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Chief Executive’s Report

It is with sadness that I advise members that Tauha Te Kani has made the decision not to make himself available to be re-elected as President of ANZASW for 2013. Tauha was co-opted on to the Board in December 2008 and took up the role of President in November 2010. Tauha guided the Board with great mana and dignity. It was a pleasure to work alongside Tauha.

Jane Maidment was elected to the Board by the membership in 2012. Jane was elected to the role of President by the Board in February 2013. Jane brings a wealth of experience and skill to both the Board and the role of President.

The Global Agenda for Social Work was launched in March 2012 by three organisations, the International Federation of Social Workers, the International Association of Schools of Social Work and the International Council of Social Welfare. The “Agenda” recognises the role of social workers in achieving change, social justice, and the universal implementation of human rights, building on the wealth of social initiatives and social movements.

ANZASW, as a member of IFSW, is expected to report to the 2014 IFSW General Meeting on activities undertaken to further the achievement of the “Agenda”. Small actions at a local level are able to contribute to achieving the improved conditions.

There is an opportunity for Branches, Roopu and Special Interest Groups to develop local projects based on the “Agenda”.

The four priorities are:

1. Promoting social and economic equalities

Our own organisations

We will work within our own organisations to promote education and practice standards in social work and social development that enable workers to facilitate sustainable social development outcomes.
2. Promoting the dignity and worth of peoples

Our own organisations

We will ask members of our three organisations to work together to ensure that legislation and practices do not prevent or limit the right to undertake legitimate, democratic social development activities.

We will promote respect for diversity and advocate for education and training programmes that prepare social work and social development practitioners for ethical and informed interventions, for example in relation to gender, sexual orientation and culture.

We will work to promote education and practice standards that prepare social work and social development practitioners to be effective in the areas of conflict management, human trafficking and responding to the consequences of migration.

3. Working toward environmental sustainability

Our own organisations

We will promote within our own organisations, standards in education and practice that facilitate sustainable social development outcomes, including the prevention, mitigation and response to disasters. We will encourage and facilitate research into the social work role in relation to disasters and environmental challenges.

4. Strengthening recognition of the importance of human relationships

Our own organisations

We will promote within our own organisations the importance of reducing social isolation and building social interaction through social relationships, embedding the principles of social cohesion, development and inclusion in any published policies and standards relating to education and practice.

If Branches, Roopu and Special Interest Groups want to become involved I am happy to discuss ideas for projects.

This edition of NoticeBoard has the first of a series of ‘Social Workers Guides to’, one relating to privacy requests and one about the Crimes Amendment Act (No 3) 2011. A group is currently working on guides for social workers who work with Enduring Power of Attorney and/or Welfare Guardianship. This is proving to be a complex project. The outcome will be a useful resource for social workers who work in this area of complexity.

The Board has adopted the IFSW Policy ‘Effective and Ethical Working Environments for Social Work; The Responsibilities for Employers of Social Work’. A copy of the policy is in this edition of NoticeBoard and is available on the website. This policy sits nicely alongside the Code of Ethics, particularly Section 4, Responsibilities to Agencies and Organisations.

Membership numbers are continuing to fall. At the end of December there were 3,569 members compared with 3,813 at December 2011 and 4,182 in December 2010. There are a number of reasons for the fall in member numbers,

- Social workers register with SWRB and opt not to become a member of the professional body
- Membership is terminated due to failure to pay fees or complete competency requirements

Members are encouraged to think about what they want from their professional body. What is provided that is useful and valued? What is not provided that members would find useful / relevant? As you ponder these questions the Board is developing a framework for evaluating services currently provided. The Board is committed to ensuring that the Association is relevant to members. As this work progresses there will be opportunity for members to provide feedback. In the meantime if there are issues ‘on top’ for you, I would welcome an e-mail or phone call.

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Introduction to Jane Maidment
Tēnā koutou.

When I stood for the ANZASW board I did so hoping that I could contribute back to the profession using some of the skills and experiences I have gathered to date. Although I did not anticipate working in this role as President, my initial aim of giving back to a discipline that has given much to me has not changed. I hope that you too will join me in making our Association strong and vital as we continue to support practitioners in their day to day work, while also advocating changes in social policy with government. I want to pay particular tribute to Tauha Te Kani who has very ably lead the Board in making significant decisions about the future role and positioning of the Association in the social service sector. Tauha will continue to make a significant contribution particularly in relation to strengthening Indigenous input and influence into the International Federation of Social Work (IFSW).

During my early years as a social work practitioner I worked with older people who had dementia. Daily contact with older people and their caregivers taught me a great deal, but most especially to make the most of the life I had, to appreciate the people around me, and to give back to community. During this time I worked with some inspirational social workers who contributed a great deal to community and cared deeply about the wellbeing of their clients. These people were, and continue to be role models for my work today. This level of commitment and talent is reflected in the work of practitioners every day here in New Zealand, and I am privileged to have this opportunity to help guide the work of the Association and its members. In closing I leave you with a quote from Anne Frank, which I am sure many will have see before...but is worth repeating

"How wonderful it is that nobody need wait a single moment before starting to improve the world." - Anne Frank

Nga mihi nui

Jane Maidment

Honorary Membership for Dr Rory Truell

At the AGM in November 2012 Dr Rory Truell, Secretary General of IFSW was invited to become an Honorary Member of ANZASW. Rory accepted this invitation and was awarded his honorary Membership at the Board Meeting 8 February 2013.

Dr Rory Truell with Tauha Te Kani
As an ANZASW member I am pleased to be serving on the Board and practice the code of ethics of a bicultural partnership approach. I am proud that the Treaty of Waitangi in its articles, philosophies and spirit are central to ANZASW. Let us ensure that our actions speak louder than words by practicing it in our association and in our professional practice.

ANZASW need all members to be active and participate in submissions to government, feedback on consultations, tune in to training webinars for your continuing practice and ongoing development and also support local roopu and branches in your areas.

ANZASW also encourage tangata whenua members to submit articles to the office for the annual Te Komako magazine. This can be in the form of social work research, social work best practice articles, and experiential practice stories from your sector or academic essays.

ANZASW is also asking members to support Social Work students on courses at Social Work Schools/Wananga/Polytechnics in your area to become members of ANZASW. This can be achieved by contacting your local Roopu Convenor and assisting with presentations at orientations, graduations and during the students professional practice courses. This is an opportunity for Roopu and Branches to collaborate in giving these presentations, thus reflecting the ANZASW bi-cultural partnership.

Some Waitangi Day activities around the country have already started discussions on the review of the New Zealand Constitution. Your views, values, visions and dreams are now being sought by the Constitutional Review Panel for discussion on New Zealand’s Constitutional framework. As Social Workers this is an opportunity to contribute as advocates for social change, social justice and human rights to shape the future of Aotearoa New Zealand. See various websites including www2.justice.govt.nz or www.hrcnz.co.nz or www.anzasw.org.nz

Pending Events:

Congratulations to those members who are participating and supporting Te Matatini in Rotorua in February for Aotearoa New Zealand’s premier bi-annual Kapa Haka competitions.

The Maori Electoral option begins now for the March to June limited period to enrol. Roopu members should encourage rangatahi and all Maori to consider this rare event to enroll on the Maori roll. Advocacy begins at home where all Social Workers should be aware of this option for Maori. The option, offered every five years, gives New
Zealanders of Maori descent the opportunity to choose whether they want to be on the Maori or general electoral roll for the next two elections. It is also used to revise electorate boundaries.

It has the potential to give birth to six new Maori electoral seats, 13 Maori seats in total, if all of our people enrolled on the Maori roll and to influence the balance of power and decision making in our political forums of advocacy.

In 2013 ANZASW Tangata Whenua members will have the opportunity to be represented on the international stage to put forward an Indigenous voice. A hui will be called soon for a process to put up a member for this forum.

Finally members please fully commit to being financial, tuned in and active in your association in 2013.

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ANZASW Membership Fees 1 April 2013 – 31 March 2014
The following fees were approved by the Board 23 November 2012.

For those that have received the questionnaire and not yet answered it, please do so, so we can ensure you are invoiced at the correct level.

