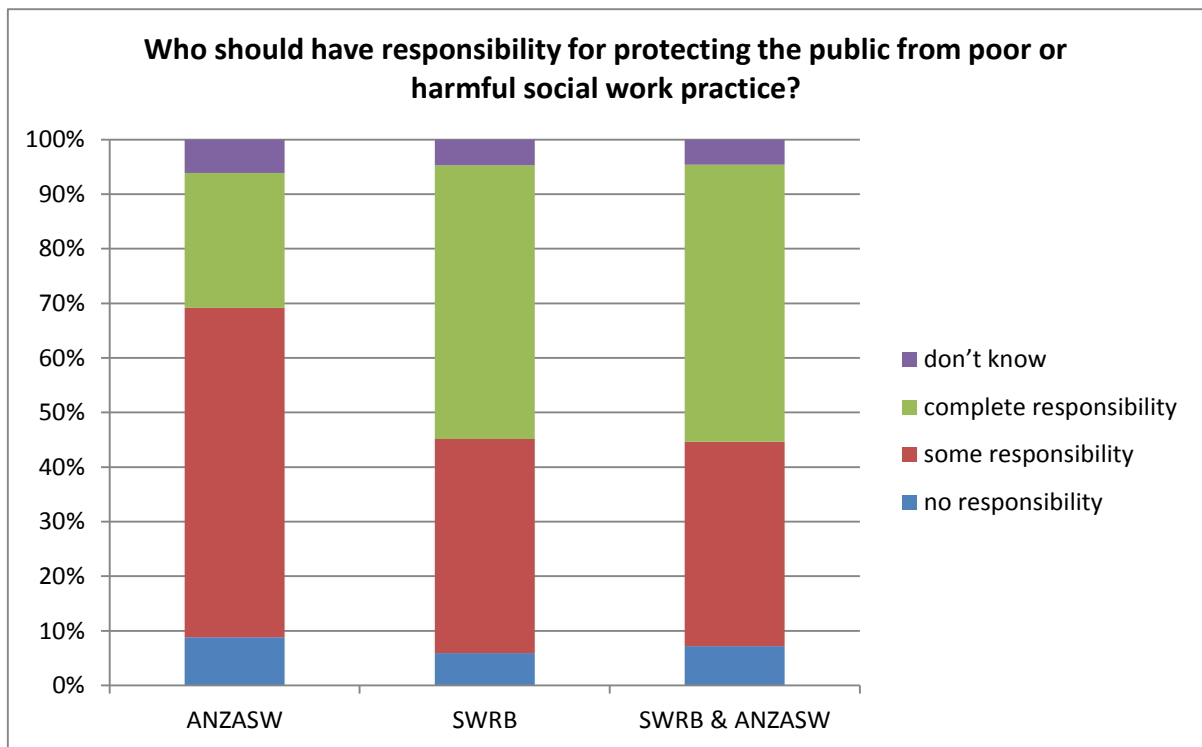
- ability to choose ANZASW membership or SWRB registration, not both
- more emphasis on addressing social justice issues
- do not use a 'one size fits all' approach, eg – should target specific groups, fields of practice, the social workers/employers who put public safety at risk
- develop a registration system for all social support workers, not just social workers

Responsibility for public safety and quality of practice



Roughly a quarter of our respondents (29%) thought ANZASW should have complete responsibility for promoting the quality of social work practice and a third (35%) thought the SWRB should have complete responsibility. Most respondents (52%) thought complete responsibility for promoting the quality of social work practice should be shared by ANZASW and the SWRB¹².

¹² Note this question was asked as a three part question; parts 1, 2, & 3, with respondents able to answer all three parts hence the totals are greater than 100%. A total of 697 members answered all or parts of the question. 396 respondents skipped the question completely.



