



MINISTRY OF SOCIAL AFFAIRS
THE REPUBLIC OF INDONESIA

**DECREE OF THE MINISTER OF SOCIAL AFFAIRS
OF THE REPUBLIC OF INDONESIA**

NO. 30/HUK/2011

**NATIONAL STANDARD OF CARE
FOR CHILD WELFARE INSTITUTIONS**

DIRECTORATE GENERAL OF SOCIAL REHABILITATION
MINISTRY OF SOCIAL AFFAIRS OF THE REPUBLIC OF INDONESIA



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Content

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CHAPTER I

INTRODUCTION	1
A. Background	3
B. Process of Drafting the Standards	6
C. Objectives of the Standards	7
D. The Underlying Approach of the Standards	8
E. Standard Users	11
F. Coverage of the National Standards	12
G. Definitions Used in the Standard	13

CHAPTER II

KEY PRINCIPLES OF ALTERNATIVE CARE	17
A. Children's Right to A Family	19
B. Responsibility and Role of Parents and Family	19
C. Prevention of Family Separation	19
D. Continuum of Care	20
E. Support for Family to Care for Their Children	20
F. The Role of the State	20
G. Alternative Care	21
H. Residential Care in A Child Welfare Institution	21
I. Assessment of the Child's Care Needs	22
J. Decision Making for Child Placement in Alternative Care	22
K. Continuity of the Child's Education and Socio-Cultural Life	22
L. The Involvement of the Child in Decision Making About Care	23

CHAPTER III

STANDARDS TO DETERMINE THE APPROPRIATE RESPONSE FOR CHILDREN 29

- A. Standards on The Role of Child Welfare Institutions
in Delivering Services for Children 29
- B. Standards in Care Planning 34

CHAPTER IV

STANDARDS FOR CARE SERVICES 37

- A. Standards Relating to Initial Approach
and Referral Acceptance 39
- B. Standards ofr Care Services by Child Welfare Institutions 46
- C. Standards for Residential Care Services for Children 52
- D. Standards on Providing Care for Children 87
- E. The Evaluation and Termination of Services
and Care for Children 95

CHAPTER V

ORGANIZATIONAL STANDARDS 97

- A. The Vision, Mission, and Purpose of Child Welfare Institutions 99
- B. The Establishment, Permit,
And Accreditation of Child Welfare Institutions 100
- C. Facilities 105

**DECREE OF THE MINISTER OF SOCIAL AFFAIRS OF
THE REPUBLIC OF INDONESIA**

NO. 30/HUK/2011

ON

**NATIONAL STANDARD OF CARE
FOR CHILD WELFARE INSTITUTIONS**

BY THE GRACE OF ALMIGHTY GOD

Minister of Social Affairs of the Republic of Indonesia

- Consider:
- a. that to ensure the fulfillment of children right, required to have appropriate family based care and alternative care;
 - b. that to ensure child welfare institution provided appropriate care services for children, required to have National Standard of Care;
 - c. that in regard to the considerations a and b above, required to establish Decree of the Minister of Social Affairs on National Standard of Care for Child Welfare Institutions;
- Consider:
1. Law No 4 years 1979 on Child Welfare (White Paper of the Republic of Indonesia Years 1979 No 32, Supplementary White Paper 2 of the Republic of Indonesia No 3143);
 2. Law No 23 years 2002 on Child Protection (White Paper of the Republic of Indonesia Years 2002 No 109, Supplementary White Paper of the Republic of Indonesia No 4235);
 3. Law No 32 Years 2004 on Local Government (White Paper of the Republic of Indonesia Years 2004 No 125, Supplementary White Paper of the Republic of Indonesia No 4437) as amended twice by Law No 12 Years 2008 in Second Amendment to Law No 32 Years 2004 on Local Government (White Paper of the Republic of Indonesia Years 2008 No 59, Supplementary White Paper of the Republic of Indonesia No 4844);
 4. Law No 11 Years 2009 on Social Welfare (White Paper of the Republic of Indonesia Years 2009 No 12, Supplementary White Paper of the Republic of Indonesia No 4967);

5. Government Decree No 47/2009 on Establishment and Organizational of Ministries;
6. Decree of the Minister of Social Affairs No 107/HUK/2009 on Accreditation for Social Welfare Organizations;
7. Decree of the Minister of Social Affairs No 108/HUK/2009 on Certification for Professional Social Worker and Social Welfare Worker;
8. Decree of the Minister of Social Affairs No 86/HUK/2010 on Organization and Work Procedures of Ministry of Social Affairs;

DECIDE:

Determine: **DECREE OF THE MINISTER OF SOCIAL AFFAIRS OF THE REPUBLIC OF INDONESIA ON NATIONAL STANDARD OF CARE FOR CHILD WELFARE INSTITUTIONS**

Article 1

National Standard of Care contains of norms, standard, procedure and criteria in the implementation of care of children which is used as a guideline for Child Welfare Institutions in carry out care for children.

Article 2

Child Welfare Institutions are institutions built by the government, local government, or civil society in carry out care for children.

Article 3

National Standard of Care consists of key principal of alternative care, determine the appropriate response for children, care services and institutional, which is determined as written in the appendix of this Decree of the Minister of Social Affairs.

Article 4

National Standard of Care for Child Welfare Institutions is formulated with the following systematic:

CHAPTER I INTRODUCTION

CHAPTER II KEY PRINCIPAL OF ALTERNATIVE CARE

CHAPTER III STANDARDS TO DETERMINE THE APPROPRIATE RESPONSE FOR CHILDREN

CHAPTER IV STANDARD FOR CARE SERVICES

CHAPTER V ORGANIZATIONAL STANDARD

Article 5

Technical provision on care services and institution is regulated further through the Decree of the Director General of Social Rehabilitation of the Ministry of Social Affairs.

Article 6

This Decree there to shall take effect on the date specified.

To make everyone knows, it is ordered this Minister Decree with the placement in the White Paper of the Republic of Indonesia.

Specified in Jakarta, on the date of 18 March 2011

**MINISTER OF SOCIAL AFFAIRS OF
REPUBLIC OF INDONESIA**



SALIM SEGAF AL JUFRI

Regulated in Jakarta
On the date of 20 Mei 2011

**MINISTER OF LAW AND HUMAN RIGHT
REPUBLIC OF INDONESIA,**



PATRIALIS AKBAR

WHITE PAPER OF THE REPUBLIC OF INDONESIA YEARS 2011 NO 303

CHAPTER I

INTRODUCTION

CHAPTER I

INTRODUCTION

A. BACKGROUND

The National Standards of Care for Child Welfare Institutions is a crucial policy instrument regulating the provision of alternative care for children. Children's care provided through Child Welfare Institutions needs to be managed so that the methods and procedures used by the institutions comply with the national framework on alternative care for children and to ensure these institutions function appropriately.

The National Standards of Care for Child Welfare Institutions were drafted in response to the recommendations of the United Nations Committee on the Rights of the Child. In the context of its review of the Government of Indonesia's State Party report in 2004 the Committee issued four recommendations with regards to children in institutional care. The recommendations are as follow:

- (a) Undertake a comprehensive study to assess the situation of children placed in institutions, including their living conditions and the services provided;
- (a) Develop programs and policies to prevent the placement of children in institutions, inter alia by providing support and guidance to the most vulnerable families;
- (c) Take all necessary measures to allow children placed in institutions to return to their families whenever possible and consider the placement of children in institutions as a measure of last resort;
- (c) Set clear standards for existing institutions and ensure periodic review of the placement of children, in light of article 25 of the Convention.
(CRC/C/15/Add.223 26 February 2004)

The drafting of the National Standards of Care was based on the findings of two important studies conducted by Save the Children, carried out to respond to the first recommendation above. The two studies are:

I. Research on the Quality of Care in Childcare Institutions

This research was conducted in 2006 and 2007 by Save the Children and the Ministry of Social Affairs with the support of UNICEF. It was conducted in six provinces of Nanggroe Aceh Darussalam (NAD), Central Java, North Sulawesi, West Kalimantan, West Nusa Tenggara, and Maluku; including a model institution run by the Ministry of Social Affairs' in Pati, Central Java. The research was aimed at providing a comprehensive description of the quality of care provided in childcare Institutions in Indonesia; providing the evidence and analysis necessary for supporting the development of appropriate and effective policies and standards for children in need of alternative care, as well as providing knowledge and capacity for the main partners in assessing and developing a basis for a regulatory system for childcare institutions.

Some of the key results of the research were:

- a. Childcare Institutions functioned more as institutions that provide access to education for children rather than as a last alternative care option for children who cannot be cared for by their parents or families.
- b. The children living in the institutions generally (90%) still had both parents and were sent to the institutions in order for them to access education.
- c. Based on the institutions' prioritization of access to education, the children generally had to stay until they graduated from high school. They only received general guidance rather than care during their time in the institution.
- d. The institutions' caretakers did not possess adequate knowledge with regards to the situation of children in need of alternative care nor about the kind of care the children should receive.

The research made several recommendations:

- a. The need to develop a policy framework to support children in a family environment (Family Support Services) by providing a range of services for families that are facing challenges.
- b. Regulating institutions that provide care for children by drafting national standards of care, establishing a professional and independent monitoring agency, and by making establishing a data collection system for children in alternative care.
- c. Developing a family-based alternative care system by drafting a legal and policy framework that supports the provision of family-based

care alternatives (through kinship care, fostering and adoption), special assistance and social protection for families that are facing challenges in their care role, as well as an overall review of the government's aid scheme for childcare institutions.

2. Child Led Research

This research was conducted in 2007 by children living in institutional care focusing in their lives in that context. Sixty children from six institutions in West Kalimantan and Maluku became researchers. They were assisted by local and national facilitators using a participatory research framework.

The research results provide a clearer understanding of the situation of children in the institutions, including a description of the children's life inside and outside the institution. The children considered their friends as the upside of their lives, while being apart from their family, the poor quality of food, having to work in the institutions, and the strict rules were identified by them as concerns. They also highlighted the importance of their lives at school. In addition to being the dream of all children involved in the research, education also related to their concerns about the future. Generally, they worried about their situations after they finish high school. The limited support they received in the institution, the lack of close relationships with their family, and the loss of friends in their communities and in the institutions after they leave brought confusion and anxiety.

From the two researches, key points were developed in relation to the institutions' role in supporting the care of children in their families, the provision of alternative family base care as well as the needs of children who are in institutional care. These became the basis for the drafting of the National Standards of Care.

The **National** Standards of Care are designed as a part of the policies to improve the quality of services offered by childcare institutions (Panti Asuhan). These standards are part of the efforts in supporting the transformation of the role of these institutions, making residential care as the last resort in the continuum of alternative care methods. Accordingly, the childcare institutions must function as centers for services for children and their families. Therefore, in order to properly reframe childcare institution as institutions that carry out these functions,

the name used for childcare institutions (Panti Asuhan) was changed into Child Welfare Institutions (**Lembaga Kesejahteraan Sosial Anak- LKSA**). In the context of these standards, any institution or organization that provides care for children, whatever the name it uses, is referred to as a Child Welfare Institution (LKSA).

A change in policy, in particular regarding the rules for the provision of services by the Child Welfare Institutions and other key sub-systems, such as the role of the Office of Social Affairs/Social Authorities (Dinas Sosial), the role of social workers and the communities in supporting the Child Welfare Institutions, needs to be implemented. It is a strategic basis for the implementation of care and protection efforts for children outside of family care. National legislation, both Law No. 4 year 1979 on Child Welfare and Law No. 23 year 2002 on Child Protection, has stressed the importance of children's care by parents and family, but this has not been fully implemented. The increasing numbers of childcare institutions each year shows a great need for awareness-raising to promote family-based care approaches rather than institutional care approaches.

B. PROCESS OF DRAFTING THE STANDARDS

In addition to utilizing the results of the researches, the drafting of the standards also entailed reviewing various documents, as follow:

1. The Convention on the Rights of the Child (CRC), relevant laws and regulations particularly Law No. 4 of 1979 on Child Welfare, Law No. 23 of 2002 on Child Protection, as well as government policies in relation to services provided by childcare institutions and financial assistance to these institutions including through the fuel subsidy compensation scheme (BBM/Bahan Bakar Minyak).
2. Standards of Care for children in institutional care around the world, including England, Scotland, Lesotho, Guyana, Ghana, South Africa, Vietnam, and Timor Leste.

The drafting of the standards began with the development of a draft plan by the drafting team, consisting of three members and a team leader. The members of the drafting team had been involved as researchers in the Quality of Care in Childcare Institutions Research and as facilitators in the Child Led Research. The standards were presented and discussed several times within a Task Group (including managers of childcare institutions and local NGOs as practitioners, academics, and policy makers) and a broader

Reference Group (i.e. the task group plus experts on children's issues, networks of childcare institutions that include heads of institutions, care staffs and managers).

