



Monitoring and Review Policy



“I feel things are changing as I reflect on my progress and build on what’s working.”

Requirements

Support and monitor the client plan

Clients will be supported and their progress monitored and reviewed as agreed in their plan or required by programme criteria/service agreement. Particular attention will be paid to:

- ongoing safety and wellbeing (eg where child or other person identified as at risk of harm)
- ongoing eligibility and need for the service
- what is working/ not working and what needs to change
- the effectiveness of responses given rangatahi needs identified through assessment (eg cultural, spiritual, family needs)
- support to sustain progress and goals over the longer term (eg stable housing, recovery, education)
- support to overcome barriers to progress towards goals
- changes in the young person's/whānau circumstances.



Regular contact (usually kanohi-ki-te-kanohi) with the rangatahi/whānau will be maintained at least monthly or more often if required by them or service agreement/programme criteria.

Review and adjust

The young person's/whānau plan and supports will be reviewed and adjusted as necessary to reflect:

- progress
- what's working/not working
- changed circumstances and/or needs
- periodic re-assessment of needs, strengths and risks.

Reviews will involve the rangatahi/whānau and with their consent, other participants in the plan (eg other agencies). They will be co-ordinated with other agencies to make arrangements as easy as possible for clients//whānau.

The rangatahi must consent to adjustments.

Keep a record

Case notes will be entered in the young person's/whānau file for all contact with them, assessments, observations and decisions made through monitoring and review.

Rangatahi/whānau feedback will be recorded and used to evaluate and improve our work with them.

Reporting

Reporting on the young person's/whānau progress will be done in accord with the relevant service agreement. If a change in circumstances occurs



that affects eligibility to receive a contracted service, the referrer will be advised.

Corrections contract reporting

Staff working with a client covered by the Corrections contract must report monthly on activities and hours spent with clients covered by this contract. The approved template must be used.

Reports should be completed at the end of each month and dated for the first day of the next month. A copy should be saved in the client's case folder - CMM and a copy emailed to the General Manager. The General Manager will send the report to Corrections.

Tūtaki Social Workers should send Operations a Slack message about the number of hours they have worked with Corrections clients for the month. This must be done during the last week of the month to enable billing Corrections.

A copy of the report should be printed with invoice stapled to it.

This is then kept in the physical folder - Department of Corrections - which is kept in the General Manager's office cupboard.

Note: If there are no Corrections clients do not send a report.

Programme review

Programmes and resources will be reviewed for effectiveness and to ensure they remain up-to-date and relevant to participants:

- evaluation and feedback data is collected from programme participants and users of our resources, advocacy, advisory and information services



- activities and programmes are assessed against pre-established criteria and outcome measures
- non-identifying data about use and involvement in our activities (eg demographic information such as age, ethnicity, hāpu and iwi affiliation, location, reason for engagement) is used to target and tailor activities to those most likely to benefit
- programme content and resources are updated to align with good practice developments and regulatory changes
- risks with our activities and programmes and the adequacy of controls are regularly reviewed as part of our risk management strategy.

Compliance

Social Sector Accreditation Standards - Level 2, Client-centred services 1.0, 4.0; Client services and programmes 3.3-5.0

NZS 8134.2021 My pathway to wellbeing 3.2.4-3.2.7; Individualised Activities 3.3

Helpful links

Assessment

Assessment & planning

Conclusion of services

Safety planning

Review

Date: February 2022

Next review: January 2024