<table>
<thead>
<tr>
<th>Fee Category</th>
<th>Income</th>
<th>Fee</th>
<th>Early Bird Discount</th>
<th>Low income Rebate</th>
<th>Payable with discount</th>
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<tr>
<td><strong>Full Member</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A Category Full Member</td>
<td>$40,000 +</td>
<td>$315.55</td>
<td>$31.55</td>
<td>$284.00</td>
<td></td>
</tr>
<tr>
<td>B Category Low Income Rebate</td>
<td>20,0001.00 to $39,999.99</td>
<td>$315.55</td>
<td>$31.55</td>
<td>$57.00</td>
<td>$227.00</td>
</tr>
<tr>
<td>C Category low income rebate</td>
<td>Up to $20,000.00</td>
<td>$315.55</td>
<td>$31.55</td>
<td>$114.00</td>
<td>$170.00</td>
</tr>
<tr>
<td><strong>Provisional Member</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisional Year 1</td>
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<td>$147.78</td>
<td>$14.78</td>
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<tr>
<td>A Category Provisional year 2</td>
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<td>$315.55</td>
<td>$31.56</td>
<td>$284.00</td>
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<tr>
<td>B Category Provisional year 2</td>
<td>20,0001.00 to $39,999.99</td>
<td>$315.55</td>
<td>$31.55</td>
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<td>$227.00</td>
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<tr>
<td>C Category low Provisional year 2</td>
<td>Up to $20,000.00</td>
<td>$315.55</td>
<td>$31.55</td>
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</tr>
<tr>
<td><strong>Associate Member</strong></td>
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<tr>
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<td>$71.50</td>
<td>$6.50</td>
<td></td>
<td>$65.00</td>
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<tr>
<td><strong>Non Practicing</strong> – not working, retired, overseas</td>
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<td>$151.00</td>
<td>$20.00</td>
<td>$0.00</td>
<td>$131.00</td>
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<td>$55.55</td>
<td>$5.55</td>
<td>$0.00</td>
<td>$50.00</td>
</tr>
</tbody>
</table>
Key features of the fees are:

1. The introduction of a low income fee rate for members with very low incomes or who are providing social work services on a voluntary basis, Category C. The fee rate is set at a level that includes Indemnity Insurance and recertification.
2. Early Bird payment and low income discounts are to be retained.
3. Documented evidence of income related to delivery of social work services (work that requires the application of SW skills, knowledge, values & ethics) will be required in order to claim the low income discounts – relevant documents could include Pay Slip, letter from employer, IRD Tax return, Summary of Income, letter from accountant.
4. The Disciplinary Levy has increased to $80.00 and applies to non-registered members.

The AGM 22 November approved the following Membership Categories:

- Provisional members – no change
- Full Members – no change
- Associate member: is available to Full Members currently employed in a role that does not involve direct delivery of services, or require social work registration and who wish to maintain their affiliation with the Association and its objectives. Recertification is not required.
- Student Member – a full time student completing a first recognised SW qualification
- Non-practicing – for members who are not in the paid or voluntary social work workforce. Members who elect to become non-practicing have Indemnity Insurance cover for any event that occurred up to the date of transferring to non-practicing. Members who opt for non-practicing membership and continue to provide social work services even in a voluntary capacity are not covered by indemnity insurance.
- Honorary Member – people who are invited to become a member by resolution of a General Meeting
- Life Member – no change
- Member Under Conditions - A member who is subject to conditions on their practice imposed by either the Association or provisions of the Social Workers Registration Act 2003. Their substantive fee category applies.

Disciplinary Levy

This levy contributes to the cost of managing complaints about the social work practice of members who are not registered social workers. The SWRB manages complaints about registered social workers. With the number of non-registered members decreasing the disciplinary levy at $20.00 no longer makes an adequate contribution to the cost of managing complaints about practice of non-registered members. For the year ended 30 June 2012 the levy revenue generated less than half the cost of the complaint management expenditure.
PROFILE OF MEMBER RESIGNATIONS & CANCELLATIONS

Member Initiated Resignations & ANZASW Initiated ‘Resignations’

- Total ANZASW Initiated ‘Resignations’ 373, 69%
- Total Member Initiated ‘Resignations’ 171, 31%
MEMBER INITIATED RESIGNATIONS

![Pie chart showing reasons for member initiated resignations: Retirement 11%, SWRB Process 16%, Resigned - no reason 7%, Overseas 13%, Financial 9%, Health 4%, Not Completing Competency/ not relevant/not required 10%, Leaving SW 22%, Other 0%, NZAC 1%, Tangata Whenua SW Astn 1%, DAPP NZ 0%, Deceased 4%, Not working/parental leave 2%.]

ANZASW INITIATED CANCELLATIONS

![Pie chart showing reasons for ANZASW initiated cancellations: Failed to complete Initial Competency, 183, 50%, Failed to complete Recertification, 108, 30%, Cancelled - Non-Payment, 46, 13%, Cancelled - Gone No Address, 26, 7%.]
The Glenn Inquiry
Together let’s make a difference to New Zealand’s on-going problem of child abuse and domestic violence.

We want you to become part of the Glenn Inquiry.

What is the Glenn inquiry?

The inquiry sets out to find out from those people affected by family violence and child abuse what parts of our system are working well and what parts are not. The aim is to produce a blueprint and model for the future. Not simply good ideas developed with the best of intentions. Rather we’re after evidence-based information. The inquiry wants to answer this question:

If New Zealand was leading the world in addressing child abuse and domestic violence what would that look like?

So we will be asking people to describe in their own words and from their own viewpoint—their lived experience. We will also gather international research and input from our Think Tank team—made of up 23 New Zealanders and 13 overseas members. Then there is the contribution from people like you who work every day responding to family violence and child abuse.

With the best of intentions, successive governments have tried to manage the individual and interconnected factors behind child abuse and domestic violence. There have been numerous reviews, research exercises, and inquiries. All have included recommendations for changes that need to occur. However, taking the next step to put recommendations into effect has been slow and ineffective to this date. This is what has motivated businessman and philanthropist Sir Owen Glenn to form the Inquiry. He wants to see if we can break this impasse and together reap the rewards.

His view is that the country should be a true leader in solving these problems rather than being near the top of all the negative statistics. His desire is to correct the balance. He is personally funding an independent Inquiry with the sole, and ‘soul’, purpose of wanting to make a difference. This is an opportunity worthy of support. Many are amazed about the commitment being shown, the resources being committed, and the overall scale of the project. They shouldn’t be, for it’s in his nature to stand up and be counted when he sees inequity, or injustices, taking place.

Your knowledge and support will be invaluable. We’re thrilled by the hundreds of New Zealanders who have already made contact and voiced their support. We’d love that groundswell to continue.

Given your work, and our focus, we would like to keep you up to date with the progress the Glenn Inquiry is making. We would also hope that you will take a participatory role and share with us some of the insights and experiences you have from working on the front line.

We think there are a number of strengths to our structure and approach. Independence is one. It will allow fresh eyes and minds to look for solutions. It will also help to assess what works, what doesn’t, and where we can improve.

We’re aware there is a great amount of work to be done. Our desire, however, is that the project is a people’s inquiry. The direction and focus will stem from individuals and organisations that come forward to participate. In doing so we guarantee your participation will be treated with respect and in the strictest of confidence.

If you want to know more, and want to register your name as part of the ‘team’, we’d be thrilled to have you on board. The first step is to ‘visit’ us at www.glenninquiry.org.nz.
**Branch CPD**

ANZASW was established in 1964. “One of the main goals of the ANZASW was to set up branches throughout the country. These were to provide a public forum for discussion.”

The constitution tends to imply that Branches and Roopu are required to operate with a quite formal meeting structure. With increasing demands on members, Branches and Roopu have been struggling to run meetings and meaningfully engage with their members. ‘Time poor’ members are unlikely to attend meetings unless there is a perceived benefit for them.

Increasingly Branches, Roopu and Special Interest Groups are exploring ways to increase relevance for their members. Branches and Roopu taking an innovative approach have moved from running formal meetings to establishing forums for:

- delivering continuing professional development
- collaborating and contributing to ANZASW submissions and lobbying
- discussing issues of concern
- providing collegial and peer support
- supporting competency assessment and recertification
- developing local projects based on the Global Agenda for Social Work and Social Development

Where Branches and Roopu are operating in these ways, a ‘core group’ is appointed annually to provide leadership and organisation. The only ‘formal’ meeting required is the annual meeting which is a constitutional requirement. The annual meeting provides a forum to acknowledge & celebrate achievements of the past year, appoint ‘core group’ members and report on the financial position of the Branch / Roopu or Special Interest Group.

What follows are some examples of how Branches and sub-branches deliver a CPD programme.

If your Branch, Roopu or Special Interest Group is delivering CPD or running interesting programmes, a brief article for the April NoticeBoard, (copy due 5th April) would be appreciated.

**Canterbury Branch CPD**

During 2012 the Canterbury Branch committee made the decision to offer affordable training and forums to our colleagues. The decision was made, following feedback from social workers, that training should be relevant to their work and affordable.

The committee planned the year, which included bi-monthly forums where a speaker would come and talk to social workers in relation to their work, a research project, new initiatives and a fun time on social workers day.