C. OBJECTIVES OF THE STANDARDS

The standards aim to:

1. Fulfilling children's right to receive care in their families.
2. Providing guidance to the Child Welfare Institutions in carrying out their role as the last alternative in the care of children.
3. Developing direct services to support families that face challenges in the care of their children.
4. Supporting family-based alternative care for children through foster care, guardianship, and adoption.
5. Facilitating the competent authorities in developing management systems for Child Welfare Institutions that meet the needs of children and their families, including in making decisions about children's care, issuing authorization to operate for Child Welfare Institutions, as well as monitoring and evaluating the performance of Child Welfare Institutions.

Based on the above objectives, the National Standards of Care contains key regulatory components, as follows:

1. The principles on child's care, including the system for the provision of alternative care.
2. Compliance with of all aspects of children's rights including basic needs, need for care and protection and children's participation.
3. The transformation of Child Welfare Institutions' role into supporting family based care and family-based alternative care.
4. The stages of providing care services for children ranging from referral, assessment, care planning and planning for other services, implementation, termination, and evaluation.
5. The role of care staffs in Child Welfare Institutions.
6. The role of the Social Affairs Office/Social Authorities in supporting the care of children whether in their nuclear family or in an alternative family.
7. The management of services by Child Welfare Institutions including managing the establishment, permit, and accreditation of these institutions.

D. THE UNDERLYING APPROACH OF THE STANDARDS

I. Ecological and Psychosocial Approaches, Strength Perspective, and Protection of Children's Rights

The standards were developed by utilizing ecological and psychosocial approaches, a strength perspective, and principles of child protection. By combining these approaches, the child is positioned as an actor in his/her social environment who is affected by and in turn affects various systems, whether the family, the community, the society or the policies that support the children's life. This position enables the child to be recognized as an individual, to have the opportunity to participate, and to have his/her rights fulfilled as a child in need of protection.

a. Ecological and Psychosocial Approaches

The high number of poor families sending their children to Child Welfare Institutions indicates the lack of an economic system that can support adequately these families. Similarly, the high number of institutions built with no specific attention given to the needs of children's and families, indicates that society has not been fully aware of the importance of family-based care.

In addition, many other factors that hamper the implementation of services, including the limited capacity of carers, the less than optimum performance of the authorities in managing children's care, the lack of professional staff working to support the children and their families, and the lack of integrated mandates among stakeholders in children's care. These weaknesses emphasize the importance of cooperation among various components responsible for children's care, be it the nuclear family, the alternative family, or Child Welfare Institutions.

The ecological approach is based on the synergy of various parties in order to work for the best interest of the child. Based on that idea, the standards were developed taking into account the situations of children and their families, as well as the communities in which they live. Along with that, the responses to the child's and the family's needs have to be adapted to the particular context of the child's and the family's life and background. In addition, support from other parties is needed so that the parents or family can perform their task effectively.

On the other hand, a psychosocial approach allows competent and interested parties to make an accurate assessment of the child and their family. The assessment results are very important in making a decision about children's care and the support that needs to be provided to both the child and their family. Through this approach, the National Standards recommend that the assessment be done on the physical (bio), psychological, social, and spiritual aspects of the child, parents, and other members of the family, as well as the prospective substitute family.

In a concrete way, these approaches are implemented in several aspects, including:

- 1) The awareness that a child has both emotional and psychological ties with his/her family and community. Therefore, the child should be able to preserve these important ties even when he/she has to stay in Child Welfare Institution.
- 2) An assessment of the child and his/her family must be carried out, in order to understand the child's care situation by the parents and the family. Specifically, the ecological approach also provides the basis for a contextual assessment. For example, to understand a particular perspective on children's care and its effect on the child and the family in a specific cultural context.
- 3) The acknowledgment that no child has the same experiences. Children have to be treated as distinct individuals, having different backgrounds and experiences.
- 4) This approach also emphasizes practical aspects, where these standards intended for the child and family have to be of use and advantage in real terms, instead of only considering its compliance with the program of the government or stakeholders as policy makers.

b. Strength Perspective

“All humans, somewhere within, have the urge to be heroic; to transcend circumstances, to develop one's powers, to overcome adversity, to stand up and be counted.” (Dennis Saleebey, 2005)

This approach focuses on the strengths and resources of the child, family, and community in their surroundings. The performance of professional staff is needed only in maximizing these strengths and resources, in order to solve the problems that the child and the family face, as well as to optimize the use of existing resources

around them. Services provided through Child Welfare Institutions that involves professional staff are intended to facilitate and enable the child, family, and community in addressing problems through various resources that become a source of strength/power, to then work together in achieving the expected goals.

In a more concrete way, the approach is implemented through several principles, including:

- 1) The acknowledgement that the child, along with his/her family and community are the true experts of their lives.
- 2) The acknowledgement of the child, family, and community's strengths; therefore, it is necessary to identify those strengths in addition to identifying the problems and needs.
- 3) The recognition of the capacity of the parties who have been living and working with the child as a significant resource. In addition to the acknowledgement of the need for professional expertise of the professionals, training and support should continue to be given to the parties who can act as a resource.
- 4) The acknowledgement that the Child Welfare Institutions have the potential to contribute to the establishment of a system of care that supports family-based care in accordance with children's best interest.

c. The Protection of Children's Rights

Protection of children's rights is the basis of the previous approaches (ecological, psychosocial, and strength perspective approaches). It is also the foundation for all frameworks used in providing services for the child and family.

Four principles in the protection of children's rights on which the present standards are based include:

- 1) No discrimination.** All forms of services related to children's care, either in the family, alternative family, or through the Child Welfare Institutions must be exercised without discrimination of any kind, including in terms of age, sex, race, religion, and culture.
- 2) The child's best interest.** The child's best interest must become a priority in the services carried out by all parties who work towards children's care.
- 3) Sustainability and development.** The efforts to find care solutions for children must be carried out taking into account children's developmental stages and age.

- 4) Participation.** Decisions on children's care must be made by involving the child as much as possible, according to his/her evolving capacity and whenever they are willing.

2. Legal Framework

The National Standards are based on the relevant legislations and policies:

- a. The Convention on the Rights of the Child, the Presidential Decree No 36 (1990) on the Ratification of the Convention by the Indonesian Government.
- b. Law No. 4 of 1979 on Children's Welfare
- c. Law No. 23 of 2003 on Child Protection
- d. Law No. 11 of 2009 on Social Welfare
- e. Regulation of the Minister of Social Affairs of the Republic of Indonesia No. 107/Huk/2009 on the Accreditation of Social Welfare Institutions
- f. Regulation of the Minister of Social Affairs of the Republic of Indonesia No. 108/Huk/2009 on the Certification of Professional Social Workers and Social Welfare Workers

E. STANDARD USERS

The National Standards should be used by the following parties:

1. Service providers in Child Welfare Institution (Heads and managers of these institutions, care and other staffs)

These standards are to be the basis for the provision of services by Child Welfare Institutions Child Welfare Institutions to provide assistance to children and their families, both directly or through alternative care that is professional, in accordance with the needs and best interest of the children.

2. The Social Affairs Authorities/ Social Affairs Offices (Dinas Sosial)

These standards are to serve as a basis for the Social Authorities /Social Affairs Offices to support decision making on children's care and care by their families, especially decisions that require the authorization from the Social Affairs Offices/Social Authorities, such as the placement of a child in alternative family care or in a Child Welfare Institution; in order to assess the proposed establishment of a Child Welfare Institutions, in

approving or terminating operating authorization, and in monitoring and evaluating the performance of Child Welfare Institutions.

3. Children

Children may use these standards to determine the rights and services they should receive, to discuss childcare decisions and the best services for them with their parents/family and staffs from Child Welfare Institutions as the service provider. Children can also use the national standards to report to the authorities whenever their rights are violated or not met.

4. Other stakeholders

Other stakeholders with an interest in decisions about children's care, either on an individual basis or on an organizational basis.

F. COVERAGE OF THE NATIONAL STANDARDS

The National Standards consists of five chapters as follows:

1. Chapter I Introduction
2. Chapter II sets the main principles of alternative care for children which includes children's right to a family, responsibilities and the role of parents and family, prevention from family separation, the continuum of child care, support for the family in its childrearing role, the role of the government, alternative care for children, residential care, assessments of children's care needs, decision making on the placement of a child in alternative care, maintaining the sustainability of the child's education and social-cultural life, and child's involvement in deciding the type care he/she should have.
3. Chapter III sets the standard on how to determine the appropriate response to the children, which include the role of Child Welfare Institutions in providing services for the child and in planning the care method.
4. Chapter IV sets the standards for services that include:
 - a. The preliminary approach and referral acceptance that includes referral, intake, acceptance, preliminary assessment, determining type of services, agreements, referrals to other institutions, and keeping siblings together.
 - b. Care services by Child Welfare Institutions from assessment to implementation of care plan.

- c. Residential based services that include the role as substitute parents, the child’s dignity, child protection, child development, child identity, child relations, child participation, food and clothing, access to education and health, child individual privacy/confidentiality, child schedule management, and child activity/labor in Child Welfare Institutions, rules, discipline, and penalty.
 - d. Care givers and other care service providers, including parents and family, carers, and social workers.
 - e. Evaluation and termination of services and care for the child.
5. Chapter V sets the organizational standards that include the vision, mission, and objectives of Child Welfare Institutions; rules around establishment and operating authorization, the role of the Social Authorities/Affairs Offices, accreditation of Child Welfare Institutions; and facilities.

In order to make these standards more easily understood and implemented, the standards are accompanied by a section about practice that provides further clarifications, examples, and quotations from referenced statutory laws and regulations.

G. DEFINITIONS USED IN THE STANDARD

National Standards of Care	The norms and criteria provided to guide Child Welfare Institutions in the provision of care services for children.
Child Welfare Institutions	Social welfare institutions established by the government, local government, or private and community organizations that provides care services for children.
Child	A person under eighteen (18) years of age, including the unborn.
Children’s Rights	The respective rights of children, specifically detailed in the articles of the Convention on the Right of the Children of the United Nations
The Convention on the Right of the Children (CRC)	A legally and politically binding agreement among various countries that regulate matters related to children’s rights. By ratifying the Convention on the Right of the Child in 1990, the Indonesian government acknowledges and protects the rights of all children under the age of 18.

Intake Contact	The preliminary contact between the children and the service providers in the Child Welfare Institutions, followed by an assessment to provide appropriate intervention.
Assessment	The process to identify: 1) the problems experienced by the child and family in relation to children's care; 2) the preparedness and capacity of prospective substitute parents; 3) the resources that can be utilized to support the child and his/her family.
Care Plan	A plan developed in order to fulfill the child's needs for short-, medium, or long-term care. It is collaboratively prepared by the carers, social workers, parents, and children, as well as other authorities if necessary, in accordance with the result of assessment on the children and their families, as well as other relevant assessments related to the needs of the children.
Intervention	Activities to implement the care plan by providing services to the child in the family or in the environment of a Child Welfare Institution.
Family	The smallest unit in society and shall consist of husband and wife, or husband, wife and child, or father and child, or mother and child, or a family consisting of blood relations in a straight line up to the third degree.
Substitute Family	The substitute family that replaces the role of the nuclear family in providing care for children; consisting of kin, foster family, adoptive family and guardians.
<i>Bullying</i>	Various types of behavior conducted by one or more child (usually intentional) that lead to pain, anxiety, shame, or social exclusion to other children in the form of physical or verbal behavior, as well as destruction or theft.
Child abuse	Anything which individuals, institutions or processes do or fail to do which directly harms children or damages their prospect of safe and healthy development into adulthood.
Service providers in Child Welfare Institutions	The parties involved in implementing care services for the child, consisting of the head of the Child Welfare Institutions, the managers,, care staffs other staffs.

Care Services	Various types of services provided to meet the care needs of children, either in their families or in substitutes families.
Placement	The agreement for a child to live within a certain type of care arrangement, either in the family or in an alternative family or in a Child Welfare Institutions
Placement Review	The process of reviewing the child's placement in temporary care, such as foster care, guardianship, or placement in a Child Welfare Institution.
Alternative Care	The care provided by parties other than the child's core family, due to the family's inability to provide appropriate care for children. This type of care can be performed through fostering, guardianship, or adoption.
Permanency Planning	Permanency planning is the systematic process of carrying out, within a brief time-limited period, a set of goal-directed activities designed to help children live in families that offer continuity of relationships with nurturing parents or care givers and the opportunity to establish lifetime relationships (Maluccio , 1984)
Referral	A mechanism whereby the Child Welfare Institutions makes a referral for the child or family to other competent institutions when facing difficulties or lack of resources in fulfilling the child's care needs.
Supervision	The process of providing administrative, educative, and encouraging support to the social workers performed by a senior social worker who is experienced in working in child services.
Termination	The process of services for the child and the family as the objectives of intervention for the child and family are achieved.
Monitoring/ Evaluation	The activity to get an understanding of the services and processes provided process and review of the implementation of the care plan objectives.

