



Ngaahi Tu'unga ki hono Fakamo'oni'i 'o e Sekitoa ki he Tokoni Faka-Sōsialé (Social Sector Accreditation Standards)

Fakamatatalaʻi ʻo e Makatuʻungá		Ngaahi Lēvolo		1 & 2	3	4
	Ngaahi Sēvesi Fakatefito ʻi he Kasitomaá (Client Centered Services) ʻOku fakaʻapaʻapaʻi ʻe he kautahá ʻa e kakaí pea fakahoko mo e ngaahi sēvesí ʻi ha founga ʻoku tokangaekina ai honau ngeiá, malu honau tuʻunga fakafoʻituituí mo ʻenau tauʻatāiná.	1. ʻOku poupouʻi ʻe he kautahá ʻa e founga fakahoko ngāue ʻoku fakatefito ʻi he kasitomaá pea ke palotoloto foki ia ʻi he ʻene faʻu mo e fakahoko ngāué. 1.1 ʻOku fakakau ʻe he kautahá ʻene kau kasitomaá mo e ngaahi kupu fekauʻakí ʻi hono palani, fakahoko, mo siviliví (evaluation) ʻo e ngaahi lēvolo kotoa ʻo e sēvesí ke fakapapauʻʻi ʻoku ʻi he tuʻunga lolotongá mo ongo ngofua (responsive) ʻa e ngaahi sēvesí. 2. ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻoku lava ke maʻu atu ʻe he kakai ʻoku faingataʻaʻia fakaesinó. 3. ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻoku hao meí ha faʻahinga filifilimānako, fakamālohi, fakamamahi, mo e pāʻusiʻi fakalielia, fakapaʻanga pe ngaohi kovia kehe. 4. ʻOku fakatokangaʻi mo fakafaingofuaʻi ʻe he kautahá ʻa e totonu ʻa e kakaí ke nau taukapoʻi mo/pe poupouʻi ʻa e kakai ʻoku nau fili ki aí.	    	    	    	
	Tuʻunga Lelei ʻo e Moʻui ʻa e Komiunití ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻokú ne fakahaaʻi ʻa e tefitoʻi moʻoni ko ia ʻoku fakamuʻomuʻa mo mahuʻinga taha ai ʻa e tuʻunga lelei (welfare) mo e ngaahi meʻa ʻoku tokanga ki ai ʻa e kiʻi leká pe tokotaha kei siʻí pea mo poupoua foki ai ʻa e tuʻunga lelei ʻo e moʻui ʻa e tokotaha kotoa pē.	1. ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻi ha founga ʻoku fenāpasi mo e kupu 4A ʻo e Oranga Tamariki Act 1989, ʻa ia ʻoku fakaeʻa ai ʻi he ngaahi sēvesí ʻa e tefitoʻi moʻoni ko ia ko e tuʻunga lelei mo e ngaahi meʻa ʻoku tokanga ki ai ʻa e fānaú pe tokotaha kei siʻí ʻoku fakamuʻomuʻa mo mahuʻinga taha hono fakakaukauʻí. 2. ʻOku ʻi ai ha founga ngāue ʻa e kautahá ke ngāue atu ki he ngaahi tukuakiʻi ki ha ngaohi kovia mo e ngaahi tūkunga ʻokú ne ʻohake ha ngaahi hohaʻa fekauʻaki mo e malu ʻa ha kasitomā pe mēmipa fekauʻaki ʻo e komiunití. 2.1 ʻOku kau fakapatonu ki he founga ngāué ʻa e ngaahi fakahinohino ki he founga ʻoku fakahoko ai ʻe he kautahá ʻa e ngaahi fakafehokotakí ʻi he kupu 15 ʻo e Oranga Tamariki Act. 3. ʻOku fakaʻaiʻai ʻe he kautahá ʻa hono ʻiloa ko ia ʻo e ʻikai ke kātekina ʻo e ngaohi koviá, ngaahi founga ʻe lava ke taʻofi ai ʻa e ngaohi koviá, ʻa e fiemaʻu ke lipooti ʻa e ngaahi keisi ngaohi kovia kotoa pē mo e founga ke ngāue atu ai ki he ngaahi faʻahinga kotoa pē ʻo e ngaohi koviá. ʻOku kau ʻi he ngaohi koviá ha uesia fakaesino, fakaeloto pe fakalieliá; tauhi koviʻí; fakaliʻeliʻakí pe fakafisingaʻí (deprivation), ʻo tatau ai pē pe naʻe taumuʻa ʻaki pe ʻikai. 