Alongside this the committee planned three training days spread out over the year. The trainings offered during the year were “Teenage Brain Development- Nathan Mikaere Wallis, Working with Domestic Violence, and Nathan Mikaere Wallis ran a second training on The Teenage Brain Development and the impact of alcohol and drugs”. All the trainings were extremely popular to the point they were sold out within the first ten days.

To keep the trainings affordable the committee sought low cost or free venues, the committee catered the morning tea and did not provide lunches, to keep the cost down.

The committee had a very successful 2012 and the plan for 2013 is to be just as successful with forums and trainings already planned.

Paula Grooby
Canterbury Branch Secretary

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1 Mary Nash History of ANZASW 2007 ANZASW website.
South Canterbury Branch CPD

The social work journal forum in South Canterbury has been active since 2007. We started up because of the need to meet the requirements of Continuing Professional Development – not easy in a provincial area. At the beginning, we focused on presenting and critiquing articles from journals – hence the name. Now, we have expanded to cover presentations from members, feedback about training – past and future – and invited speakers. An important part is the round, where we keep up to date about what is happening in our agencies, and staff and policy changes. We usually have 8-12 people at each meeting, from most of the agencies with social workers in South Canterbury. We find our meetings invaluable for networking, support, and maintaining our professional identity.

The practicalities: technically we come under the umbrella of the Canterbury branch of ANZASW – none of us wanted to be bothered with having office holders and bank accounts. We welcome any social worker who wants to attend. We have an attendance register and minutes for CPD requirements and we circulate information by email. One or two of us takes turns each year or so with responsibility for facilitation and administration – lately we have found it works well for the two people to be from the same agency.

Regards
Jackie Newton

Southland Branch CPD

We were asked to write a short piece on the journey that the Southland Branch has gone down recently regarding our meeting structure and professional development (CPD).

From about 2008 the Invercargill meetings numbers were down and only a small core group were regularly turning up. Over the next couple of years attempts were made to engage with members about what they wanted from the branch and to encourage members to actively participate in the Branch. The feedback received was that members were not interested in attending meetings just for the purpose of attending meetings and wanted to get “more” from their attendance. After much discussion this “more” was having professional development opportunities and building skills and learning new information.

As a result, the regular meetings were stopped and a small core group exists who are interested in putting together CPD sessions for branch members. Members are emailed regularly to ask for topics of interests and to check out what training is being offered around different agencies. The hope being, that if people are coming to Invercargill to present training then we may be able to tap into this and offer something to members without incurring the costs of bringing people to Invercargill.

Several sessions of CPD were held in 2012 and our first session for 2013 will be on 19 February 2013 with Lesley Elliot from the Sophie Elliot Foundation speaking about “Society and Ethics: A Bystanders Dilemma”. There is a small fee charged for a training session, often with a lesser charge for members to reflect that membership is already paid to ANZASW.

So far this system is working well and better meeting members needs, but will see how things go...

Stacey Muir
Secretary – Southland Branch
Managers & Leaders Interest Group
The Managers and Leaders Interest Group was formed in July 2009 when the ANZASW Governance Board authorised the Group’s terms of reference.

The rationale for the group:
In 2004, the International Federation of Social Work (‘IFSW’) and International Association of Schools of Social Work (‘IASSW’) recognized management as a ‘core purpose of social work.’ The management core purpose reads:

*Plan, organize, administer and manage programmes and organisation dedicated to any of the [core] purposes [of social work]*.

Management and leadership as a distinct field of social work practice needs its own interest group. Social workers functioning in those capacities have been caught in the maelstrom of a cultural transformation affecting state and non-governmental social service organisations in Aotearoa New Zealand since 1987. Managers have experienced ongoing pressures of corporatisation and the need to develop leadership skills, strategic thinking, business planning and performance management systems.

A forum for ANZASW members affected by this transformation, either as managers or practitioners, could contribute to a professional voice on these issues. **There will be a renewed focus on the activities of the interest group in 2013.**

Current activities
A research project to develop leadership and management practice standards for social workers in Aotearoa New Zealand is planned. The research aims to create the first set of Leaders and Managers Professional Standards for New Zealand social work. The proposed standards will draw on similar standards developed by the US National Network for Social Work Managers (NNSWM), but the bicultural nature of social work practice in New Zealand will add a unique dimension to the standards.

The interest group appreciates the proactive stance by Lucy Sandford-Reed who facilitated the endorsement of the project by the ANZASW Board. We are also indebted to the involvement of Bella Wikaira (Tamaki Makarau Roopu) to provide Tangata Whenua expertise for the project. Work is underway for an ethics application to the University of Auckland so that findings can be published in social work journals.

I invite contact from anyone in the ANZASW interested in the interest group and the current project.

Mike Webster
Convenor
School of Counselling, Human Services and Social Work
Faculty of Education
The University of Auckland
Private Bag 92601
Symonds Street
Auckland 1150
m.webster@auckland.ac.nz

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Private Practice Interest Group
Changes have been happening for those of us working in private practice or ‘free lance’.

For Family Court counsellors, the numbers of sessions were reduced from six sessions to one- after considerable protest from the community this has gone back to three sessions which may only be temporary. The proposed changes in the Family Court will seriously disadvantage our clients who will now need to make a co payment for services such as mediation, lawyer for child and similar services.

For those of us in Christchurch, many of us still have contracts for the funded earthquake counselling- though numbers presenting have significantly dropped, we are still seeing clients with stress and anxiety about EQC and insurance problems and housing issues, as well as grief and loss of communities which have been red zoned.

With regard to ACC, there have been many positive changes arising from the Disley Report. Our members report much improved communication and a more seamless process with session allocation. The recent Road Shows have had a very positive tone also, as commented on by several of our members who spoke to me after the presentations.

The biggest change that will affect us is the Mental Injury Project, (again arising from the Disley Report) which will bring in contracting for counsellors during this year. ACC will be offering contracts for those social workers who are registered- so this might be a good time to start thinking about it if you are not already registered and wish to carry on working with ACC.

I have attended one meeting of the Mental Injury Project and will be circulating material from that meeting as soon as ACC send me the information that they wish to go out to the Professional Bodies.

In the meantime, below is preliminary information we are able to share:

**Mental Injury Project:**

**Why is ACC undertaking the Mental Injury Project?**

ACC wants to ensure that clients receive the best possible service, free from interruptions and gaps that cause confusion or lead to clients leaving the system. A key goal of the project is to give clients more choice and greater flexibility in how they access mental injury services.

**What inputs will be used to inform the redesign and how will these be communicated?**

The project will seek input from stakeholders and clients through a combination of approaches. Where research is involved, and wherever possible, ACC will share findings with the sector. Anyone wanting to be kept up-to-date can send their details to specialisedtreatment@acc.co.nz to be added to our stakeholder database.

**How is ACC taking into consideration the perspective of the Sensitive Claims Advisory Group?**

Members are represented in all of the focus groups and will be consulted with throughout the Mental Injury Project.

**What changes can providers expect to Services?**

The new Services will take an inclusive approach to assisting people with mental injury and will bring together the necessary agencies and individuals to provide more directed and holistic service to our Clients. ACC also plans to identify and remove gaps in service that currently lead to confused and/or lost clients.

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How will ACC keep providers up-to-date on what’s happening?

In addition to being involved in both the roadshows and focus groups, and updated regularly, assistance and training will be provided. This will be offered to guide providers through the procurement/tendering process and aimed at making sure everyone understands what’s required and what they need to do.

Will pricing be addressed as part of the service redesign?

ACC appreciates the services providers offer and will be carrying out a pricing review to ensure that providers are appropriately remunerated under the new service.

What will happen with the ‘support sessions’ already introduced?

We are very pleased with early data that indicates that the support sessions have been a positive addition to the service. While a relatively small sample (110):

- 59% of clients required no further assistance from ACC because they believed that the support sessions were sufficient
- 36% withdrew due to external factors (e.g. they moved away or didn’t believe counselling was appropriate at the time)
- 5% withdrew due to concerns/issues with the cover assessment.

How will we continue to incorporate the needs of clients?

While research continues providers should be encouraged to complete the support sessions reports for ACC. We plan to use this information to ascertain how clients are experiencing the service and using their feedback to continually improve services and client outcomes.

Will the project be taking into consideration the specific needs of different client groups?

Male survivors and older survivors have been identified as key client groups with specific, unmet needs. As such, the service design will be well informed with their specific needs and issues.

What opportunities will there be for providers who don’t currently work with ACC?

One of the central goals of the project is to locate and access specialist skills and expertise that are not currently being accessed by ACC for its clients. This will include inviting agencies, organisations, teams (including virtual) and individuals to apply for contracts. We will work through professional bodies to let their members know how to get involved and will be publishing a request for tender on the government GETS website. If you are not already subscribed you can do so at www.gets.govt.nz.

What plans are there to ensure cultural responsiveness?