CHAPTER II

KEY PRINCIPLES OF ALTERNATIVE CARE

CHAPTER II

KEY PRINCIPLES OF ALTERNATIVE CARE

A. CHILDREN'S RIGHT TO A FAMILY

1. The child, for the full and harmonious development of his or her personality, should grow up in a family environment, in an atmosphere of happiness, love and understanding (Preamble of the Convention on the Right of the Child)
2. Every child shall be entitled to be brought up by his/her own parents save where there is a valid reason and/or legal provision that requires the separation of the child from his/her parents in the interest of the child. Such separation shall only be used as a last resort (Child Protection Law No. 23/2003 Article 14).

B. RESPONSIBILITY AND ROLE OF PARENTS AND FAMILY

1. Parents shall be responsible and accountable for:
 - a. Caring for, maintaining, educating, and protecting children;
 - b. Ensuring the growth and development of the child in accordance with his/her capabilities, talents and interests; and
 - c. Preventing underage marriage
2. Should the parents be absent, or their whereabouts unknown, or for some other reason be unable to fulfill their obligations and responsibilities, then the obligations and responsibilities as referred to in Section (1) above may be assigned to another family in accordance with the provisions of the laws and regulations in effect. (Child Protection Law No. 23/2002 Article 26)

C. PREVENTION OF FAMILY SEPARATION

1. Prevention of family separation should always be the main objective in the implementation of services for the child, unless there is a valid reason and/or legal decision that determines that separation is in the best interest of the child and is the final consideration.

2. In the context of care, the main objective of social services for children is to improve the capacity of parents and families to carry out their responsibilities towards their children and to prevent separation from family.

D. CONTINUUM OF CARE

1. Children's care is a continuum from family care to care performed by other parties outside the family, referred to as alternative care.
2. If it is determined that care within the family is not possible or not in line with the child's best interest, substitute family-based care through fostering, guardianship, and adoption should be the priority in accordance with the situation and care needs of the child.

E. SUPPORT FOR FAMILY TO CARE FOR THEIR CHILDREN

1. Economic reasons and poverty should not be the main reason for the separation of the child from his/her family and the placement of children in the care of a Child Welfare Institutions.
2. All organizations that carry out social services for vulnerable children, including Child Welfare Institutions, should facilitate assistance towards children's care needs in their families, including financial and psychosocial aid so that the children are not placed in the care of Child Welfare Institutions due to economic reasons.

F. THE ROLE OF THE STATE

1. If child's family does not provide adequate care even when provided with appropriate support, abandons, or relinquishes its responsibility towards that child, the State through the local government authorities or through duly authorized community organizations, is responsible for protecting the child's rights and ensuring that appropriate alternative care is available.
2. The role of the state, through its competent authorities, is to ensure the supervision of the safety, wellbeing and development of any child placed in alternative care, and to conduct reviews on a regular basis of the appropriateness of the care arrangement provided.

G. ALTERNATIVE CARE

1. Alternative care is family based care or residential based care provided by parties outside of the child's immediate family or relatives.
2. Alternative care can be provided through the system of fostering, guardianship or adoption and, as a last resort, through residential care (in a Child Welfare Institution)
3. Alternative care, with the exception of adoption, is temporary in nature, and if, as a result of assessment, the parents or extended family or relatives are considered to be able to care for the child, the child will be returned to their care and responsibility.
4. The objectives of alternative care, including that carried out by Child Welfare Institutions should prioritize the provision of an environment that can fulfill the child's needs for love, attachment, and permanence through a substitute family.
5. Children in need of alternative care are those in the following situations:
 - a. The family does not provide appropriate care even with adequate support, neglects, or overlooks their responsibility towards the child.
 - b. Children who have no family or the whereabouts of their family or relatives is not known.
 - c. Children who are victims of violence, abuse, neglect, or exploitation in order to ensure their safety and well-being, where familial care is evidently against their best interest.
 - d. Children separated from their families due to disaster, either social or natural.

H. RESIDENTIAL CARE IN A CHILD WELFARE INSTITUTION

1. Residential based care in a Child Welfare Institution represents the last alternative of alternative care for children who cannot be raised in the immediate family, extended family, relatives, or in a substitute family.
2. The role of the Child Welfare Institutions is to provide services for children in need of alternative care through:
 - a. Direct support to the family or substitute family.
 - b. The provision of temporary residential care aimed at ensuring the child's safety and wellbeing, and to fulfill the child's need for permanence.

- c. Facilitation and support for substitute family-based alternative care in accordance with the existing laws and regulations.
3. Placement of children in a Child Welfare Institutions
 - a. The placement of a child in a Child Welfare Institution has to be reviewed regularly with the main objective to return the child as soon as possible to their family or to an environment closest to it (extended family or relatives).
 - b. If for the child's best interest he or she cannot be returned to the family or relatives, placement in the Child Welfare Institutions remains a temporary solution while seeking other solutions through substitute family care.
4. Infants and children up to the age five should always be placed in family-based alternative care and only be placed in Child Welfare Institutions for the shortest period of time and as an emergency measure until suitable foster or adoptive parents are identified.

I. ASSESSMENT OF THE CHILD'S CARE NEEDS

Efforts to determine the child's needs for care, either within his/her family or in alternative, are to be carried out in continuous stages, starting from the initial approach, the assessment and planning stages, during the implementation of the care plan, up to evaluation and termination of services.

J. DECISION MAKING FOR CHILD PLACEMENT IN ALTERNATIVE CARE

1. The placement of a child in alternative care should be done through a formal decision in accordance with the regulations together with authorized social authorities and on the basis of an assessment of the needs of the child and his her family
2. All Child Welfare Institutions must have a permit to provide alternative care services in line with the existing laws and regulations.

K. CONTINUITY OF THE CHILD'S EDUCATION AND SOCIO-CULTURAL LIFE

Any decision related to alternative care must consider fully the principle that a child should be placed as close as possible to his/her home environment/

community to enable the continuation of relationships and the possibility of reunification with his/her family as well as to minimize disruptions of his/her educational and socio-cultural life.

L. THE INVOLVEMENT OF THE CHILD IN DECISION MAKING ABOUT CARE

1. The child's opinion of their situation and needs, including about alternative care should be obtained whenever the child can express his/her opinions, according to age and evolving capacity.
2. The child's opinion must be an important consideration in every decision-making and in the context of the review of placement in alternative care.

In Practice

- *The main priority of the Child Welfare Institution is to provide support for the child in the family with the primary aim of improving the family's capacity to care for the child.*
- *The Child Welfare Institution identifies various alternative care options appropriate to the child's needs whilst giving priority to care by other family members including relatives as the first alternative.*
- *The Child Welfare Institution develops individual care plans for the child, which focuses on efforts to reintegrate them within their family, or, if it is determined not to be in the child's best interest, to find and prepare alternative care in a family environment.*
- *If care in the family is determined to be against the child's best interest, the Child Welfare Institutions must refer the case to the Social Authorities, for a decision on the care status of a child who needs alternative care or special protection (Article 27 and 58, Law No. 23 of 2002 on Child Protection).*

LAW NO. 23 OF 2002 ON CHILD PROTECTION

Article 57

Should a child be neglected due to the failure of his/her parents to exercise their responsibilities for some reason, then an institution as referred to in Article 55 hereof, the family or an authorized officer may submit an application to the court for an order declaring the child to be neglected.

Article 58

- (1) An order of the court as referred to in Article 57 herein shall also state the place/institution where the neglected child is to be accommodated and maintained.
 - (2) The government or institution that has been so authorized shall be required to provide places is obliged to provide accommodation as referred to in paragraph (1).
- *All decisions made by a Child Welfare Institution must be based on a comprehensive assessment of the situation of the child, including various problems in relation to child care within the family, potential ways of solving those problems, or how to identify alternative care options in the family, and interventions that may support it.*
 - *The placement of a child in a Child Welfare Institutions should be based on the following considerations:*
 - 1) *On the child's needs for care and protection and the capacity of the institution to respond to these needs.*
 - 2) *On a comprehensive assessment of the family's capacity to provide care, psychologically, socially, and economically.*
 - 3) *Taking into account the child's opinion about the placement according to their age and maturity (Article 12 of the Convention on the Rights of the Child).*

THE CONVENTION ON THE RIGHTS OF THE CHILD

Article 12

- (1) States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.
- (2) For this purpose, the child shall in particular be provided the opportunity to be heard in any judicial and administrative proceedings affecting the child, either directly, or through a representative or an appropriate body, in a manner consistent with the procedural rules of national law.

- *Children with special needs (such as those who experienced abuse and require psychological support, legal assistance, and medical-psychological assistance) must be placed in an institution that has the capacity to provide those needs, including in terms of resources that have adequate competence, facilities needed to respond to the children's needs, their access to services that can respond to various needs, ranging from education, health, etc.*
- *Review of the child's placement in a Child Welfare Institution must be conducted on a regular basis and based on:*
 - 1) *The determination of the child's status legally. Children who need alternative care are under the responsibility of the state directly, so they are connected directly and legally to the state. The Child Welfare Institution's authority and responsibility for the child is only related to their daily care, not confer full legal responsibility.*
 - 2) *Parents/guardian must be made aware of and agree on all decisions regarding the child's placement in care, including in temporary care, with the exception of cases that conflict with the child's best interest, that are to be legally determined by the court in collaboration with the social authorities (Article 30-32 and Article 57-58 of Child Protection Law No. 23 Of 2002).*

LAW NO. 23 OF 2002 ON CHILD PROTECTION

Article 30

- (1) Should parents as referred to in Article 26 herein neglect their obligations, then supervisory measures may be put in place or parental rights may be revoked.
- (2) In order for supervisory measures to be put in place or parental rights to be revoked as referred to in Section (1) above, a ruling of the court shall be required.

Article 31

- (1) One of the parents, a blood sibling or a family member of up to the third degree may submit an application to the court for a ruling on the revocation of parental rights or the putting in place of supervisory measures should there be sufficient grounds for this.
- (2) Should one of the parents, a blood sibling or a family member of up to the third degree not be able to lodge an application as referred to in Section (1) above, then an authorized official or institution may do so.
- (3) An order of the court as referred to in Section (1) above may appoint an individual or a government/community institution to act as guardian for the child in question.

- (4) An individual who is to serve as the guardian of a child as referred to in Section (3) above must be of the same religion as the child.

Article 32

An order of the court as referred to in Article 31 (3) herein shall, at the minimum, provide for the following:

- a. There shall be no severance of relations between the child and his/her natural parents;
- b. The child's parents shall continue to be required to pay for the upkeep of the child; and
- c. The period of time during which parental rights shall be revoked.

CHAPTER III

STANDARDS TO DETERMINE THE APPROPRIATE RESPONSE FOR CHILDREN

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STANDARDS TO DETERMINE THE APPROPRIATE RESPONSE FOR CHILDREN

A. STANDARDS ON THE ROLE OF CHILD WELFARE INSTITUTIONS IN DELIVERING SERVICES FOR CHILDREN

1. The Role of the Child Welfare Institutions

- a. The role of Child Welfare Institutions is to support the care of children within their families and to provide services for children in need of alternative care.
- b. The placement of a child in the Child Welfare Institution is a last resort in the provision of alternative care services for children not able to be raised in their immediate family, extended family, or substitute family.

In Practice

The Child Welfare Institution first explores the availability and preparedness/capacity of the existing family to care for the child to make sure that there is no immediate family, extended family or substitute family that can function as care givers before taking a decision to care for the child in the institution.

2. Prevention from separation

- a. Child Welfare Institutions must carry out preventive measures so that the child is not separated from his or her family or needs to be placed in residential care.
- b. The Child Welfare Institutions should facilitate financial or psychosocial support for the child in the family or to develop access and make referrals to other organisations that provide services to vulnerable families.

In Practice

- *The Child Welfare Institution identifies the families who have difficulties in caring for their children, the problems they face, and the type of assistance to be provided/ facilitated by the Institution.*
- *The Child Welfare Institution facilitates access to financial support whenever there are indications that a family is facing financial difficulties.*
- *The Child Welfare Institution facilitates psychosocial support with the help from social workers whenever there are indications that the family is facing psychosocial difficulties.*
- *The Child Welfare Institution makes referrals based on proper procedures, including identifying the appropriate organization and providing accurate information for the families and children on the services that they are going to receive.*

3. The role of receiving referrals

Child Welfare Institutions should receive referrals for children in need of alternative care but should not proactively recruit children in communities that do not require alternative care.

In Practice

- *The Child Welfare Institution does not carry out outreach activities with the specific goal of looking for children to be placed in the Institutions without considering their actual needs for alternative care.*
- *Outreach activities can be carried out by the Institution in order to identify children in need of alternative care.*
- *The Child Welfare Institution receives referrals by the Social Authorities, the Child Protection agencies, Non-Governmental Organizations or other parties that deem a child need to be placed in the institution for their best interest.*
- *Any child so referred should only stay in the Child Welfare Institution temporarily, until the Institution develops a more permanent care plan.*

4. Responses based on accurate assessments

- a. Child Welfare Institutions should carry out a thorough assessment of each child referred to the Institution in order to understand the issues faced by the child and the situation of the family as well as identify the possible solutions.