4. ʻOku fakaʻaiʻai ʻe he kautahá ʻa hono ʻiloʻi ko ia ʻo e tuʻunga ʻe ala hoko ai ha fefūsiaki ʻi he vahaʻa ʻo e ngaahi fiemaʻu ʻa ha kasitomā mo ha niʻihi kehe, pea mo fakaʻaongaʻi ha founga ke ngāue atu ai ki he ngaahi fefūsiaki peheé. 5. ʻOku ʻi ai ha founga ngāue ʻa e kautahá ke ʻiloʻi ʻaki ʻa e kau kasitomā ʻoku fakangatangata pē ʻenau tuʻunga malava ke nau mahinoʻi kakato ʻa e fakangofuá (consent). ʻOku fakapapauʻi ʻe he founga ko ʻeni ʻoku lava ʻe he kau kasitomā peheé ʻo fakaʻaongaʻi ʻa ʻenau tuʻunga malava ʻoku nau maʻú ki he taupotu taha ʻe ala lavá. 6. ʻI he taimi ʻoku fakapapauʻi ai ʻoku fakangatangata pē ʻa e tuʻunga malava ʻo ha kasitomā ke ne fakahoko ha fakangofua hili hono mahinoʻí, ʻoku fakahoko leva ʻe he kautahá ʻa e meʻa totonu ke faí. Ki he ngaahi kautaha kuo pau ke nau fakakakato ʻa e Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations 1996, ʻe ʻuhinga eni ke muimui ki he ngaahi tefitoʻi moʻoni ʻo e Right 7.	                           	                           	                           	
		Fakahoko Lelei ʻo e ʻUlungaanga Fakafonuá ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻoku taau mo e ʻulungaanga fakafonua ʻo e kau kasitomaá.	1. ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻokú ne fakatokangaʻi mo fakaʻapaʻapaʻi ʻa e ngaahi tui mo e meʻa ʻoku fakamahuʻingaʻi ʻe he kasitomaá fekauʻaki mo hono matakali, ʻulungaanga fakafonuá mo e fakalaumālié, mo ʻene ngaahi tuí. 1.1 ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻokú ne feau e ngaahi fiemaʻu fakapatonu ʻa e kakai Māori. 1.2 ʻOku ʻoatu ʻe he kautahá ha ngaahi sēvesi ʻokú ne feau e ngaahi fiemaʻu fakapatonu ʻa e kakai Pasifiki. 2. ʻOku fetalanoaʻaki ʻa e kautahá, pea ʻi hono fiemaʻú, fakahoko ha ngaahi fakafehokotaki mo aleaʻi ʻa e ngaahi tuʻutuʻuni ngāue (protocols) mo e kakai Māori, Pasifiki pea mo e ngaahi sēvesi kehe ki he ʻulungaanga fakafonuá mo e meʻa ʻoku tokangaekina fakapatonú.	                   	                   	                   
		Kau Ngāué ʻOku maʻu ʻe he kautahá ʻa e tuʻunga malava mo e lavameʻa ke fakahoko lelei ʻa e ngaahi sēvesí.	1. ʻOku fakakakato ʻe he tuʻutuʻuni mo e founga fakangāue ki he kau ngāué mo e ngaahi vā fakangāué ʻa e fiemaʻu fakalao totonú. 2. ʻOku fakakau ʻe he kautahá ʻi he ʻene fakaʻuhingaʻi ʻo e kau ngāué ha taha pē ʻoku fakafalala ki ai ʻa e kautahá ke fakahoko ʻene ngaahi sēvesí. ʻOku kau heni ʻa e kau tauhi, kau ngāue ʻofá mo e kau ngāue fakakonitulekí, pea pehē foki ki he kau mēmipa ʻo e kau ngāue totongí. 3. ʻOku ʻi ai ha tohi aleapau ngāue ʻa e kau mēmipa ngāue kotoa pē. 4. ʻOku fakaʻaongaʻi ʻe he kautahá ha founga mahino, ʻata ki tuʻa mo fakaʻatā ki hono fakangāueʻi mo siviʻi ʻa e kau ngāué kau ai ʻa e kau mēmipa ʻo e sino fakataki ki he kautahá. Fakakau ʻi hono siviʻi ʻo e kau ngāué, kae ʻikai fakangatangata pē ki ai, ʻa e lekooti meí he Polisi Nuʻu Silá (New Zealand Police vet). 