Cultural responsiveness will be taken into consideration throughout project planning and incorporated into all aspects of the new service design.

How does this fit with what other government agencies are doing?

To ensure alignment ACC has, and will be, liaising with other government agencies operating within the sector as part of our stakeholder engagement.

Another outcome of the Disley Report is the formation of Focus Groups:

I was allocated to the group looking at the internal capabilities of the Sensitive Claims Unit- we have had two very useful meetings so far looking at how the staff of the unit could enhance their understanding of the issues affecting
our clients and us as counsellors- and we have been able to have significant input into the training of new staff members.

Below is information about the Focus Groups:

1. There are currently five focus groups.
   - **Adult & Child Assessment & Treatment** – looking at how the service as a whole can best be integrated and work practically in a real world setting.
   - **Assessment for Cover** – looking at the role of assessment across the process; from support sessions, to cover assessment, to cover determination and through to treatment. Consideration is also being given to what skills, and support, assessors and providers need to be able to identify clients’ treatment needs.
   - **Building Internal Capability** – looking at the core competencies and soft skills, ACC claims/case managers need to provide the best possible service to clients, providers and the sector as a whole. Special attention will be paid to identifying existing gaps and how best these gaps can be bridged.
   - **Complex Claims** – looking at breaking away from a one-size fits all approach to processing claims and working out which clients are most in need of immediate and directed support and treatment and ensuring that their needs are met as a matter of urgency.
   - **Client Experience** – looking at the whole process from the clients’ perspective; covering educating ACC claims/case managers and providers around what clients need. Special attention is being paid to considering and measuring client outcomes/achievements and what really matters to clients.

2. Additionally, Te Kahui Toiora will remain the group working with ACC on the approach for Maori.

The ACC Sensitive Claims Focus Groups (Focus Groups) will meet to provide information, advice and opinion to ACC in relation to the following areas:

- complex claims
- client experience
- an adult and child integrated assessment and treatment service model
- assessment for cover
- building internal capability.

The contribution of the Focus Groups will be used to assist ACC to develop its Sensitive Claims strategy and service improvement project. Focus Group members will be encouraged to represent their own views and those of any organisation or agency with which they are affiliated.

Finally, the Sensitive Claims Advisory Group continues to meet, but not as frequently as previously as the focus groups have replaced some of those meetings.

If anyone would like to add their name to the Private Practice Interest Group, or you would like further information, please e mail me at:

cathy.mcpherson@goalscentre.co.nz

Cathy McPherson

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Have you received your $10,000 ANZASW member benefit?

All members of our Association are automatically covered by a $1500 Accidental Death & Dismemberment Policy. In addition to this our members are also eligible for a $10,000 Accidental Death Benefit at the special rate of just $2 - that’s the whole first year premium!

If you haven’t taken advantage of this offer, we recommend you do so right away.

These member benefits are provided by AIL of New Zealand (wwwailnz.co.nz) AIL has a long history of serving community and industry groups in New Zealand and North America and enjoy an A+ Superior financial rating (AM Best.)

AIL also offers affordable family-based Life Insurance plans which can also include Accident Injury, Hospital Indemnity, Cancer Protection and Critical Illness coverage - plans are flexible and can be tailored to meet the specific needs of a member’s family.

To find out more and receive your $10,000 benefit, please return the yellow AIL response card, or call them direct on freephone 0800 894 121 or email info@ailnz.co.nz.

$1,500 AD&D

All members of our Association are now covered by a $1,500 Accidental Death & Dismemberment Benefit. This is an automatic membership benefit of belonging to ANZASW.

Members also have the option to increase their coverage an additional $10,000 which costs just $2 for the first year. Please contact an AIL representative to deliver your AD&D Benefit and explain the additional insurance coverage available.

Please note: To qualify for the $10,000 of additional AD&D coverage, an AIL representative must visit you, obtain an enrollment form and collect premium for the first year. You may renew annually thereafter for $5.
IFSW Connect has Launched

IFSW Connect enables social workers to create professional networks with your peers from around the world. Connect will enable members to form discussion groups, engage with networks and share resources with colleagues.

Just a few of the benefits you get when you join:

- Build your professional network with a global social work community
- View papers, research and media shared by you and your colleagues

All of this is free for 12 months for a limited period

Sign up for your free account at http://www.ifsw.org/connect

You are receiving this email because you registered your interest in IFSW Connect

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International Federation of Social Workers, PO Box 6875, Schwartorstrasse 22, Berne, Switzerland

Help Make #SocialWork Trend World Wide on Twitter for March 19, 2013

ANZASW supports in helping the hashtag #socialwork trend World-Wide on Twitter for World Social Work Day. Past Celebrations have used the hashtags #WSWDAY and #UNSWday. However, professionals or students outside of social work may not understand the significance of the acronym for this special day. Deona Hooper has been in discussions with many frontline social workers around the world who feel this simple, but powerful action of tweeting #socialwork on March 19th will provide a strong showing of solidarity for global social work. Not only will it
be a strong showing for our profession, but it will make those outside of our profession take notice. The world and the media pays attention when a topic is trending world-wide, and World Social Work Day provides us with an opportunity to take the world stage if only for a moment. Please feel free to contact her with any additional questions, comments, or concerns.

Deona Hooper, MSW
Founder and Editor
Socialworkhelper.com

Additional link of interest: https://www.facebook.com/pages/World-Social-Work-Day-2013/241865919269085

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Crimes Amendment Act No 3 2011

OBLIGATION TO PROTECT CHILDREN AND VULNERABLE ADULTS

CRIMES AMENDMENT ACT (No 3) 2011 – Protection of Children & Vulnerable Adults

A number of important amendments to the Crimes Act 1961 came into force on 19 March 2012. These amendments are intended to protect children and vulnerable adults from ill-treatment, abuse or neglect by extending the existing legal duties and introducing a new offence of failing to protect a child or vulnerable adult.

This Guideline sets out and discusses the legal duties and the offences as they applied from 19 March 2012. It is intended that this Guideline will be revised once the provisions have been considered and applied by the courts.

Duties to provide necessaries and protect from injury – sections 151 and 152

Everyone who is a parent, guardian, or a person who has actual care or charge of a child, or actual care or charge of a "vulnerable adult" who is unable to provide himself or herself with necessaries, has a legal duty to:

(a) provide the child or vulnerable adult with necessaries; and

(b) take reasonable steps to protect the child or vulnerable adult from injury.

A person will only be criminally responsible for omitting to discharge or perform the duty to provide necessaries and protect the person from injury if, in the circumstances, the omission is a major departure from the care expected of a reasonable person to whom the legal duty applies (section 150A).

Ill-treatment or neglect of a child or vulnerable adult – section 195

It is a criminal offence for any person who has actual care or charge of a child or vulnerable adult, or who is a staff member of any hospital, institution, or residence where the child or vulnerable adult resides to:

(a) intentionally engage in conduct that is likely to cause suffering, injury, adverse effects to health, or any mental disorder or disability to a child or vulnerable adult; or

2 For the purposes of these sections a child is a person under the age of 18 years.
3 A vulnerable adult is defined as "a person unable, by reason of detention, age, sickness, mental impairment, or any other cause, to withdraw himself or herself from the care or charge of another person".
4 Necessaries is not defined, but will include commodities and services necessary to sustain life, such as food, clothing, housing, warmth and medical care.
(b) omit to discharge or perform any legal duty, the omission of which is likely to cause suffering, injury, adverse effects to health, or any mental disorder or disability to a child or vulnerable adult.

A person will only be criminally responsible if the conduct engaged in, or the omission to perform the legal duty, is a major departure from the standard of care expected of a reasonable person. This offence is punishable by a term of imprisonment not exceeding 10 years.

Importantly, staff at any hospital, institution or residential care facility in which a vulnerable victim resides will fall within the scope of this provision. It is not clear how "resides" will be interpreted. It seems clear that, for example, elderly people in residential care, people with intellectual disabilities or mental illness in residential care, and prisoners will reside for the purposes of this provision. Conversely, a patient who is seen in the Emergency Department is unlikely to reside in the hospital. However, it is less clear whether a patient who is admitted for a short period of time (say 3-4 weeks) may be regarded as residing in the hospital.

**Failure to protect a child or vulnerable adult – section 195A**

There is a new offence of failing to protect a child or vulnerable adult from risk of death, grievous bodily harm, or sexual assault. This offence is punishable by a term of imprisonment not exceeding 10 years.

This is the amendment that has provoked the most discussion as it creates a positive duty on certain people to intervene, and exposes them to criminal liability if they fail to take reasonable steps to protect the child or vulnerable adult from the actions or omissions of others.