- b. The assessment should be carried out by social workers who support the work of the institutions in collaboration with the Office of Social Affairs or the authority mandated to work on social issues.

In Practice

- *Child assessments include the following aspects: the child's identity, the family background, the child's physical, emotional and social conditions, as well as any need for alternative care (care issues, problems related to the protection of children from violence, parties that can be expected to care for the children.*
- *Assessment of the family conditions includes family challenges in providing care and resources that can be accessed to help solve family problems, including relatives who can provide alternative care, as well as assessment of the child being placed in the Child Welfare Institution as a last resort.*
- *Following the assessment, children and families together with the Child Welfare Institution's officers decide on the most suitable services to meet the child's care needs.*

5. Responding to children's care needs

- a. If the primary issue faced by the family is the child's care, the Child Welfare Institution must perform an assessment to clearly identify what the main challenge experienced by the family in caring for the child.
- b. If the primary issue faced by the family is a lack of capacity or willingness to care for the child, the Child Welfare Institution needs to work towards improving the family's capacity through family-based services to strengthen the family's care capacity and functioning.
- c. If the child's return to the immediate family is not possible or is against the child's best interest, the Child Welfare Institution must identify a carer from the extended family who can provide care for the child.
- d. If care in the extended family is not possible, the Child Welfare Institution must cooperate with the Office of Social Affairs/Social Authorities to consider and identify the possibility of substitute family-based care through foster parents/family, guardianship or adoption.

- e. If the child's care needs cannot be fulfilled by the family, extended family or relatives, the Child Welfare Institution can become a last resort to provide emergency, short-term, or long-term care services.

In Practice

- *The Child Welfare Institution carries out an assessment of the family's situation that hinders the provision of care for the child, such as the relationship between parents and the child, family childcare pattern, the parents' unwillingness to provide care, and the relationship between the immediate family and the extended family.*
- *The Child Welfare Institution provides support to overcome care problems, such as assistance to strengthen effective relationships in the family, guiding and supporting child development.*
- *The Child Welfare Institution provides or facilitates/cooperates with other parties to give direct services to the family or familial group.*
- *The Child Welfare Institution identifies the presence, desire, and capacity of the extended family, relatives, or community members who can perform care functions.*
- *The Child Welfare Institution provides support to improve childcare function for the extended family, relatives, and community members that can perform care function.*

6. Responding to children's needs for special protection

- a. If the primary issue faced by the child is special protection including neglect, abuse, or exploitation, the Child Welfare Institution must immediately refer the case to the institutions that are authorized (Office of Social Affairs/Social Authorities) to determine the necessary interventions for the child's protection.
- b. In such cases, the placement of child in the Child Welfare Institution is only temporary as approved by relevant authorities and aims at ensuring the child's safety and welfare while handling the issue of protection and identifying a long-term solution.

In Practice

- *The Child Welfare Institution assesses the financial problems that hinder the care of the child in the family.*
- *The Child Welfare Institution provides economic assistance to the family. It can be in the form of financial assistance or family economic empowerment if feasible, or provide by providing access and referring the family to organizations that provide economic empowerment services for families.*

7. Responding to economic needs

Where the primary issue faced by the family is financial inability, the Child Welfare Institutions should provide support for the child in the family through financial assistance or economic empowerment of the family, or support the family in accessing existing social aid programs.

In Practice

- *The Child Welfare Institution assesses the child's case to determine the type of protection intervention required.*
- *The Child Welfare Institution identifies appropriate organizations for referral and together with the Social Authorities determines the organization to which the case will be referred for managing the response.*
- *The Child Welfare Institution, working together with the referral organization, formulates an agreement on the services and guarantees for the child's security.*

8. Responding to educational needs

- a. If the primary issue faced by the family is access to education, Child Welfare Institutions should facilitate access to education through providing support for tuition costs, school supplies, and transportation.
- b. Child Welfare Institutions must prevent the placement of children in their Institutions for the purpose of accessing education.

In Practice

- *The Child Welfare Institution assesses the child's need for access to education.*
- *The Child Welfare Institution supports the child's access to education through the family in the form of tuition, school supplies, and transportation, for children whose families cannot afford the costs of education.*
- *In cases where this is not feasible, the Child Welfare Institution facilitates access and referrals to other parties able to provide educational support and assistance to vulnerable families through central government and local government programs.*

B. STANDARDS IN CARE PLANNING

1. Care Planning

The Child Welfare Institutions must develop a care plan for every child ranging from family based care to alternative care whether for the purpose of emergency, short-term, or long-term care.

In Practice

- *A care plan is not intended only for the placement of a child and the implementation of care services within the Child Welfare Institution but it is intended to set out a plan for the care of children in the context of the emergency, as well as short and long-terms and whether the child is placed in the immediate family or in an alternative family.*
- *The care plan is developed by the care staff with the support of social workers with the objective of returning the child to a more permanent care situation, , either in the family or in alternative family environment.*

2. Emergency Care

Child Welfare institutions should provide emergency care (up to a maximum of one month) for children in need of temporary protection, in collaboration with the Office of Social Affairs/Social Authorities while longer-term care in a family environment is being sought.

In Practice

- *Emergency care is a type of care provided for a short term period of time for children in emergency situations (such as victims of child abuse, children brought to the Child Welfare Institutions by someone who is not their families, separated children, children with no family identified, or whose family is in a state of stress), while awaiting the result of assessment and its follow up, or referral to the competent authorities (Office of Social Affairs).*
- *Emergency care needs to be carried out by identifying the special protection required by the child, placing a specific carer or social worker to facilitate the support and involving the local authority (Office of Social Affairs).*
- *In a situation where a ChildWelfare Institution cannot provide the services needed by the child, the Institution must make a referral for the child to competent authorities (Office of Social Affairs) or other organization that possesses the capacity to provide the services required by the child under the supervision of the Social authorities.*
- *Especially for babies and infants, emergency care must be carried out by first seeking the availability of foster parents due to the particular risks and impacts on a baby who is not cared in a family environment.*

3. Short-term care

Child Welfare institutions should provide temporary or short-term care (1 to 18 months) for children in need of alternative care, while preparing for the child's long-term care within the family or in a substitute family (foster parents).

In Practice

The Child Welfare Institution provides short-term care for children in cases where the capacity of their family to care for them can still be strengthened. The return of children to the care of their families should be the first alternative.

4. Longer-term care

Child Welfare Institutions should provide longer-term care for children who, based on the assessment conducted by social workers, cannot be cared for by their family or relatives, while seeking a more permanent care solution within a substitute family through fostering, guardianship, or adoption.

In Practice

Longer-term care is provided when assessment results clearly show that care in the family is not an option or a court has determined that parents cannot regain care responsibility for their child.

5. Transition to a more permanent care situation

Care in a Child Welfare Institution should only constitute a transition in the planning of a more permanent care situation, in which the child is provided accommodation and gets access to services while awaiting a longer term care situation that is family-based.

CHAPTER IV

**STANDARDS
FOR CARE SERVICES**

CHAPTER IV

STANDARDS FOR CARE SERVICES

A. STANDARDS RELATING TO INITIAL APPROACH AND REFERRAL ACCEPTANCE

1. Initial Approach

The initial approach is the first stage of assessing the needs of the child and his/her family in relation to care, in relation to services available in the community or in a Child Welfare Institution.

2. Referral acceptance

The initial contact between the child and/or the family and the Child Welfare Institutions can be done through:

- a. Referral from family and relatives
- b. Referral from members of the community
- c. Referral from the authorities, such as the police, the Social Protection Home for Children and the Office of Social Affairs/Social Authorities
- d. Referral from organizations that provide services to children, such as Child Protection Committees (LPA), Non-Governmental Organizations (NGOs), schools, and local health centers (Posyandu).
- e. Children and families themselves

In Practice

- *The Child Welfare Institution does not recruit children directly to be placed in the care of the Institution. Outreach by the Child Welfare Institution to the community is only done in an effort to support family based care and child protection, the socialization of services provided by the Child Welfare Institution and to support the Office of Social Affairs/Social authorities in identifying children who need assistance.*
- *Social workers record all of the children's referral process including the parties who refer a child, details of the child's legal guardian, reasons for referring a child, and the chronology of case/problem identified by the referrer.*

3. The Initial assessment

- a. The initial assessment is a process that Child Welfare Institutions must carry out to:

- 1) Identifying the needs of the child and his/her family for services, including the potential for the child to continue to be cared for by the family or the need for alternative care.
- 2) Collecting key data on the child and his/her family as a basis for determining appropriate services for the child and family.

In Practice

- *Aspects covered in the assessment of the child and family include:*
 - 1) *Child development (physical, psychological, and social), the child's experiences, including any history of abuse or other protection issues (neglect, economic exploitation) which must become part of the care planning process and the recoding of child's case history*
 - 2) *Family care situation includes the relationship between parents and child, the relationship between siblings, childcare pattern in the family, the parents' willingness or unwillingness to care for the child, and the relationship between the immediate family and the extended family.*
- *The Child Welfare Institution identifies the persons with the potential to act as a substitute family.*
- *The Child Welfare Institution performs an assessment of the situation of the potential substitute family, including economic and psychosocial conditions as well as their preparedness to become a substitute family.*
- *If there is no possibility of placing the child in alternative care among the relatives, the Child Welfare Institution assesses community members to identify the availability of a potential substitute family.*
- *Based on the assessment results of the relatives and the community, the Child Welfare Institution (together with the child and the family) considers and identifies the most appropriate type of alternative care to fulfill the child's needs*

4. Determination about service provision

- a. Child Welfare Institutions, together with the child and his/her family, must determine what services are needed by them based on the preliminary assessment.
- b. Based on the assessment results, the child may become a client of the Child Welfare Institution while remaining in the family, while placed in a substitute family or being placed under the care of the Child Welfare Institution.

In Practice

- *When, as a result of the assessment, it is determined that the child can remain with his/her family, the Child Welfare Institution should provide follow up services in accordance with the needs of the child and his/her family.*
- *The child and family who receive residential based services from the Child Welfare Institution are those in need of alternative care, either short-term, medium-term, or longer-term because the immediate family or relatives can no longer provide care and there is no foster family available in the community.*
- *The decision to place a child under the care of a Child Welfare Institution must be based on:*
 - 1) *The results of the assessment of the problems experienced by the child and family, the services available, and the fact that child and family fulfill the criteria to receive care services in a Child Welfare Institution.*
 - 2) *Consideration should be given as to whether the child and family can receive the services they need or whether they should be referred to other parties (family or other institutions) if resources within the Child Welfare Institution are not adequate to meet the needs of the child and his/her family.*
- *Preparation of the child and his/her family to become recipients of services and reaching an agreement with them on services.*

5. Agreement

- a. For all services to be received by the child and his/her family there needs to be an agreement that involves the child, the parents/guardian, and the Child Welfare Institution.
- b. In cases where the whereabouts of the child's parents are unknown, the agreement must involve the Office of Social Affairs/Social Authorities.

In Practice

- The Child Welfare Institution must identify the parties that need to approve the child's placement under the care of the Institution in order to ensure that they remain fully responsible for the child while he/she is living in the Child Welfare Institution.
- *If the child is referred to by parties (individuals) or service providers that have no legal responsibility for the child, or if the whereabouts of the parents are unknown, the Child Welfare Institution with the help of social workers and the Social Authorities must make all efforts to search for and trace the child's parents, family, or relatives.*
- *If the search and tracing does not succeed in finding the child's parents, family, or relatives, the Office of Social Affairs/Social Authority will be the party responsible for agreeing to the child's placement in the Child Welfare Institutions until a more permanent care arrangement for the child in a substitute family can be identified.*
- *The decision to assert that the child does not have parents, family, and relatives and that parental responsibility will be transferred to a substitute family must be based on a court decision, in accordance with Article 57 of Law No. 23 of 2002 on Child Protection.*

- c. If the results of the assessment indicate that the child needs to stay in a Child Welfare Institution, the child's placement in the institution should be done on the basis of an agreement that involves the child, parents/guardian, and the Child Welfare Institution's manager or the Office of Social Affairs/Social Authorities if the whereabouts of the child's family is not known.
- d. The agreement to place a child in a Child Welfare Institution must include statement that explains the period of placement, the child's rights and the respective responsibilities and roles of the Child Welfare Institution and the family.