5. ʻE muimui ʻa e kautahá ki ha founga faituʻutuʻuni lelei ʻi he ʻene ngāue atu ki he ngaahi ola hono sivi ʻo e kau ngāué, kau ai hono vakaiʻi ʻo e tuʻunga malu mo haó. 5.1 ʻOku puleʻi lelei ʻe he kautahá ha kau ngāue ʻoku ʻi ai hanau lekooti faihia, kau ai e kau mēmipa ʻo e sino fakatakí. 5.2 Tukukehe kapau ʻoku ʻi ai ha fakaʻatā ki ha tokotaha ngāue tefito (core worker), ʻe ʻikai fakangāueʻi ʻe ha kautaha ha tokotaha ngāue tefito ki he fānaú kuó ne moʻua fakalao ʻi ha maumau lao fakapatonu ʻi he malumalu ʻo e Schedule 2 ʻo e Children’s Act 2014. 6. ʻE fakakakato ʻe he kautahá hono vakaiʻi ʻo e ngaahi Polisi lekootí, mo ha toe faʻahinga sivi kehe ʻo ʻikai toe siʻisiʻi ange ʻi he taʻu ʻe tolu kotoa pē. 7. ʻOku maʻu ʻe he kautahá ha kau ngāue tokolahi feʻunga, mo e tuʻunga fakaako totonu mo pōtoʻi ke fakahoko ʻene ngaahi sēvesí. 8. ʻOku ʻoatu ʻe he kautahá ha fakataupei (induction), ako ngāue, fakalakalaka fakapalofesinale, mo e tokoni feʻunga ki he kau ngāué kotoa. 9. ʻOku fakaʻaongaʻi ʻe he kautahá ha founga lelei ki hono mapuleʻi ʻo e fakahoko ngāue ʻa e kau ngāué kotoa.	                	                	                
		Moʻui lelei mo e malú ʻOku fakapapauʻi ʻe he kautahá ʻoku maluʻi ʻa e kau kasitomaá, kau ngāué mo e kau ʻaʻahí meí he ngaahi meʻa ʻe ala fakatuʻutāmakí. *ʻI he lēvolo 4 ʻOku fetongi ʻa e makatuʻunga 1 ʻaki ʻa e - ʻOku fakapapauʻi ʻe he kautahá ʻoku maluʻi ʻa e kau kasitomaá, kau ngāué mo e kau ʻaʻahí meí he ngaahi meʻa ʻe ala fakatuʻutāmakí.	1. ʻOku fakapapauʻi ʻe he kautahá ko ʻene ngāueʻangá, pea mo ha toe faʻahinga feituʻu pē ʻokú ne fakaʻaongaʻi pe fakafalala ki ai ki hono fakahoko ʻene sēvesí, ʻoku nau fakakakato ʻa e ngaahi fiemaʻu mo e tuʻutuʻuni fakalao kotoa pē. 2. ʻE fakaai mo tauhi ʻe he kautahá, ʻi he lelei taha ʻe ala lavá, ha ʻātakai ngāue ki he ʻene kau ngāué mo e kakaí ʻoku malu pea mo hao foki meí ha tuʻunga ʻe ala fakatuʻutāmaki ki he moʻui lelei. 3. Kapau ʻoku kaunga ki ai, ʻe fakapapauʻi ʻe he kautahá ʻa e malu mo hao ha fānau pē ʻoku tauhi ʻi he ngāueʻangá lolotonga ʻoku fakahoko atu ʻa e sēvesí ki he ʻenau ongo mātuʻá pe kau tauhi. 4. ʻOku ʻi ai ʻa e ngaahi palani ʻa e kautahá ki he malú, haó mo e meʻa fakatuʻupakeé ke fetukutuku meí he ʻene ngāueʻangá pe ha faʻahinga feituʻu pē ʻokú ne fakaʻaongaʻi ki hono fakahoko ʻo ʻene sēvesí. 5. ʻOku ngāue lelei atu ʻa e kautahá ki ha faʻahinga palopalema ʻe ala hoko ʻi he ʻene ngāueʻangá. 6. ʻOku ʻi ai ha palani fakapisinisi ʻa e kautahá ki he hokohoko atú mo e fakaakeake meí ha fakatamakí. 7. ʻOku fakapapauʻi ʻe he kautahá ʻi he feituʻu ʻoku fiemaʻu pe fakaʻaongaʻi ki ai ha ngāue fakalelei (intervention), tautea, pe mapuleʻi, ʻoku fakaʻaongaʻi ʻe he kau ngāué ʻa e ngaahi founga totonu ʻokú ne maluʻi ʻa e malu mo hao fakaesino mo fakaeloto ʻa e kau kasitomaá. 8. ʻOku hoʻata ʻi he kautahá ʻa e ngaahi tefitoʻi moʻoni ki he hokohoko atu ʻo e ngāue ke fakaleleiʻi ʻa e tuʻunga lelei ʻi hono ʻiloʻi mo mapuleʻi ʻa e ngaahi meʻa ʻe ala fakatuʻutāmakí.	      	      	      