A person will be criminally responsible for failing to protect a child or vulnerable adult (the victim) if he or she:

(a) resides in the same household as the victim, or is a staff member of any hospital, institution or residence where the victim resides; and

(b) has frequent contact with the victim; and

(c) knows that the victim is at risk of death, grievous bodily harm, or sexual assault as the result of an unlawful act by another person, or by an omission by another person to perform a statutory duty (for example, by failing to seek appropriate and timely medical care); and

(d) fails to take reasonable steps to protect the victim from that risk.

**Member of the same household**

A person is regarded as a member of a particular household even if he or she does not live in the household, if the offender is so closely connected with the household that it is reasonable, in the circumstances, to regard him or her as a member of the household (section 195A(4)). Relevant considerations will include the frequency and duration of visits to the household and whether the person has a familial relationship with the victim (section 195A(5)).

Accordingly, it is likely that extended family members and partners of parents who have frequent contact with the household will fall within the scope of this duty. It is much less likely that a person who regularly visits the household in a professional capacity (for example a social or whānau worker) would be considered to be a member of the household. However, it is important to remember that, in any event, any social worker who knows that a victim is at risk of harm should take reasonable steps to protect that victim from that risk.

**Staff member of any hospital, institution, or residence where the victim resides**

A staff member of any hospital, institution, or residence where the victim resides will be subject to the duty to take reasonable steps to protect a child or vulnerable person from a known risk of harm. While there is some uncertainty as to how broadly or restrictively this section will be interpreted (for example, the issue as to what “resides” means is referred to above), all social workers and particularly those who are employed in long term care or detention

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5 For example, Principle 3.10 of ANZASW’s Code of Ethics states that: “Members work in ways that encourage and enables self-determination by clients. If a client lacks capacity, or is otherwise unable to act with self determination, there is a duty to protect the client’s rights and welfare”. For social workers, this ethical obligation overlays the discretion to report suspected child abuse or neglect to Children Youth and Family or a police constable under section 15 of the Children, Young Persons, and Their Families Act 1989.
facilities should familiarise themselves with this Guideline and with the relevant policies and guidelines of their organisation.

What does this mean in practice?

Social workers must take reasonable steps to protect children and vulnerable adults where there is a known risk of harm. What constitutes reasonable steps will depend on the circumstances of each case and may include, for example:

- Notifying the appropriate agency: for example, Child Youth and Family, Elder Abuse and Neglect Prevention, or the Police (note: any constable who believes on reasonable grounds that it is critically necessary to protect a child from injury or death may enter and remove a child without warrant under section 42 of the Children, Young Persons, and Their Families Act 1989);
- Making an application to the Court for personal orders, or for a review of decisions by an Enduring Power of Attorney, where abuse or neglect is suspected;
- Segregating or removing the suspected offender from the victim's vicinity where, for example, the suspected offender and victim both reside at the hospital, institution or residence.

Many organisations will have policies in place which set out how a risk of harm ought to be managed, and what steps ought to be taken to protect the vulnerable person. You should be aware of these, contribute to their review, and comply with their requirements. If you are an employer or a manager you should also ensure that your staff are made aware of, and comply with any policies that are in place.

If you are unsure about what action you should take, you should discuss the matter with your professional supervisor, your line manager and/or your employer.

Legal support

In the unlikely event that you are investigated by the Police for a possible prosecution under the above provisions, you may be entitled to legal representation under the provisions of the Association's indemnity insurance.

For more information please contact either:

ANZASW National Office
03 349 0190 and speak to the Chief Executive

Or

ANZASW Legal Advisory Helpline 0800 694294 & during normal business hours Press 1 for assistance

Responding to Information Privacy Requests – a Guide for Social Workers

Under Rule 6 of the Health Information Privacy Code (the Code) individuals have a right to access personal health information about them that is held by a health agency unless there is a "good reason" for the information, or some of the information, to be withheld. A similar right of access to personal information is set out in the Privacy Act (the Act).

The purpose of this guideline is to provide you with some guidance on your obligations when you receive a request by a person for access to their own health information. Please note that many organisations will have policies and procedures in place for responding to information privacy requests. You will be expected to comply with these policies, and you should contact the Privacy Officer at your organisation if you have any questions.

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**Identifying the person requesting the information**

You must not give an individual access to information unless you are satisfied about the individual’s identity. If the person is not known to you, you should ask for identification.

You must not give an individual access to information about someone else unless the individual is acting on behalf of that person. When an individual asks to access information on behalf of someone else you should ask him/her for confirmation of his/her authority to request the information. This will usually be in the form of a signed authority. You should retain a copy of this authority for your files.

**Timeframe for responding to requests**

When you receive an information privacy request you must make a decision on the request and inform the individual of your decision within 20 working days (these are essentially business days, and do not include weekends and public holidays).

You can extend the timeframe for responding to a request if the request is for a large amount of information, or you need to consult someone about whether to grant the request and require additional time to do this.

If you need an extension of time you must notify the individual in writing of why you need the extension within the 20 working day period. You must also advise the individual that he/she has the right to complain to the Privacy Commissioner about the extension.

**Transferring requests**

If you do not hold the information that has been requested, but you believe that another agency might hold the information, you must send the request to that agency within 10 working days of receiving the request. You must advise the individual that you have done so.

**Refusing information privacy requests**

If you refuse an information privacy request you must advise the individual making the request of the reason for your refusal, and the individual’s right to complain to the Privacy Commissioner.

**Withholding some of the information requested**

When you have grounds for withholding some of the information contained in a document, you can give the individual a copy of the document with parts redacted or deleted. If you do this you must advise the individual of your reasons for deleting parts of the document.

**Charging for information privacy requests**

You can’t charge individuals for helping them with an information privacy request, transferring an individual’s request to another agency, or processing an individual’s request, including deciding whether to grant the request. However, you can charge an individual a reasonable fee for providing information to him/her in accordance with his/her request. When setting the charge, you can take into account the cost of the labour and materials involved in granting the individual’s request. You can ask the individual to pay the whole or part of the charge in advance.

**Disclosing information**

Information can be made available in a number of ways, and you should try and make the information available in the form requested. You may provide the information in a different form if providing it in the form requested would impair efficient administration. Individuals cannot insist that the original documents be given to them, but they can ask to inspect the originals.

When you make the information available, you must tell the individual that they have the right to request correction of the information.

**Additional assistance**

If you require additional assistance, you should contact the Privacy Officer at your organisation in the first instance. If you do not have a Privacy Officer, you can contact the Association at 03 349 0190.
In addition, the Privacy Commissioner's website (www.privacy.org.nz) has a number of useful resources available for free download, including a copy of the Health Information Privacy Code (with explanatory commentary). The Privacy Commissioner also has a 0800 number, 0800 803 909, and can be contacted for guidance on privacy laws.

**Grounds for withholding information**

Before disclosing the information requested, you must consider whether any of the grounds for withholding the information under the Privacy Act may apply.

A full list of the grounds for withholding information is set out in sections 27 to 29 of the Privacy Act (see http://privacy.org.nz/access-to-personal-information-principle-six). The grounds for withholding information that are most likely to be relevant to your practice are that:

- The disclosure would result in the unwarranted disclosure about the affairs of another individual (section 29(1)(a)). For example, this situation may arise when one person provides you with information about another person. If that other person makes an information privacy request you will need to consider whether disclosing the information, or disclosing the identity of the "informant", would involve the unwarranted affairs of the informant. Further information about this ground of withholding is available on the Privacy Commissioner's website (http://privacy.org.nz/breach-of-another-s-privacy); or
- The disclosure would be likely to endanger the safety of any individual (section 27(1)(d)); or
- The disclosure would be likely to prejudice the physical or mental health of the individual requesting the information. Before relying on this ground you must consult with the individual's medical practitioner (where practicable); or
- The individual is under 16, and disclosure would be contrary to the individual's interest; or
- The information isn't readily available, doesn't exist, can't be found, or is not held and is not believed to be held by another agency. A proper search for the information must be made before you can refuse a request on this basis.

You should seek specific advice on these grounds for withholding information as and when required.

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**IFSW Policy Paper: Effective & Ethical Working Environments**

**25 August 2012**

Effective and ethical working environments for social work: the responsibilities of employers of social workers

**IFSW POLICY STATEMENT**

**1 Introduction**

This policy provides guidelines regarding the working environment required for:

- effective and ethical social work practice;
- alignment of organisational and social work practice objectives;
- protection of the interests of service users; and
- promotion of good standards of practice and quality services.

It is recognised that the context for practice varies according to local circumstances and that local practice must be guided by local and national policies and guidelines, such as guidance for employers and agencies published by national regulatory bodies.

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This policy must be read alongside the IFSW/IASSW joint statements on the definition of social work, ethical principles for the practice of social work (Appendix 2), global standards for qualifications for the social work profession (IFSW 2004) and the IFSW statement on human rights (IFSW 1996).