In Practice

- *The signing of the agreement must be preceded by an explanation to the parents/guardian with regards to the role of the Child Welfare Institution in providing alternative care, including the continuous review of the situation of the child and the family so that the child can return to family care as soon as possible.*
- *The review of the situation and condition of the child and his/her family is conducted by professional social workers.*
- *Care in a Child Welfare Institution is temporary in nature, so that the child has to be returned to the care of his/her family as soon as the situation allows, unless the assessment results indicate that the return will threaten the child's safety and security. The child's return must be under the supervision of the Social Services.*
- *Parents remains the primary party responsible for the care of children and the Child Welfare Institution must involve them while the child is under the care of the Institution, including by providing the child with the opportunity to always maintain the relationship with his/her family while living in the Institution.*

The rights and obligations of parents/guardian include:

- 1) Obtaining information about the child's development while in the care of the Child Welfare Institution.*
 - 2) Participating in making decisions related to the child's life.*
 - 3) Receive the child back in the care of the family, if the review determines that the family is ready and capable.*
- *While living in the Child Welfare Institution, the child has the right and obligation to:*
 - 1) Obtain information about the purpose of his/her placement under the care of the Child Welfare Institution, the duration of his/her stays in the Institution, the result of placement review, and the possibility of return to his/her family.*
 - 2) Receive care and support for daily needs (food, healthcare, education, etc.).*
 - 3) Participate in all decisions concerning him or her. The child's agreement should be sought in accordance with Article 23 and 56 of Law No. 23/2002 on Child Protection regarding providing children with the opportunity to participate according to their age and maturity in relation to all aspects of their care.*
 - 4) Share in the responsibility to perform activities in the Child Welfare Institution (such as religious activities, cleaning the bedroom) according to their capacity.*

Law No. 23 of 2002 on Child Protection

Article 23

- (1) The state and the government shall guarantee the protection, upkeep and well being of children having regard to the rights of parents, guardians and other person responsible for the care of a child under the law.
- (2) The state and the government shall oversee the protection of children.

Article 56

- 1) In performing its duties of maintenance and upkeep, the government shall make efforts to ensure that a child can:
 - a. Participate;
 - b. Express his/her views and thoughts in accordance with his/her conscience and religious beliefs;
 - c. Receive both oral and written information in accordance with his/her age and development;
 - d. Organize and associate;
 - e. Have sufficient time to rest, play, have recreation, express his/her creativity, and engage in artistic expression; and
 - f. Have play facilities that meet health and safety requirements.
 - (2) The efforts referred to in Section (1) above shall be adjusted to take account of the child's age, capabilities and environment so that the child's development is not hampered or otherwise interfered with.
- *The obligations of Child Welfare Institutions are as follow:*
 - 1) *Child Welfare Institutions are responsible for providing full care under the supervision of the Office of Social Affairs for children referred to by individuals/ organizations without mandate from the child's parents/extended family/ relatives or for children whose parents/family's whereabouts is unknown until a solution is found for a more permanent placement.*
 - 2) *Child Welfare Institutions are obliged to support and facilitate the child's relationship with the parents/family.*
 - 3) *Child Welfare Institutions are obliged to communicate any development in the child's care situation, including when he/she is ill, punished, or when his/her care/services are terminated for any reason, as well as share plans for termination to prepare both the child and the family.*
 - 4) *Child Welfare Institutions are required to prepare the children who, according to the assessment results, will be returned to their families or other permanent forms of care.*

- 5) *Child Welfare Institutions are obliged to protect the child and ensure his/her welfare while in the care of the Institutions.*
 - 6) *Child Welfare Institutions are obliged to comply with the agreement approved by the parents/guardian and the child.*
- *The Office of Social Affairs is also responsible to sign the agreement for the child's placement in a Child Welfare Institution and to monitor how the institution provides care.*

6. Referral to other instances

- a. If the services available at a Child Welfare Institution cannot fulfill the needs of the child and his/her family, the Institution must refer the child to a Child Welfare Institution or other type of institution that is more appropriate.
- b. If it is identified that the child needs special protection, the Office of Social Affairs/Social Authorities should appoint a professional social worker to determine the special support required.

In Practice

- *The Child Welfare Institution, represented by a care staff or social worker, must provide an explanation about the referred institution that will help meet the child's needs.*
- *The Child Welfare Institution must make contact with the referred institution and refer the child in writing, including delivering the preliminary assessment results to the said institution.*

7. Keeping siblings together

Child Welfare Institutions should ensure that siblings are not separated, as long as it does not conflict with the children's best interest.

B. STANDARDS FOR CARE SERVICES BY CHILD WELFARE INSTITUTIONS

I. Assessment and Care Plan

a. Follow-up assessment

Child Welfare Institutions must carry out a follow-up assessment for each child and his/her family respective children and their families after the agreement on the services to be received by the children and their families is agreed upon.

In Practice

- Follow-up assessment is aimed at complementing the initial assessment so that the *Child Welfare Institution* can get a full picture of the condition of the child and family, especially on the complexity of care problems experienced by the child and his/her family as well as identifying potential available support from the extended family/relatives or other forms of support that can be used to address care issues.
- The focus of the follow-up assessment on parents is to acquire a clearer description of the care provided the child's parents/family/relatives, the capacity of parental care, including the parent's awareness and desire to provide optimal care in accordance with the child's needs.
- The focus of the follow-up assessment on the child is to acquire a more detailed description of the child's psychosocial condition in relation to his/her needs for care, including whether the child has faced protection issues.

b. The care plan

- 1) The care plan should be based on the results of the follow-up assessment and will be the basis to determine the best care solution for each of the case individually.
- 2) A care plan for each child must be formulated with the aim at:
 - a) Addressing major issues that directly hinder the care of parents/family or relatives
 - b) Addressing issues experienced by the child due to a failure to fulfill the child's care needs as the result of parents' inability
 - c) Identifying alternative care solutions for children outside of

the family if necessary, through fostering, guardianship, or adoption, if family care is not an option or is not of the child's best interest.

- 3) Care planning must be a dynamic and gradual process in accordance with the development achieved by the child and his/her family, and must aim to meet the child's care needs of an emergency, short-term, medium-term, and longer-term basis.

2. Implementation of the care Plan

a. Services for children in the family

Services for the child and his/her family can be provided through support for the child's care in the family; support for care in a substitute family or in the Institution if the child must be placed in the Institution.

b. Support for care in the family

- 1) Child Welfare Institutions must prevent the child from being separated from the family and must seek reunification with the family as soon as possible for children who are already placed under the care of a Child Welfare Institution.
- 2) Child Welfare Institutions must strengthen the family and the surrounding community in order to prepare for the child's return and keep providing the support needed to improve the family's care capacity.
- 3) Support for the family may be provided through psychosocial and economic assistance, as well as creating access and referrals to various sources of support available for vulnerable families.

In Practice

- *If access to education is identified as the main issue experienced by the family, the Child Welfare Institution must provide or facilitate access to education. It can be done, for example, by providing scholarships, or fulfilling other educational expenses such as transport, examination fees, school uniforms, and other school needs including the support of the child's learning process by providing extra lessons or mentoring.*
- *If financial capacity is the main issue experienced by the family, the Child Welfare Institution should support the child in the family by providing or facilitating financial assistance, economic empowerment, or enabling the family to access available social aid programs. For example, by facilitating the family to receive micro credit or other forms of social security provided for the poor.*
- *If care is the main issue, the assessment must clearly identify the fundamental constraints that the family faces in caring for the child.*
- *If it is identified that the family does not have the capacity or will to care for the child, the Child Welfare Institution must support the capacity of the family to care through family-based services in order to improve the family functions and the parents' role. If it is not possible because it is against the child's best interest, the Child Welfare Institution should identify another caregiver in the child's extended family who can provide him/her with care and support.*
- *If care in the extended family is not possible or not desired by the child, the Child Welfare Institution must work together with the Office of Social Affairs to consider and identify alternative family based care either through fostering, guardianship, or adoption.*
- *If child protection concerns are identified in a particular case, the Child Welfare Institution must refer the case to the Office of Social Affairs in order to determine the protection to be provided for the child. Placement in a Child Welfare Institution in this context must be temporary in nature and approved by the Office of Social Affairs, and be aimed at ensuring the child's safety and well-being, while addressing the protection concerns and identifying a long-term solution.*

c. Support for care in a substitute family

- 1) Child Welfare Institutions must cooperate with Office of Social Affairs/Social authorities to identify a substitute family that can provide care through fostering, guardianship, or adoption.
- 2) The Office of Social Affairs/Social Authorities must perform their mandate and fulfill their responsibility to identify, assess, make social reports, and monitor the child who is placed in a foster family, with guardian, or in an adopted family.
- 3) Child Welfare Institutions must support the Office of Social Affairs/Social Authorities in the process of identifying candidates for foster and adoptive parents as well as matching the prospective families with the child to ensure that the child is placed according to his/her wishes and best interest.
- 4) The decision about and transfer of the child 's care to a foster family, guardian, or adoptive family must be conducted by the authorized Social Authorities in accordance with the relevant laws.

In Practice

The Office of Social Affairs/Social Authority is in charge and responsible for:

- *Establishing written criteria for substitute family, both foster and adoptive, and criteria for children eligible to be cared for or adopted in accordance with the existing regulations (see Government Regulation No. 54 of 2007 on the Implementation of Child Adoption)*
- *The criteria for prospective foster family to be considered are: prospective parents display closeness to the child, understand that fostering is temporary, and agree on making a written statement of their readiness to return the child to his/her original family (nuclear family, extended family, and relatives).*
- *The Office of Social Affairs/Social Authority identifies a prospective substitute family including through involving Child Welfare Institutions that have had the opportunity and interaction with the surrounding neighborhood.*
- *The Office of Social Affairs/Social Authority with the support of the Child Welfare Institution carries out an assessment of the prospective substitute family's situation in order to understand their psychosocial and economic conditions as well as preparedness to become a substitute family.*
- *The Office of Social Affairs/Social Authority arranges the mechanism for the transfer of the child into the care of the foster or adoptive family that includes:*
 - 1) *Connecting the child to the prospective substitute family that will receive the care transfer.*
 - 2) *Drafting a written agreement between the child and substitute family, on the care responsibilities of the substitute family, the role of foster/adoptive parents, and monitoring by the Office of Social Affairs/Social Authority.*
- *Specifically in relation the transfer of care through adoption, the Office of Social Affairs/Social Authority works together with the organization or the Child Welfare Institution that are licensed to carry out the adoption process.*
- *The Office of Social Affairs/Social Authority appoints social worker or care staff from the Child Welfare Institution who is competent to monitor the situation of the child and his/her substitute family after transfer of custody.*
- *The Office of Social Affairs/Social Authority establishes a monitoring mechanism that articulates the duties of the social worker, schedules and findings from the monitoring reports.*

d. Fostering

Care through fostering is temporary in nature, whereby should be returned to the family, extended family, or relatives as soon as possible, if the assessment results show that they are capable of providing appropriate care or if the child has been provided with a more permanent care arrangement.

In Practice

- *Before the transfer of custody, the Office of Social Affairs/Social Authority should appoint a competent social worker or staff from a Child Welfare Institution to prepare the child and foster family and give an understanding that the care arrangement is temporary, and that any point the child may return to the original family (immediate family, extended family, relatives).*
- *Following the transfer of custody, a competent social worker or staff from a Child Care Institution is appointed by the Office of Social Affairs/Social Authority to monitor the situation of the child's and his/her substitute family.*
- *In addition to monitoring the situation of the child and his/her substitute family, the social worker/staff from the Child Welfare Institution together with the Office of Social Affairs/Social Authority should provide psychosocial reinforcement to the foster family to overcome potential challenges in the care process.*
- *The Child Welfare Institution's staff or social worker informs the original family (immediate family, extended family, relatives) if the assessment results determine that they are ready to accept the child back into their care.*
- *The social worker facilitates a process with the foster family and the child towards family reunification so in order to avoid psychological impacts to the child or the family.*

e. Guardianship

Care of a child through guardianship is temporary in nature, whereby the child's custody is **legally transferred to someone appointed by the court in accordance with relevant articles of Law No. 23** of 2002 on Child Protection.

f. Adoption

The care of a child through adoption is permanent, whereby the child's custody is transferred permanently and legally to the adoptive family as stipulated in Government Regulation No. 54 of 2007 on the Implementation of Adoption.

In Practice

- *The Office of Social Affairs/Social Authority identifies the prospective adoptive family and the organization that has a license to process adoptions, to conduct an adoption process in accordance with the mechanism regulated under Government Regulation No. 54 of 2007 on the Implementation of Adoption.*
- *The Office of Social Affairs/Social Authority with the help of the organization licensed to process adoptions carries out a comprehensive assessment of the situation of the prospective adoptive family. The assessment is aimed at understanding the social, economic, psychological, and health situations of the prospective adoptive parents as well as ensuring that the family is eligible to adopt a child.*
- *The adoption process is done in accordance with the procedures regulated under the law.*
- *In order to ensure the child's security, safety, and health with the adoptive family, the Office of Social Affairs/Social Authority monitors the situation of the child in his/her adoptive family.*

C. STANDARDS FOR RESIDENTIAL CARE SERVICES FOR CHILDREN

1. Care services in the Child Welfare Institution

When a child cannot receive care in his/her family, with relatives, or in a substitute family, the last alternative is care in the Child Welfare Institution.