50.74% thought that both ANZASW and SWRB had a shared responsibility for protecting the public from poor or harmful practice. 50.15% of respondents however thought that SWRB should have complete responsibility.¹³

Additional issues and concerns

- social work education
 - address baseline differences in the structure and content of courses in various institutions offering Social Work related certificates, diplomas and degrees;
- employer relationships
 - need for alignment and collaboration, eg
 - make it easier for employers to access ANZASW peer review, supervision, professional development, competency assessment services
 - create employer's category, eg - one fee for registration/competency assessment services to employees
 - involve Social Work leaders, managers, advisors in the competency assessment process
 - establish working relationships with employers, NGOs and communities, eg
 - collaborate with employers to identify social workers, simplify process and explore whether registration could be integrated within existing procedures for quality assurance, eg – provide supplementary competency assessment, negotiate pathways for bulk registration
 - identify opportunities for equivalence/cross-credit to ANZASW/SWRB competency assessment, clarify expectations around standards of practice, supervision, peer review
 - acknowledge social workers who meet employer-based quality assessment/standards of practice

¹³ Note this question was asked as a three part question; parts 1, 2, & 3, with respondents able to answer all three parts hence the totals are greater than 100%. A total of 698 members answered all or parts of the question. 368 respondents skipped the question completely.

- improve public access to competency register, eg - create link through ANZASW/employer websites;
- work collectively, establish local networks for supervision, peer review, professional development, identification of community goals/needs

APPENDIX 1 – Purpose of ANZASW and SWRB

**AOTEAROA NEW ZEALAND ASSOCIATION OF
SOCIAL WORKERS**

ANZASW

Is an Incorporated Society established by
Social Workers for social workers

Is the professional body for Social Workers in
NZ accountable to the membership

PURPOSE

Promote an indigenous identity for SW in Aotearoa NZ
Ensure SW in Aotearoa NZ is conducted in accordance with the Articles of Te
Tiriti o Waitangi
To model a bi-cultural partnership
Advocate for social justice in Aotearoa NZ
Provide Competency Assessment Services
Promote forums for SWs to debate issues
To promote research
To publish journals etc
To affiliate with kindred organisations nationally & internationally
Ensure maintenance of professional & ethical standards
Manage complaints about the practice of members

MEMBER SERVICES PROVIDED

Competency assessment & recertification (approved for registration purposes)
Niho Taniwha Competency Assessment
Continuing Professional Development
Professional journals - Social Work Review, Te Komako, Tu Mau
NoticeBoard and Keté
Professional Indemnity insurance
Legal advisory service
Congress, Conferences, Hui Amorangi
Tangata Whenua Takawaenga
Networking – Branches, Roopu, Interest Groups
Advocacy & Lobbying – social work, social justice & human rights issues
Making submissions on legislation
Affiliation with allied National & International organisations
Complaints management

ANZASW RESOURCES

Code of Ethics
Practice Standards (Generic & Supervisors)

SOCIAL WORKERS REGISTRATION BOARD

SWRB

Established by the Social Workers Registration
Act 2003

Is A Crown Entity reporting to the
Responsible Minister

PURPOSE

Protect the safety of the public by providing mechanism to ensure SWs are:
a) Competent to practice
b) Accountable for their practice
c) Promote benefits of registration
d) Enhance the professionalism of SW

REGULATORY SERVICES PROVIDED

Maintain a Register
Receive and consider applications for registration
Authorise Registration of Social Workers
Issue Annual Practising Certificates
If required adopt conditions for Practising Certificates
Promote and set standards for social work education & training
Recognise social work tertiary qualifications
Promote establishment of complaint resolution processes by employers
Promote a high standard of practice amongst SWs and employers of SWs
Review the competence of SWs
Establish and maintain a Code of Conduct for Social Workers
Appoint members of the Complaints & Disciplinary Tribunal
Advise and make recommendations to the Minister

APPENDIX 2 –CRITERIA AND ELIGIBILITY FOR ANZASW MEMBERSHIP & SWRB REGISTRATION¹⁴

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|--|--|
| Social Workers eligible to become members of ANZASW are persons who (ANZASW Constitution): | Entitlement to registration of New Zealand Qualified Social Workers (SWR Act 2003 Section 6) The Board is satisfied that the social worker: |
| | Holds a recognised social work qualification |
| Have been subject to a background check | |
| Have been deemed to be fit and proper to practice social work | Have been found to be fit and proper to practice social work |
| Hold a current certificate of competence to practice social work OR | Competence to practice has been found satisfactory |
| | Is competent to practice with Maori |
| | Is competent to practice with different ethnic and cultural groups |
| Have applied for a Certificate of Competence to Practice Social Work, the assessment to be completed within 12 months of membership being approved | |
| | Has enough practical experience |
| Are not currently practicing social work and have been approved to become a non-practicing member | Can be non-practicing |
| Complete a Competency Assessment every five years. | Complete a Competency Assessment every five years. |

¹⁴ NZ qualified social workers only