2 Organisational context

Social work is practised in a variety of settings including state services, health care, specialist agencies, independent practices, voluntary and not-for-profit bodies, user-led organizations, private sector companies and cooperatives.

Many social work roles help implement national policies. For example, social workers are essential in enabling local government, schools, health care and justice services to carry out their roles.

In safeguarding human, social and economic rights, governments and organisations that employ social workers have a vital role, working with the profession and others, to seek to secure sufficient resources to meet needs and maintain standards of good practice.

3 Agency responsibilities

3.1 General arrangements for supporting effective and ethical practice

To practice effectively and ethically, social workers need a working environment that upholds ethical practice and is committed to standards and good quality services. All employers, social workers and service users should have the possibility to refer to a body with the legally recognised responsibility for safeguarding professional standards and ethical practice.

A positive working environment is created where the values and principles of managers and social workers are consistent with each other and mutually reinforcing. There is substantial evidence that the most effective social work services are provided in situations where employers understand the social work task, respect their employees and are committed to implementing professional values.

A framework for supporting good practice needs to take account of ethical principles and ensure effective induction, supervision, workload management and continuing professional development.

The following elements enable social workers to practice ethically:

- Written policies setting out standards of ethical practice provide clarity and protection for service users, social workers and agencies. Such policies need to be informed by agreed national ethical standards and the IFSW Statement of Ethical Principles. Social workers should never be required to do anything that would put at risk their ability to uphold such ethical standards, including policies on confidentiality, equal opportunities and risk management;
- Quality social work services draw on research and practice evidence. Policies should be informed by research and practice evidence as well as by standards and guidelines regularly published by the International Federation of Social Workers and the International Association of the Schools of Social Work as well as those in the national associations and regulatory frameworks;
- The public, including service users/consumers should be regularly informed about these standards, policies and procedures and provided with information about how to raise concerns or make complaints about standards of practice;
- People engaged as social workers must be suitable to enter the workforce, hold an appropriate recognised qualification that entitles them to practice as social workers, provide references (including evidence that they are not a risk to service users) and demonstrate that they understand their roles and responsibilities, including their ethical duties;
- Alignment of service and social work values are essential for effective services. This includes upholding and implementing principles of human rights and social justice that are the basis of social work practice;
- Dangerous, discriminatory or exploitative behaviour and practice must be dealt with promptly through the implementation of policies and procedures. Such policies should provide measures to prevent and minimise violence, making it clear to staff, social workers and service users that violence, threats or abusive behaviour is not acceptable;
Social workers have a right for their health and occupational safety to be protected. Evidence confirms that social workers frequently experience trauma or violence in their work and they are vulnerable to work-related stress and burn-out due to the nature of the work;

3.2 Work load and Case Management

- The adoption and implementation of policies on workload and caseload management make a major contribution to the provision of quality services to services users. Workload and caseload management practices must consider the basic tenets of social work intervention, including the centrality of human relationships, the need to manage risk and complexity and the duty to highlight unmet need;
- The physical working environment has an important part to play in the support of effective and ethical practice including, for example, the physical arrangements and procedures required for confidential interviewing and storage of confidential records;

3.3 Continuous Professional Development and an Organisational Environment of Learning

- Continuing professional development and further training enable social workers to strengthen and develop their skills and knowledge and ensure that agencies adapt to the changing needs of service users and changing organisational realities. Orientation and induction training provided to new entrants and those moving jobs are essential, including the management of risk, making complex professional judgments and the fulfilment of statutory obligations such as the protection of minors and vulnerable adults;
- Good quality, regular social work supervision by people who have the necessary experience and qualifications in social work practice is an essential tool to ensure accountable and ethical practice. Research has confirmed that supervision is an important vehicle for supporting the management function in promoting creative and reflective practice, supporting staff resilience and well-being and continuous professional development;
- Systematic reviews of services and practice, led by social workers who have experience of the field, should be held regularly. These exercises provide important feedback to social workers, including the identification of effective practice. They also provide support, training and action when poor or unethical practice is identified;
- Career development opportunities for social workers wishing to develop advanced practice skills as well as for those leading to the most senior positions within the agency need to be available. These not only meet the individual needs of social workers but can also constitute an effective tool for retaining valuable practice knowledge and experience in the organisation and for preventing high staff turnover and difficulties in recruitment that are typical challenges constantly being faced by social work services.
- Investing in the future of the profession by contributing to the provision of social work education and training is essential. The provision of effective practice learning and workplace assessment for student social workers not only supports new entrants but also enhances organisational learning environments and opens them up to innovative practices and opportunities. These are recognised as key elements in attracting and keeping skilled and committed future employees;
- Rates of pay or fees for social work practice need to be comparable with similar professionals and recognise the skill and qualifications of social workers;
- Professional associations and trades unions make a positive contribution to service quality, protecting and supporting service users by ensuring an appropriate working environment and developing and sustaining public confidence.

4 Conclusion

The creation of an appropriate working environment for social work has, as its principle objective, the creation of better outcomes for service users by helping social workers to deliver the best service they can at all times. In order to achieve this objective, the social worker and the employer must be willing to engage jointly in these processes. Both the employer and the social worker have responsibilities for supporting good practice.

Approved by the General Meeting, Stockholm, 8 July 2012

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BACKGROUND MATERIAL

1 Rationale

Social work makes a real difference in and has a significant impact on the lives of thousands of people. Social workers take action: they engage in securing human rights for individuals and communities, they work alongside people facing major crises and, when necessary, they take action to protect those who are most at risk. Maintaining and promoting good quality social work practice, within an accountable and ethical framework, is part of the process of earning and strengthening the public trust in the profession which is needed to ensure funding and support for the role.

Most professional social work practice takes place as paid employment in organisations that can be in the public sector (government), non-governmental/not-for-profit sector or private sector. These organisations are usually accountable to elected politicians, governing bodies of public representatives or owners of private companies. They employ managers to supervise operations, who may not be social workers. In some countries social workers can be self-employed but often undertake work under contract with one of these agencies. The ability of social workers to practice effectively and ethically is therefore significantly influenced by the working environment created by employers and managers in the agencies where they work.

This policy recognises that social workers usually exercise their responsibilities in practice with individuals, groups and communities within their roles as agency or organisational representatives (IFSW 1996). They are frequently working alongside colleagues from other human service professions, such as nurses and teachers. Social work does not exist in a vacuum.

The last 20-30 years has seen a worldwide interest in finding new ways to support and improve effective public services, including social services. Reliance on traditional forms of political accountability has been supplemented or even replaced in many countries by management principles, aiming to make public services more efficient and effective and to provide a better service for people. Some have called these approaches ‘New Public Management’. These approaches recognise the importance of technical knowledge and professional skill but tend to place reliance on managerial tools which include financial incentives (often linked to market arrangements), statistical targets for organisations and individuals and ‘performance management’. Some management theorists have argued that robust management is essential to protect the public from the self-interest of the professions and to ensure effective professional accountability. Tensions between these management strategies and professional values and approaches have been found in practice. For example, a statistical target which values speedy assessment of new cases, without specifying the quality of the assessments and of the human relationships involved, is likely to encourage ineffective and unethical social work practice if speed is ‘counted’ by managers and quality is ignored.

The organisational contexts of social work clearly have a profound influence on the quality and standards of the profession’s activities and the ability of social workers to practice ethically and effectively. This policy statement sets out the framework for arrangements between employers, senior managers and social workers to create and support effective and ethical working environments for social work practice.

2 Issues

2.1 Complexity of role

Social workers are frequently called on to balance the potentially conflicting needs and rights of service users, family members and the wider community alongside contextual tensions. In recognition of this complex role, and in order to protect the interests of service users, the wider community, agencies and social workers themselves, there is a need for agencies which provide social work services to have clear policies and statements which:

- Inform services users about what they should expect of social work;
- Acknowledge the tensions between service user needs and rights, professionalism and management and political, economic and societal factors;
- Inform about the contribution, role and tasks of social work towards the wellbeing of the community within the broader policy contexts;
• Support and maintain a good standard and quality of social work practice, education, training, professional supervision and regulation which inevitably depends on ensuring an effective relationship between social workers and service users;
• Inform organisational settings about how to maintain good standards in social work practice so that organisational structures provide the environment and tools needed for meeting service user rights and needs;
• Ensure that social workers abide by and in turn are not put in a position that conflicts with their professional code of ethics;
• Promote the status of social workers and enable professional resources to be better used;
• Promote the links between social work and human rights.