2. Role as the substitute parent

- a. The Child Welfare Institution must play the role of a temporary substitute parent for the children in their care, and is responsible to fulfill their rights.
- b. The Child Welfare Institution must understand that all aspects of children's rights are indivisible and the fulfillment of the rights must be implemented comprehensively.

In Practice

- *The Child Welfare Institution's manager must understand that even though the children are placed under the institution's care, the children's rights must be fulfilled.*
- *The fulfillment of children's rights must involve the children and parents in order to ensure that the services of the Child Welfare Institution in relation to these rights are in accordance with the child's needs and with his/her agreement.*
- *The child's rights include the right to protection (in relation to the child's dignity and protection from violence), the right to development (to support the child's personality development, to facilitate the relationship between the child and his/her family and other parties in a positive way, and to enroll the child into school), the right to participation (to listen to, consider and implement the child's opinions and choices), and the right to life (to fulfill the child's basic needs including food and safe facilities).*

3. The child's dignity as a human being

- a. Each child must be acknowledged, treated, and recognized as a whole individual, who has unique characteristics, opinion, choice, capacity, and abilities.
- b. Each child's dignity as a human being must be respected.
- c. Child Welfare Institutions must ensure that the child is protected from all forms of maltreatment, including words and punishment, which may humiliate or demean them.
- d. The Child Welfare Institutions must ensure that each child is protected from all forms of discrimination, including based on gender, social status, ethnicity, culture, religion, or disability, whether from adults or peers.

In Practice

- *The Child Welfare Institution ensures that the staff and carers respect each child's opinion, choice, abilities, and capacity indicated in various decisions made by the Child Welfare Institution, as well as the staff's treatment towards the child, and the staff's and carers' performance in providing care services to the child.*
- *The Child Welfare Institution makes regulations that prohibit all acts, including words and names that may humiliate, offense, or insult the child.*
- *The Child Welfare Institution prohibits all forms of discrimination committed by adults and peers on the basis of gender, age, social status, ethnicity, culture, religion, or disability.*
- *The rules and the application of discipline in the Child Welfare Institution must be conducted in order to support positive behavior and respect for others.*
- *The Child Welfare Institution must bring sanctions against any party that acts in a way that is considered insulting or degrading to the child.*
- *The Child Welfare Institution must enforce administrative sanctions to those who were found to have committed discrimination.*

4. Child protection

a. Protection from all forms of violence and the use of corporal punishment

- 1) Child Welfare Institutions must prohibit the use of all forms of violence and corporal punishment for any reason including to enforce discipline.
- 2) Child Welfare Institutions must have written policies and procedures to prevent, report, and respond to all acts of violence against children, which must be disseminated to all managers, staff, and volunteers who work with or have contact with the child, as well as to children.
- 3) In preventing and responding to violence, Child Welfare Institutions must pay special attention to specific issues relating to age, gender, and disability.

In Practice

- *The Child Welfare Institution formulates policies and procedures to prevent, report, and respond to all acts of violence on children and disseminate these to all caretakers, staff, and volunteers who work with or have contact with the child, and to the child.*
- *The responsible officer in the Child Welfare Institution (for example, the head of the institution appointed with the agreement of the Office of Social Affairs/Social Authority) applies the procedures established by the Office of Social Affairs/Social Authority to address cases of violence experienced by the child.*

b. Reporting mechanism

- 1) Child Welfare Institutions must provide a secure and confidential reporting mechanism that allows the child to report violence or inappropriate behavior to the authorities.
- 2) The child must be provided with information and explanation on how they can use the mechanism to report suspicions or cases that they have experienced, seen, or heard to the relevant authorities.

In Practice

- *Carers working with the children determine the suitable mechanism in identifying and reporting cases of violence between them. It can be done for example by:*
 - 1) *Supporting each occupant of the room/cottage to discuss and identify various issues that may lead to conflict at least once a month on a regular basis.*
 - 2) *Providing opportunities for the child to discuss various issues they are concerned or worried about in the Child Welfare Institution, their daily life, or at school and in the society, both individually or with the carers, or in groups.*
- *The Child Welfare Institution's managers teach the children how to use the mechanism to report cases that they have experienced, seen, or heard to the relevant authorities including the Ministry of Social Affairs, the local Office of Social Affairs/Social Authority, and law enforcement officials in cases of violations of the criminal law.*

c. Capacity of managers, staff, and volunteers to respond to violence

- 1) Child Welfare Institutions must ensure that every manager, staff, and volunteer does not have a criminal record, history of violence or inappropriate behavior towards children.
- 2) Child Welfare Institutions must ensure that every manager, staff, and volunteer receives training, communication, information, and other educational measures to prevent and provide effective response to violence.
- 3) Reviews of the performance of managers, staff, and volunteers must be carried out by observing their capacity to work properly and adequately with the child, including considering feedback from the child during the review process.

In Practice

- *The Child Welfare Institution must ensure that anyone working for the institution, including volunteers, who have a record of violence against children, shall not be recruited.*
- *Once a staff has been formally recruited by the Child Welfare Institution, he/she must undergo a training on child care and child protection, the stages of child development, child care practices, including being an effective parent, giving positive discipline, as well as preventing and responding to violence against children.*
- *Every six months there should be a review of the performance of staff and volunteers that involves the children and respond to the children's considerations/opinions about the results of the review.*

d. Procedures for disciplinary sanctions

- 1) Procedures for the application of discipline must be conducted for the managers, staff, and volunteers of the Child Welfare Institutions who are reported to have used violence towards a child, including taking a temporary leave during the investigation if necessary in order to ensure protection for the child.
- 2) Any suspicion or case should be recorded and reported to the Office of Social Affairs/Social Authority, and if the case is classified

as a violation of the criminal law it should be reported to the police and the Ministry of Social Affairs.

- 3) If the managers staff, or volunteers are proved to be guilty of violence, the application of discipline must run according to the seriousness of the case, ranging from a written warning, and ban from duty until further decision, and dismissal.

In Practice

- *The head of the Child Welfare Institution along with the Office of Social Affairs/Social Authority must apply the procedures for handling cases of violence against children directly, consistently, and in a responsible manner.*
- *The involvement of managers, staff, and volunteers who have been disciplined in working again with children should be reconsidered.*

e. An environment that is safe from violence and corporal punishment

- 1) Child Welfare Institutions must ensure a conducive and secure environment for the child's safety in order to prevent violence and corporal punishment through the rules, procedures, and mechanisms available in the Institutions, the services, and facilities.
- 2) Child Welfare Institutions must facilitate the community's active involvement in preventing, responding to, and reporting violence and corporal punishment.
- 3) Child Welfare Institutions must establish a mechanism to support discussions about cases of violence against children in the school environment with the relevant educational authorities.

In Practice

- *The involvement of the community's in preventing and responding to violence can be performed in several ways, including:*
 - 1) *Disseminating information on prevention and responses to violence to the community through community leaders by the Child Welfare Institution.*
 - 2) *Disseminating information on Child Welfare Institutions services and involving the community in the activities so that the child can be familiar with the environment and be able to ask for help when there is a problem, especially in relation to violence.*
 - 3) *Opening themselves and establishing good rapport with the community so that the community can freely monitor and report a Child Welfare Institution to the authorities should there be any case of violence in the institution.*
 - 4) *Establishing a network with the Ministry of Education to give an adequate response should there be cases of violence to the child at school.*

f. Prevention and responses to violence and corporal punishment among children

- 1) Child Welfare Institutions must enact a policy to prevent and respond to all forms of violence and corporal punishment among children, including extortion, threats, and bullying.
- 2) Child Welfare Institutions must make all efforts of prevention by raising awareness on the impacts of violence and corporal punishment, improving capacity to resolve conflicts without violence, and sharing knowledge about human rights and child protection.

In Practice

- *The Child Welfare Institution must support regular discussions with children on violence, why violence is prohibited, and the impacts of violence.*
- *Children must be encouraged to explore and identify various forms of conflict resolution among peers without using violence.*
- *Carers must encourage children to reach an agreement on how to address bullying and other forms of violence among children, both from boys to girls and vice versa, as well as from older to younger children.*
- *Carers, staff, and volunteers of the Child Welfare Institution must provide an example of violence-free behavior among adults and children, and promote respect for others.*

g. Confidentiality for reporting violence

Child Welfare Institutions must provide a secure and confidential reporting mechanism for children to report violence to the authorities.

In Practice

- *Carers should cooperate with the child to determine the suitable mechanism in identifying and reporting violence cases among children.*
- *Carers support the child to discuss and identifies various things that concern and worry them, in the Child Welfare Institution, at school, or in the community.*
- *Carers support the child to discuss and identify various problems that may encourage violence and conflict.*
- *Giving support to the child if they find signs of violence in their environment and reporting it to the authorities while keeping the child protected.*

h. Understanding of child's developmental stages

Carers must understand the stages of child development in order to give the appropriate responses to the child's needs as an individual, including the need to participate according to the child's maturity.

5. The child's development

- a. The child's involvement in various activities must be encouraged in order to improve his/her self-confidence and to build a good self-concept.
- b. Children should receive responsibilities according to their age, so as to recognize their capacity to make choices and participate in decision-making processes.
- c. The activities and approaches used by the Child Welfare Institutions must be conducted with the understanding that adolescence is a key stage for socialization so that adolescents are given flexible space and opportunities to socialize in a safe and responsible manner.

In Practice

- *Carers follow training and are capable of recognizing children's emotional, social, and cultural needs according to their age and maturity.*
- *Child Welfare Institutions encourage children to establish and maintain relationships with their peers, in the Institution, at school, and in the neighborhood of the institution in order to improve their self-confidence.*
- *Child Welfare Institutions encourage and facilitate children to actively participate in school activities, including by providing transport, flexible time, and other necessary support.*
- *Child Welfare Institutions give an opportunity to children to manage their financial allowances and savings accounts if any with regards to the child's maturity and to use the money wisely.*
- *Child Welfare Institutions give an opportunity to older children to manage their own time while giving considerations of time management in a responsible manner, for example on the importance of managing time to study, play, and rest proportionally.*

6. Children's identity

a. Supporting the child's identity documentation

- 1) Child Welfare Institutions must ensure that each child has a clear legal identity, including birth certificate and Identity Card (ID card).
- 2) Child Welfare Institutions should provide support to the child's family to complete the birth certificate, family card, and ID card.
- 3) Child Welfare Institutions are prohibited from changing the child's identity, including name, religion, and ethnicity.

b. The Child identity

- 1) Child Welfare Institutions need to maintain the accuracy of, and update, the data related to the child's family at all of the time to ensure that they do not lose the identity and contact with the family.
- 2) Child Welfare Institutions should support the child to have an understanding of their identity and family background through various ways to express their identity, such as through writing life histories and collecting photos or images.
- 3) Child Welfare Institutions must carry out tracing and support the reunification of children who are separated from their family.
- 4) Children must be supported to express their identity, culture, language, ethnicity, and religion through the use of identity symbols and activities should be encouraged to enable them to understand and be tolerant of diversities.

In Practice

- *The Child Welfare Institution must update the database about the situation of the child's family on a regular basis.*
- *The Child Welfare Institution facilitates and supports the child to express his/her identity through writing life history or collecting photos or images.*
- *The Child Welfare Institution supports the child to perform his/her religious practices such as worship, setting religious symbols, and visiting place of worship.*
- *The Child Welfare Institution takes the child to the place of worship.*
- *The Child Welfare Institution facilitates children with various activities that encourage them to understand the importance of tolerance, for example respecting the religious practices of friends of other religion, helping friends of other religion in preparing events on religious holiday, and respecting the mother tongue/dialect of friends of different ethnicity.*
- *The Child Welfare Institution supports the child to exercise their cultural practices, such as using local language, dancing ethnic dances, singing folksongs, and cooking local cuisine.*

7. Children's relationships

a. Support for the relationship between the child and his/her family/relatives

- 1) Child Welfare Institutions must facilitate frequent communications between the child living in the Institution and his/her parents/family/relatives and friends from his/her neighborhood.
- 2) Support for maintaining relationships between the child and parents/family/relatives and friends from his/her neighborhood should be provided as long as it does not conflict with the child's best interest.

