

Edmund Rice Ministries

Service Practice Standards

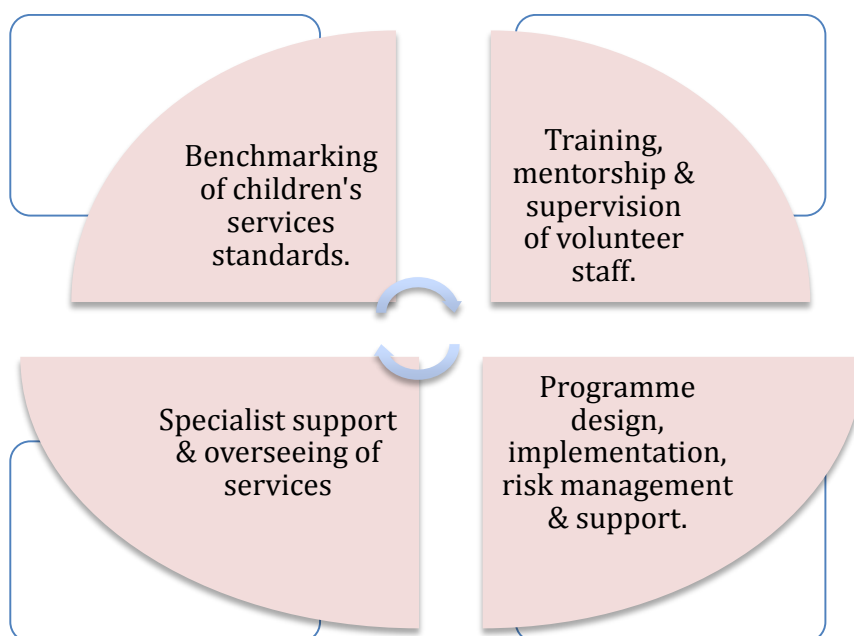
A. Introduction

Maintaining quality service standards

Edmund Rice services seek to provide all children and volunteers less than 18 years with a service environment, which facilitates their care, safety and protection. The organisation seeks to ensure services meet quality practice standards.

There are four levels to the service quality strategic approach; these are:

1. Service benchmark standards
2. Staff training, mentorship & supervision
3. Programme design, delivery & risk management
4. Expertise support.



1. *Benchmarking of children's service standards:*

Edmund Rice Camps services meet best practice standards for children's services

- a. Benchmarking against the Children's Services Standards
 - b. All statutory standards and reporting requirements
 - c.
2. *Training, mentorship and supervision of volunteer and paid staff*

Edmund Rice services are aware at all times of the primary service goal to provide children with a caring, safe and protective environment. To achieve this goal, services encourage and rely upon recruiting, training, mentoring and supporting staff and volunteers to appropriately engage with children during a service period. Through this engagement staff and volunteers are able to contribute towards the well-being of less advantaged children and to develop their own leadership and organizational skills.

The reliance upon a large number of volunteers, with a smaller staff basis does not diminish the responsibility to ensure services are provided at the best quality standard

Standards are maintained through:

- a. Provision of compulsory child protection foundational and 2 yearly annual refresher training programmes.
- b. Assessment of training
- c. Incorporation of training into supervision and & feedback sessions with individuals
- d. Individual mentorship development of staff and volunteers
- e. Daily supervision of volunteers

3. Programme design, implementation, risk management & support:

- a. Oceania Province Children's Services Standards,
- b. Consultation & support & supervision of service programme design.

4. Specialist support & review of services-

- a. Specialist children's services and child protection expertise by the Coordinator of Practice Services & Standards.