2.2 Values and governance of practice

Social workers work in a range of organisational structures, including government bureaucracies, health services, non-governmental and civil society agencies, private companies and as self-employed professionals. More established professions recognise the need for dual governance arrangements, which take account of the need for political, managerial and resource accountability alongside respect for professional ethics, values and practice standards. As a newer profession, social work tends not to have established arrangements for governance of professional practice. In many countries the political/managerial governance arrangements take precedence and there can be little or no recognition of or respect for professional values, ethical principles and practice standards. Formal and informal evidence from studies of practice suggest that the most effective social work takes place in environments which balance respect for professional values and standards with organisational accountabilities. An open environment which encourages learning, critical reflection and challenge, fully involving service users/consumers/clients in these processes, is more likely to result in high quality services, public satisfaction and the avoidance of bad practice (including the ill-treatment or abuse of vulnerable service users). This climate or culture can only be created and sustained by the leaders of organisations, who have a right to expect support in doing so from professionals and all employees.

2.3 Involving service users

Social work is centrally concerned with supporting the rights, empowerment, self-determination and development of people. It is committed to values of equality, human rights, social justice and democracy. Respect for recipients of services (consumers, users, clients) is therefore at the heart of ethical and effective practice. The emergence of formal and informal groups of service users in recent years has highlighted the significance of involving service users not only in work on their own problems but also in helping to shape the policy and services of agencies.

Service users have come together in their own organisations and networks, to secure their human and civil rights and increase their say and involvement over their lives and services that may affect them. The best known and most visible example of a movement and organisation of service users is the international disabled people’s movement, which developed the phrase, ‘Nothing about us without us’. However, such movements and organisations have been developed by a very wide range of social work service users. Their objectives coincide closely with and help advance the goals and concerns of social work, as defined by the International Federation of Social Workers. Consumer/User involvement is thus a core concern of service user organisations and movements and also helps to make real the participatory values and commitments of international social work. Through service users/consumer involvement, social work can more effectively achieve its goals and values.

The involvement of service users is essential in creating effective and ethical working environments for social work.

2.4 Related guidance

For further guidance reference can be made to other IFSW Policies including the European Region Standards of Practice (IFSW 2010) guidelines on Induction, Supervision, Workload Management and Continuing Professional Development.
BIBLIOGRAPHY AND RELATED READINGS


International Association of Schools of Social Work and International Federation of Social Workers (2005) Global standards for the education and training of the social work profession


International Federation of Social Workers European Region (2012) Charter of rights for social workers. Berlin, IFSW Europe,

Jones, D N (2000) People need people: releasing the potential of people working in social services. London, Audit Commission, Department of Health and Office of the National Assembly for Wales


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ANOTHER COMPLAINT,
ANOTHER IMPROVEMENT
TOWARDS BETTER DISABILITY SERVICES

3RD NATIONAL DISABILITY CONFERENCE
Monday, 17 June 2013
Westpac Stadium, Wellington

- Come and hear consumers talking about the significance of ‘speaking up’
- Learn how making a complaint can help you and others
- Find out how to turn complaints into a quality improvement tool

OTHER Conference Highlights

Keynote speaker: Laurie Harkin
Disability Services Commissioner, Victoria, Australia

- Speakers will predominantly be people who have lived experience of disability
- Sessions will be of value to consumers, carers, service providers and professionals alike
- Most sessions will be interactive in nature, giving ample opportunities for discussion and questions
- Networking opportunities with key people in the sector
- Trade display of disability-related products, and
- Lots of fun and entertainment.

Conference programme and registration details will be available soon.

If you are interested in being an exhibitor or a sponsor, please contact Vanessa Creamer on 09 373 1025 or email: conference@hdc.org.nz

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To celebrate the 10th anniversary of the implementation of the Social Workers Registration Act 2003, the Social Workers Registration Board of Aotearoa/New Zealand is planning a conference to be held in Wellington on 10th – 12th November 2013 at the Museum of New Zealand Te Papa Tongarewa.

The conference will be an opportunity to create a vision for social work and the social service sector in Aotearoa/New Zealand and beyond.

**CALL FOR ABSTRACTS**

The Social Workers Registration Board invites abstracts that will create such a vision from academic, practitioner and regulatory perspectives.

- Abstracts should address the conference theme of a vision: and one of the sub themes of practice, education or regulation.
- Abstracts should take into account the diverse communities and practice environments the professions inhabit and the challenges they face.
- Abstracts will not necessarily be a reflection of current research.
- Abstracts of between 150 – 200 words, for a 30 minute presentation are due by close of business Monday 25th March 2013.
- Abstracts should be submitted by email to conference@swrb.govt.nz.
- Abstracts will be peer reviewed by a scientific committee and submitters will be notified of the outcome by Friday 10th May 2013.
- Confirmation of inclusion in the conference programme will require conference registration by Friday 28th June 2013.

Further conference information will be available in late January 2013 on the Registration Board’s website at www.swrb.govt.nz.

The Social Workers Registration Board acknowledges the support of the Council for Social Work Education, Aotearoa/New Zealand in organising this conference.
Cognitive Behavioural Therapy; Introductory two-day workshops

Facilitated by Anna Elders (BN, PGCertCAMH, PGDipCBT)

Cognitive Behavioural Therapy (CBT) is a widely recognised and increasingly utilised therapy for the treatment of many commonly presenting mental health difficulties. With an impressive evidence base and adaptability for use within different cultures and in different settings, its presence within our health system is set to further grow.

This two-day workshop will aim to:

Day One

- Present an overview of the origins, basic tenets and structure of CBT
- Explore a stepped approach to CBT and where it fits within our changing focus in mental health
- Review some disorder-specific case studies to highlight application and outcomes
- Propose what can facilitate a client’s therapeutic journey as they engage with a therapist

Day Two

- Explore how distress and its many presentations can be contextualized and understood
- Provide a practical in-roads to a more collaborative style of practice with clients
- Review basic techniques derived from CBT & how these can be incorporated into daily practice
- Provide tools for application in our own reflective practices as clinicians/workers/team members

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<th>Auckland</th>
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<td>Wellington</td>
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Two day workshop price (lunch and all day refreshments included): $400 including GST

Open to everyone working with people who experience mental health difficulties
Places are limited so please book early. Please register online on our website

For further information or to make an enquiry please contact
Anna Elders on 0212555148 or email her annaelders@thecbtclinic.co.nz
Interactive Drawing Therapy (IDT)

“Working with imagery and metaphor to unlock inner resourcefulness”

IDT FOUNDATION COURSE TRAINING 2013

Contact the IDT Office – idt@pl.net for a list of course dates and locations

www.InteractiveDrawingTherapy.com

The IDT Foundation course is fully accredited to earn P.D. points
Lois Tonkin: Grief Counselling & Grief Education

Certificate in Grief Support

On-site in Christchurch 2013 or by Distance Learning

Lois is now offering this very successful course by distance learning as well as on-site in Christchurch. Distance learners engage with Lois on a one-to-one basis, and also work with buddies in their own locality.

The course offers a comprehensive, contemporary theoretical framework and useful practical applications for people whose work involves providing effective grief support to adults dealing with a wide range of losses such as relationship breakdown, death, disability, job loss and illness. It is of interest to professionals such as: counsellors, social workers, clergy, funeral directors, celebrants, community support workers, human resource personnel, nurses and bereavement support staff. The course consists of 4 modules:

A. Providing Effective Support for Grieving Adults (March 14) $120
B. Running Grief Support Groups for Adults (March 15/16) $240
C. Extending Your Skills in Working with Grieving Adults (Oct. 17/18) $240
D. Getting Your Hands Wet: Caring for Yourself When You Work With Grieving People (Oct. 19) $120

Each module can be complete as part of the Certificate Course, or as a one-off workshop. The course is run by Lois Tonkin, a counsellor, supervisor, writer and educator in the field of change, loss and grief for over 20 years. Lois is well known throughout NZ for her warm, accessible and professional teaching style, and her courses are popular for their balance of current theory and helpful practice. She has written a number of books about grief, and runs Port Hills Press, publishing and distributing high quality grief resources in NZ and Australia. For further information contact:

Lois Tonkin Grief Counselling and Grief Education
93 Waipapa Ave, R D 2 Diamond Harbour, Christchurch
Ph. 03 329 3110 or 021337942
Website: loistonkin.com
Email: loisetonkin@gmail.com
Stephen Rollnick - Brief Bio

Stephen Rollnick PhD is a clinical psychologist and Professor of Healthcare Communication in the Cochrane Institute of Primary Care & Public Health, Cardiff University, Wales. He was a practising psychologist in the UK National Health Service for 16 years, and then became a teacher and researcher on the subject of communication. He has written books on Motivational Interviewing (Miller & Rollnick, 1991; 2001; 2012), Health Behaviour Change (Rollnick, Mason & Butler, 1999) and Motivational Interviewing in Healthcare (Rollnick, Miller & Butler, 2007). His main interest is in challenging consultations in hospital and primary care settings. He has published widely in scientific journals and has taught practitioners in many countries and continents. His current interests include the training of practitioners who treat children with HIV-AIDS in African countries, support to pregnant teens in deprived settings and MI in schools. He grew up in Cape Town, South Africa and lives in Cardiff, Wales.