In Practice

- *The Child Welfare Institution provides the facilities and means for the child to communicate with parents/family/relatives and friends from his/her home neighborhood, such as through telephone and mail.*
- *The Child Welfare Institution sets an appropriate time for the child to communicate with parents/family/relatives and friends from his/her home neighborhood.*
- *The Child Welfare Institution facilitates monthly meetings between the Institution, the child and parents to discuss the importance of family care functions, especially the relationship between family members.*
- *The Child Welfare Institution facilitates the child to use and accept calls between 9 AM and 9 PM. In emergency cases, calls can be used outside the allotted time.*
- *The Child Welfare Institution facilitates the use of Internet for the child's needs of communicating with family/relatives between 9 AM and 9 PM. The use of Internet requires supervision from the Institution's carers to avoid misuse. In emergency situations, email can be used to inform if a family member is ill for instance, if available. Email can be used outside the allotted time.*
- *The Child Welfare Institution may provide facilities to encourage the family to visit the institutions, including provision of vehicle or transport money.*

b. Children's visit to parents/family/relatives/friends

Child Welfare Institutions should facilitate the child to visit parents/family/relatives/home friends as frequently as possible, at least once a month, in order to maintain the child's closeness to the home environment and to prepare the child to return home.

In Practice

- *The Child Welfare Institution supports the child to return home as frequently as possible or when they feel necessary, such as when the child or parents/family/relatives/home friends miss one another, or if parents/family/relatives fall ill or have certain events (such as wedding, birthday).*
- *The Child Welfare Institution does not limit the time during which the child can return home, except for children attending formal school whose return is in accordance to the school schedule. In such circumstances, the Child Welfare Institution supports the child to go home at least every two months or on holidays including on Sundays.*
- *The Child Welfare Institution supports the child's return by providing transport or transportation money and picking them up in order to ensure their safety.*

c. Visits by family/relatives/friends

- 1) Child Welfare Institutions must facilitate the family/relatives/friends to visit as frequently as possible in order to maintain closeness to the child, and to enable them to follow the child's development in the Institution.
- 2) Child Care Institutions must support close relationship between the child and the prospective substitute family if the child does not have family, by visiting or being visited by the prospective substitute family as frequently as possible.
- 3) Child Welfare Institutions must provide a warm welcome and convenient environment, and do not limit visits so that parents/family/relatives and friends feel comfortable while visiting.
- 4) Child Welfare Institutions should facilitate joint meetings between the child and his/her family to discuss the child's and the family's situation so that the child understands the importance of family.

In Practice

- *The Child Welfare Institution does not prohibit and limit visits from parents/family/relatives/home friends.*
- *The Child Welfare Institution, if possible, should facilitate parents/family/relatives/home friends' visits, for example by providing transport or transport fees.*
- *The Child Welfare Institution should also facilitate regular meetings at least once a month between the parents/guardian of the child and the carers and staff to discuss the child's situation and development in the institution as well as the importance of family care especially among family members.*
- *No interference or restrictions are established when parents/family/relatives/home friends visit the child.*
- *Staff and carer behave in a friendly manner and respect the presence of parents/family/relatives/home friends who visit the child.*
- *The Child Welfare Institution, if possible, should provide a room for parents/family/relatives/home friends who visit the child, such as living room if the visit is brief or accommodation if the parents have to stay over night.*
- *The Child Welfare Institution establishes a network and requests assistance of competent experts to provide materials on the importance of family care.*
- *The Child Welfare Institution provides various materials and media that discuss the importance of family care, for example books, films, or magazines on family topics that can be used in the above monthly meetings.*

d. Closeness between the child and family/relatives/ community

The child must be placed near their family/community and not be separated from the original environment in order to maintain close relationships.

In Practice

- *The child is placed in a Child Welfare Institution whose location is closest to his/her family and community.*
- *The child's placement in a district/town/province outside their home is only allowed for the sake of their safety. In such cases, the Office of Social Affairs/Social Authority should first approve of the location.*

e. Relationships between children in Child Welfare Institutions

- 1) Child Welfare Institutions must support sibling relationships between the children by treating each child equally in fulfilling their rights and responsibilities, accustoming the children to share and respect each other, as well as encouraging discussions and collaborative decision-making.
- 2) Child Welfare Institutions must prevent unhealthy domination among children, including giving the older ones the authority to report violations and to discipline younger children.

In Practice

- *The Child Welfare Institution organizes the age composition in a room so that sibling relationships are encouraged, for example by placing an older child with a younger one in one room.*
- *Decision-making in the Child Welfare Institution is done in a family manner by establishing a discussion mechanism that gives the opportunity for the children's opinion to be taken into account.*
- *The Child Welfare Institution facilitates the situation in which children can interact closely, for example by encouraging them to talk openly during meals.*
- *No discrimination is allowed on any ground on the fulfillment of the children's rights and responsibilities, including by age, gender, or disability.*
- *No child is given higher authority over others to discipline them and report violations.*

f. Positive and appropriate relationships between boys and girls

Child Welfare Institutions must develop a positive environment to support children to discuss the positive and safe aspects of the relationships between male and female as well as to develop an understanding to make responsible choices in these relationships.

In Practice

- *The Child Welfare Institution does not prohibit children from establishing close relationships with the opposite sex as long as it pays attention to norms and ethics.*
- *The Child Welfare Institution facilitates open discussions between staff/carers and children on the relationships between male and female, for example in friendship and romantic relationships, as well as support the child to understand the positive and safe aspects of the relationships, such as having friends to share and support one another.*
- *The Child Welfare Institution also facilitates the child to discuss issues related to opposite sex relationships, so that they are able to make responsible choices for the relationship, for example by discussing the risks of sexual intercourse at a young age or sexual intercourse outside of marriage.*

g. Relationship with the carer/caretaker

Child Welfare Institutions must support the establishment of individual relationships between the child and carer as a substitute parent so that the child receive individual attention from the carer, can meet the carer should he/she need support when facing problems or when he/she only want to talk in private.

In Practice

- *Each child has a permanent carer he/she can meet at any time.*
- *The carer is responsible for providing the child with individual attention, including when the child wants to talk about personal matters.*
- *The carer seeks closeness with the child so that the child can talk openly about his/her personal matters.*
- *The Child Welfare Institution provides a regular meeting schedule with the carer which is communicated to the child at least once a week.*
- *The carer provides time to meet with the child any time when the child requires it.*
- *The carer keeps records of and ensures the confidentiality of the child's communications.*

h. Relationships with parties outside of the institution (teachers, school friends, and neighborhood)

- 1) The child should be supported to establish rapport with parties outside of the institution, including teachers, school friends, and neighborhood by encouraging them to participate in various extracurricular activities in school and in events in the community.
- 2) The child must be encouraged to establish relationships with teachers/school friends/neighborhood friends, by providing access to private communication through mail, telephone, and visits.
- 3) Child Welfare Institutions must provide a positive environment so that the teachers/school friends/neighborhood friends feel comfortable when visiting the child in the institution.
- 4) All of the child's opportunities to establish relationship with parties outside the Child Welfare Institutions are given as long as it is not in conflict with the child's best interest.

In Practice

- *The Child Welfare Institution supports the child to participate in various activities at school and in the community in order to improve the child's relationship with teachers, school friends, and peers in the community, and other members of the community.*
- *The Child Welfare Institution provides facilities and means of communication with teachers/school friends and neighborhood, such as telephone, mail, and email.*
- *The Child Welfare Institution sets the time to use the above facilities as follows:*
 - 1) *Phone use from 9 AM to 9 PM. In emergency cases, it can be used outside the allotted time.*
 - 2) *Internet use from 9 AM to 9 PM with the supervision of a caretaker from the Institution.*
- *The Child Welfare Institution prohibits staff/carers from eavesdropping on the child's conversations on the phone, reading mails and emails received/sent by the child.*

- *The Child Welfare Institution encourages the child to set and agree on a suitable time for visits from teachers/school friends/ friends from the institution's neighborhood, without disrupting the child's school, study, and rest time.*
- *The Child Welfare Institutions encourage the child to set and agree on a suitable time for visiting teachers/school friends/neighborhood friends, without disrupting the child's school, study, and rest time, for example in weekends or after school.*

8. Child participation

a. Child's voice

- 1) Child Welfare Institutions must encourage the child to express his/her opinion and to participate in discussions on important matters regarding their interest, for example in making and exercising rules for the enforcement of discipline, providing input for the services of the Child Welfare Institution, as well as in planning and making decision about their care, including the duration of the child's stay in the care of the Institution and the objective of their placement.
- 2) Child Welfare Institutions must provide opportunity, information, and safe and conducive environment so that the child can express his/her opinion and participate in the discussions of the above important matters.
- 3) The decisions made by a Child Care Institution in relation to the child's daily life must reflect the child's voice, ideas, and opinions.

In Practice

- *The Child Welfare Institutions arranges a regular meeting for example monthly to share information and collect the child's opinions on various important matters. This can also be done when drafting and exercising rules in the Institution to provide suggestion and input for the services of the institution, planning and making decisions of care, including the purpose of child placement as well as the duration of stay in the institution.*
- *The Child Welfare Institution also provide a suggestion box to be reviewed weekly or facilitates personal discussions with the carer as a form of support for each child to express their opinion.*
- *The Child Welfare Institution protects and ensures the child's safety in expressing their opinion by maintaining their confidentiality.*
- *The Child Welfare Institution ensures that the child's opinion is to be considered and prioritized in making various decisions.*
- *Staff and carers always listen to the child's opinion, as reflected in the way they work and deal with the child everyday.*
- *The Child Welfare Institution records the child's opinions and suggestion and the follow-up action.*

b. The child's choices

- 1) Child Welfare Institutions must support the child's capacity in making choices for the decisions in his/her life, according to the child's maturity, as an integral part of the care function and the parenting role which must be reflected in the care provided by the Child Welfare Institution.
- 2) Child Welfare Institutions must be able to support the child's capacity to think and reason, understand the choices they make and the consequences for such choices.

In Practice

- The Child Welfare Institution provides opportunity, information, and a conducive environment for the child to make choices and decisions as well as understand the consequences including:
 - 1) *Selecting food menu, room-mate, room color and decorations, clothing, and how to spend leisure time.*
 - 2) *Deciding on the rules and punishment to enforce discipline.*
 - 3) *Deciding on the allocation of allowance and savings account.*
 - 4) *Selecting school and vocational education.*
 - 5) *Deciding on an alternative care outside the Institution.*
- The Child Welfare Institution facilitates discussions of various issues and choices, which is related to the child's everyday life and long-term care decision.
- The Child Welfare Institution supports the child to make choices according to his/her maturity, by providing a carer with whom the child can discuss his/her personal choices, taking into account the risks of their choices, and helping them in making choices. Carers record the considerations they provided and their impacts on the child's choices.
- Staff and carers put the child's choice first, as reflected in the way they work and deal with the child everyday, and by various decisions made by the Child Welfare Institution.
- All staff in the Child Welfare Institution show respect for the child's choice by reflecting it in the way they work and make decisions.

9. Food and clothing

a. Food

1) Dietary pattern

- a) The child should consume a diet that ensures the quality of nourishment and its nutritive value according to the needs of their age and development during their stay in the Child Welfare Institution, in adequate sum and frequency – with key meals at least 3 times a day and snack at least twice a day.
- b) Food must be provided with respect to the child's taste and provided regularly with some time flexibility depending on

the child's particular situation in relation to their return from school or other activities.

- c) The Child Welfare Institutions must provide for children's special nutrition needs, for example when they are ill they receive food according to their needs.
- d) The child has free access to boiled drinking water including at night.

In Practice

- *The Child Welfare Institution consults with a nutritionist about food for the child that meets the national standards.*
- *The Child Welfare Institution provides a diet that guarantees the quality of nourishment and nutritive value, based on the results of the consultation with the nutritionist.*
- *Children eat main meals at least three times a day including breakfast.*
- *Children receive snacks at least twice a day, including for the lunch box.*
- *Children can help themselves to the food and it is not rationed by the Child Welfare Institution, so that they do not feel deprived.*
- *Children have free access to boiled drinking water at all time including at night.*
- *Children are provided with supplements needed for their growth, such as milk and other types of additional food needed for their development.*
- *Children are involved in preparing the menus in order to find out what their taste and preferences are.*
- *Carers help children to establish a fixed meal schedule suited to their schedule at school. For example, children who leave school early may have a meal first; those who come after mealtime can get their own meal.*
- *The Child Welfare Institution ensures the provision of food for children who return late due to extracurricular or other activities.*
- *The Child Welfare Institution identifies children with special food needs and fulfill their needs. For example, for children with allergies to particular types of food, children with certain illnesses such as diabetes, gastritis, and other special needs.*
- *In case of illness, the preparation of food should be carried out under the physician's advice in order to support the child's recovery.*

2) Meal situation

- a) Child Welfare Institutions should create enjoyable meal situations so that the children can eat comfortably, either with or without a carer, so that meal times can be a means for children to communicate with other children as a family.
- b) In order to serve that purpose, Child Welfare Institutions should avoid discrimination on any basis, including gender, age, or disability, in providing food services for the children, such as making rules for boys or older children to eat first.
- c) Children are not to be involved in meal preparation except as a means of developing life skills and only as an addition to the work of the institution's cook and at times and in ways that does not hamper the child's study time and rest.