Motivational Interviewing: Overview and Update

Stephen Rollnick is a co-founder of motivational interviewing (MI) and co-writer of Motivational Interviewing: Helping people change 3rd Edition. His focus has been on how it might be adapted to improve everyday practice in diverse settings. In this workshop he will use a wide range of teaching methods to:

- Review the origins, spirit and content of MI
- Illustrate, demonstrate and discuss core skills
- Present the new 4-process framework for MI
- Consider broader integration into systems of care
- Address some hot topics of concern to participants

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<td>Christchurch</td>
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Price:

$217 (incl. GST)

To secure your place visit:

www.hma.co.nz/workshops

HMA | Ph. (64) 3 3287082 | www.hma.co.nz

Check out our Online Bookshop at:

www.hma.co.nz/online-bookshop
Dr Leah Giarratano: Treating Posttraumatic Stress Disorder 2013 Training Dates

**Treating PTSD**
2013 trauma education
presented by
Dr Leah Giarratano

LIMITED PLACES. REGISTER EARLY

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**NEWS FLASH**

Leah’s sixth novel *Disharmony: The Laeduin* is now available in bookshops or as an e-book (published by Penguin Australia)

For more details about this workshop and books by Leah Giarratano refer to [www.talominbooks.com](http://www.talominbooks.com)

**Clinical skills for treating posttraumatic stress disorder**

This two-day (9am-4:30pm) program presents a highly practical and interactive workshop (case-based) for treating traumatised clients; the content is applicable to both adult and adolescent populations. Techniques are cognitively behavioural; best practice, evidence-based, and will be immediately useful and effective for your clinical practice. The emphasis is upon imparting practical skills and up-to-date research in this area. The program is intended for all mental health professionals.

**Day one topics include:**
- Treatment maps and planning strategies
- Psychoeducation and motivation tips
- Analysing and targeting dysfunctional behaviours (e.g., substance abuse, self-harm)
- Arousal reduction strategies (including breathing retraining, grounding and distraction tasks)
- An introduction to anger management
- Self care for mental health professionals

**Day Two topics include:**
- In vivo exposure therapy (reducing avoidance behaviours)
- The fundamentals of exposure therapy for traumatic memories (prolonged imaginal exposure)
- Cognitive challenging of negative self-statements related to the traumatic event
- Contraindications and complex case issues

**Program fee is in Australian Dollars**

NZ Resident Travelling to Australia $500 (when you fax email this form to pay for an Australian workshop with a Visa or Master card)

Auckland Super Early Bird $550* (when you fax or email this form to pay with a Visa or Master card by 28/2/13)

Auckland Early Bird $600* (when you pay with this form by 30/4/13) Auckland Normal Fee $650* (when you pay after 30/4/13)

*Save $50 each when you register with a colleague by fax or email (both registrations must arrive together).

Program Fee includes materials, lunches, morning and afternoon teas on both workshop days

Please direct your enquiries to Joshua George: Phone (0061 2) 9823 3374 Fax (0061 2) 8786 1361 Email: mail@talominbooks.com

**2013 Treating PTSD Registration Form**

or register and pay securely in Australian Dollars at [www.talominbooks.com](http://www.talominbooks.com)

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Please circle the workshop you wish to attend above and return a copy of this completed page

Name:

Address:

Phone: Email (*essential*):

Mobile: Special dietary requirements:

Method of payment (circle one)

| Visa | MasterCard | Cheque | EFT | Please reserve my place & issue an invoice |

Name of cardholder: (if using a credit card) Expiry Date:

Card Number: Card Verification Number:

Signature of card holder: (if using a credit card) Debit amount: $AUD

Cheques are to be made payable to Talomin Books Pty Ltd and mailed to PO Box 877, Mascot NSW 1460 Australia

If payment is made with a credit card (or if you are reserving a place), simply complete the information above and fax this page to (0061 2) 8786 1361.

A receipt will be emailed to you upon processing. Note: Attendee withdrawals a month or more in advance attract a processing fee of $55.

No withdrawals are permitted in the 7 days prior to the workshop; however positions are transferable to anyone you nominate.

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Keyworker – (Case Manager)

CHILD & ADOLESCENT MENTAL HEALTH SERVICE (CAMHS), TIMARU MENTAL HEALTH SERVICES

Seeking Registered Nurse, Social Worker or Occupational Therapist

A permanent position consisting of 40 hours per week, Monday to Friday, exists for a Keyworker to work as part of our multi-disciplinary team in supporting 0-18 year olds who have a diagnosis or suspected diagnosis of a moderate to severe psychiatric disorder.

You will have the following proven background and skills:

- comprehensive assessment for children and adolescents
- risk management and future planning
- sound intervention skills reflective of evidence based practice
- exceptional documentation skills
- effective communication abilities
- case management experience
- a team person who can think on their feet, take active participation in problem solving, leadership and professional development
- an understanding of the ‘Strengths Model’ as a framework of care and the client/family led collaborative approach to recovery.

Position descriptions and application forms are available by contacting:
Human Resources Department via email at
vacancyenquiries@scdhb.health.nz or by phoning (03) 687 2230, quoting the vacancy number 2287. Closing date: OPEN 2013

for more info visit www.scdhb.health.nz

“We are an equal employment opportunity employer”
Youth Justice Keyworker

CHILD & ADOLESCENT MENTAL HEALTH SERVICE (CAMHS), TIMARU MENTAL HEALTH SERVICES

Seeking Registered Nurse, Social Worker or Occupational Therapist

A permanent part-time position consisting of 28 hours per week Monday to Friday, exists for a Keyworker to work as part of our multi-disciplinary team in supporting 12 - 19 year olds currently involved within the Justice setting from an alcohol, drug and/or mental health perspective. This will involve close liaison with CYFS, Police, Education and Health services.

You will have the following proven background and skills:

- comprehensive assessment for children and adolescents
- risk management and future planning
- sound intervention skills reflective of evidence based practice
- exceptional documentation skills
- effective communication ability, able to build good rapport with young people
- case management experience
- a team person who can think on their feet, take active participation in problem solving, leadership and professional development.
- an understanding of the ‘Strengths Model’ as a framework of care and the client/family led collaborative approach to recovery
- a current drivers licence is essential

Position descriptions and application forms are available by contacting:
Human Resources Department via email at
vacancyenquiries@scdhb.health.nz or by phoning (03) 687 2230,
quoting vacancy number 2280. Closing date: OPEN 2013

for more info visit www.scdhb.health.nz

“We are an equal employment opportunity employer”
Senior Advisor Residential & High Needs Services

Wellington, 2x Full time / Permanent roles

• Improve outcomes for high needs children and young people
• Work across service development and practice
• Bring a solution focus to your work

We currently have new positions available in our Residential and High Needs Services team for two Senior Advisors who are looking to extend their social services knowledge and experience and contribute to continuous improvement in service delivery for our high risk young people.

One position is based in our Residential Services team where you are focused on a combination of service development work and operational based services that support our Residences and Supervised Group Homes. You will have the opportunity to lead out project work which will have a focus on service enhancements, leveraging off your excellent stakeholder engagement both internally and externally. Ideally you will have a good understanding of the social service sector and working with vulnerable children and young people.

The other position based in our High Needs team will see you undertaking a combination of service development work and practice based assessment and placement. Your role will involve using learning from specific cases to develop and lead service changes, usually involving multiple stakeholders. You will have or be able to develop a good understanding of the needs of young people who need residential or specialist care and experience or ability in framing up and leading out service improvements for them.

Both positions require a social work background and experience working in social services, health, psychology or education. You will possess good written skills as well as an ability to frame up service development proposals. You will be able to bring others on the journey with you as you develop and improve practice and support for some of the highest needs young people in New Zealand. You will also have a solutions focus and ability get things done.

Join our team and influence the strategic direction of our Residential and High Needs Services. Apply today and help improve the outcomes prospects for children, young people and their families.

To obtain a position description or to apply online, please visit our website www.msd.govt.nz/careers and follow the online process to upload your resume, covering letter and complete the online application form. Please state in your cover letter which vacancy is most of interest to you. Enquiries only can be directed to Meredith Edwards on 04 916 3187 or email Meredith.edwards025@msd.govt.nz

Applications close 5pm Sunday, 3 March 2013.

The Ministry of Social Development is one of New Zealand’s largest government agencies. Our work to achieve better social outcomes affects almost every New Zealander, now or in the future. www.msd.govt.nz/careers