In Practice

- Carers who accompany children at meal times can help to build open communication to create a family atmosphere (for example by being comfortable and listening to their opinions, and by encouraging them to talk about their activities that day). This needs to be done in order to follow the child's development, including concerns the children have, and to understand better the relationship between children.
- No queuing, pledge reading or other rituals that tense up the atmosphere, before or after meals should be established.
- No discrimination in any form and on any ground in providing food services.
- The Child Welfare Institution should provide adequate plates, cups, and spoons for each child, so that they do not have to wait for other friends to finish their meal before eating.

3) Review of menu and nutritional needs

Menu and food preparation must be reviewed with the competent health authorities on a regular basis at least once in 6 months, in order to ensure the fulfillment of children's nutritional standards and health needs with flexibility in relation to the availability of local products.

In Practice

The Child Welfare Institution records suggestions in relation to food services and make changes based on the children's suggestions.

b. Clothing

- 1) Child Care Institutions must fulfill the child's needs for clothing adequately, in terms of quantity, function, size, and appearance by taking into account the child's wishes.
- 2) Child Welfare Institutions must allocate a budget to meet children's needs of clothing.

In Practice

- *The Child Welfare Institution records the children's clothing needs and ensure that each child have personal clothing so they do not have to share with others children.*
- *The Child Welfare Institutions provide and ensure that the child has adequate clothing according to the function, such as*
 - 1) *Everyday clothing: 3 sets*
 - 2) *Religious clothing: 1 set*
 - 3) *School uniform: 2 sets*
 - 4) *Sports clothing: 1 set*
 - 5) *Batik uniform: 1 piece*
- The Child Welfare Institution procures new clothing for the children at least twice a year.
- Children are involved in choosing their clothing according to size, color, and model according to their preferences.

10. Access to education and health**a. Access to education****1) Conditions and access to education**

Formal, non-formal/vocational and informal education received by children in the Child Welfare Institutions must be part of the child's care plan, so it must be suited to the type of care and the

duration of the child's stay in the institution, be it in emergency care (maximum of 3 months), short-term care (2 to 18 months) and long-term care (more than 18 months).

In Practice

- The Child Welfare Institution facilitates the children to receive formal education *both inside and outside of the institution.*
- *The Child Welfare Institutions support the children to pursue non-formal education if they do not succeed in formal education, through Paket A for elementary, Paket B for junior high, and Paket C for high school.*
- *The Child Welfare Institution facilitates the children in receiving vocational/informal education in the form of job skills training, according to their interest and age with no discrimination on any basis. The institution does not limit the children's skills, for example girls may only select sewing and boys carpentry.*
- *The Child Welfare Institution identifies the children's educational needs based on the child's care plan.*
- *The Carers help the children to decide the type of education appropriate for them based on each of the child's care plan.*
 - 1) *Children in emergency care may receive help from a tutor appointed by the Child Welfare Institution in accordance with their study at school before entering the institutions.*
 - 2) *Children in short- or long-term care may pursue formal or vocational education according to the duration of their stay in the Child Welfare Institution.*
- *Changes in care plan should be followed by changes in the child's educational plan.*
- *To smoothen the child's educational process, the institution facilitates:*
 - 1) *Learning materials such as notebooks and textbooks, uniforms and stationery, as well as various equipment supporting vocational education, or funds the child to buy the equipment.*
 - 2) *Transportation or fees to support the child's everyday transport needs.*
 - 3) *Tutoring lessons both inside and outside the institution in order to support their academic achievement. If the Child Welfare Institution cannot provide professional staff, they may provide volunteers who can help the child in their study.*

2) Selection and choice of education

- a) Child Welfare Institutions must support the child to receive access to formal, non-formal, and informal education according to their age, interest, and care plan during their stay in the institution.
- b) Child Welfare Institutions must support the realization of the child's academic goals during their stay in the institution, by facilitating the provision of various educational facilities such as learning equipment, transport, tutoring etc.
- c) Child Welfare Institutions support the child to make choices related to his/her education while living in the institution, by providing sufficient information and consideration for the child's choices, facilitating discussions on various alternatives.
- d) The institution must support the realization of the child's social educational function while he/she stay in the Institution, through participation in extracurricular activities and other social activities held by the educational institution at least by giving permission, time flexibility and funds.

In Practice

- *The Child Welfare Institution provides sufficient information to support the child's choice, including information on the types of education accessible according to their needs (general/vocational formal education, tutoring institution, and other types of education), name and variations of all kinds of education accessible for the child, as well as the advantages and disadvantages of such types of education.*
- *The child receives support in making decisions related to their education, through discussions with friends, and with parents and carers who provide him/her with consideration.*
- *When possible, the Institution should provide other forms of support necessary to help the child realize their choices, for example by providing a tutor to help them achieve good final exam grades so that they can go to their school of choice.*

3) Review of the child's educational development

- a) The Child Welfare Institutions must pay attention to the child's educational development, by conducting regular reviews together with the institution in which the child is enrolled at least once every 3 months.
- b) Managers and staff of the Child Welfare Institutions must be available at any time for the educational institution to discuss the child's educational development and constraint.

In Practice

- *Each child has a carer responsible to communicate with the educational institution for the child's educational interest.*
- *Carers, with the support of the manager, helps to look for alternative solutions when the child has difficulties in his/her education, by discussing the problem with the child.*

4) Involvement of parents and families in the child's education

Child Welfare Institutions must involve parents/guardians and the child in making a range of decisions on the child's education.

In Practice

- *The Child Welfare Institution informs parents/guardian on the child's educational development including the results of review with the educational institution.*
- *Carer facilitates discussion between the child and parents/guardian in making decisions related to the child's education, including seeking solutions for the child's educational problems.*

b. Access to health services

1) Condition of and access to health services by the child

- a) The child's health condition or disability cannot be the basis for the Child Welfare Institution's refusal to provide services to the child, unless there is a clear evidence that the child's care in the institution will conflict with his/her best interest because the institution do not have the facilities to provide the special health services required by the child.

- b) Child Welfare Institutions must cooperate with other organizations or individuals that can provide the assistance of health facilities.
- c) Child Welfare Institutions must review the child's health needs and ensure that the health services it facilitates are provided by competent health staff and with requirement from the Ministry of Health.

In Practice

- *If the result of the assessment and approval from the family indicate that the child must receive alternative care in the Child Welfare Institution, the child is entitled to receive care in the Institution regardless of illness or disability.*
- *If the Child Welfare Institution does not have facilities related to the child's health and disability, the child will be referred immediately to another institution that has the facility required by the child, or the Child Welfare Institution will work together with the relevant authorities to fulfill the child's needs for services in relation to his/her health or disability.*
- *The Child Welfare Institution identifies relevant parties to work with in providing services in relation to the child's health or disability requirement and will follow this up with making a joint agreement on services to be provided.*
- *The Child Welfare Institution together with the other parties involved in the collaboration must review the child's health needs and the appropriateness of the health services provided by the Institution.*

2) Responding to the child's health issues

- a) The child must immediately receive medical examination and treatment should symptoms indicate that the child is ill.
- b) Child Welfare Institutions must have in place procedures to respond to health complaints if the child is ill, including in emergency situations.
- c) The Child Welfare Institutions must have procedures in place for children who die while in the care of the institution, that is, to report their death to their family, the local government, the police, and health authorities if necessary, as well as to the Office of Social Affairs/Social Authorities.

In Practice

- *The Child Welfare Institution has specific staff responsible for dealing with health problems that is available 24 hours for emergency situations.*
- *Staff must follow up on the child's complaints by referring him or her to a physician or hospital or to other staff with the required medical background and capacity to respond immediately .*
- *The Child Welfare Institution is responsible for taking care of the sick child, including providing medicines and the special food needed by the child. The institution is not allowed to send the child back home when he/she is ill.*
- *If the child returns home due to illness on the request of the child/parents/guardian, the responsibility for the child's care remains with the Child Welfare Institution.*
- *Carers must inform and involve parents/guardians in responding to the child's health complaints. If needed/requested by the child, the parents/guardian should be able to participate in caring for the child.*
- *Children with a contagious disease such as smallpox must be treated specifically in a facility separated from other children to prevent disease transmission.*
- *The Child Welfare Institution formulates case reporting and management procedures for children who die in the care of the institution.*

3) Health services

- a) The child must receive regular medical examinations from a professional health worker in order to record their health development.
- b) The institution must schedule regular health services at least once a month, whether provided by the Institution or in collaboration with the local health service providers.
- c) Parents/family must be informed of the child's health condition and development while he/she is living in the Child Welfare Institution, be involved in the ill child's treatment, and in the decision-making related to medical measures for the child, including when the child is in need of surgery.

- d) The Child Welfare Institution facilitates access to health insurance services provided by the government or the community.
- e) Child Welfare Institutions must ensure that each child receives vaccination, immunization, vitamins, worm treatment and other needs according to their age and maturity.
- f) Child Welfare Institutions must provide first aid equipment for emergency needs, which is regularly inspected, refilled and updated when it expires.

In Practice

- *The Child Welfare Institution facilitates medical examinations to be conducted by professional health staffs and conduct a review at least once a month of:*
 - 1) *Weight, height, and blood group.*
 - 2) *History of immunization the child has received.*
 - 3) *History of illness, ranging from health complaints such as hearing, eyesight, teeth, disease issues that require daily care such as ulcers or asthma, to hospitalization history.*
- *The Child Welfare Institution ensures that medical records for the child are kept by a professional health staff, based on the results of the preliminary and regular examinations, and that are readily accessible if required.*
- *The Child Welfare Institution facilitates the child to obtain a health services insurance card that can be used any time and anywhere including when they are at their family's house.*

4) Promotion of personal and reproductive health

- a) Child Welfare Institutions must promote and provide various facilities needed to support a clean and healthy life style in the daily life of the institutions.
- b) Child Welfare Institutions must provide information about reproductive health, the danger of smoking and drugs, in accordance with the child's maturity level.
- c) The Child Welfare Institution must identify and carry out preventive action about potential epidemic in the vicinity of

the institution, such as malaria, Tuberculosis, dengue fever, elephantiasis, and chikungunya, by providing information and taking the necessary measures.

In Practice

- *The Child Welfare Institution facilitates, reminds, and provides example for the child to maintain clean and healthy behavior in his/her daily life, for example by providing trash can, placing trash in the can, washing hands prior to meals, brushing teeth after meals and before bedtime, and keeping the environment clean.*
- *The Child Welfare Institution provides personal needs related to clean and healthy behavior such as soap, shampoo, towel, toothbrush, and sanitary napkins for the female.*
- *The Child Welfare Institution provides equipment necessary for maintaining cleanliness, ranging from broom to mop, brush, trashcans, and floor cleaning liquid to clean the bathroom.*
- *The Child Welfare Institution provides sufficient information on health including reproductive health, the danger of smoking and narcotics.*
- *The Child Welfare Institution facilitates health education by professionals, and provides health books and leaflets accessible for the children.*
- *Reproductive health is defined as the state of whole physical, mental, social welfare in all matters related to the systems, functions, and process of reproduction (International Conference on Population and Development, 1994).*
- *The Child Welfare Institution facilitates children to discuss reproductive health issues with competent parties, for example about:*
 - 1) *Menstruation, the age of menstruation, physical and psychological signs prior to menstruation cycle, self health care during the cycle*
 - 2) *Pregnancy, factors causing pregnancy, and signs of pregnancy.*
- *The Child Welfare Institution identifies diseases with the potential to cause an epidemic in the vicinity of the institute, such as dengue fever, malaria, lung diseases, and elephantiasis.*
- *The Child Welfare Institution takes necessary preventive measures, such as running the 3M movement (menutup, mengukur, mengubur) to prevent dengue epidemic, and putting up mosquito nets.*
- *The Child Welfare Institution forms a partnership with the closest health provider in the area, such as Office of Public Health or the local health clinic (Puskesmas) to conduct the above activities.*

II. Child's Privacy

a. Maintaining confidentiality on the child

- 1) The caretaker and staff of Child Welfare Institutions must receive training and support to respect and keep all confidential information and to establish a system to maintain confidentiality.
- 2) Child Welfare Institutions must provide various facilities to support the child's privacy.

In Practice

- *The Child Welfare Institution puts in practice a policy stating that only people with direct interest with the child, such as social worker and carer, can access the child's information.*
- *The Child Welfare Institution formulates a rule that prohibits the carer to reveal the confidential life details of the child to the public. The rule is based on the agreement between the child and the carer.*
- *Background, experiences, and various issues related to reasons for the child's placement or that occurred after the placement must be kept confidential and not used by the staff to identify or characterize the child.*
- *The Child Welfare Institution must involve its staffs in trainings to improve their understanding and skills on the principles of confidentiality and to ensure that all staffs acknowledge and respect the child's confidentiality.*
- *The Child Welfare Institution provides a special cabinet to store the child's document which is always locked and kept confidential.*

b. Respecting the child's privacy

Child Welfare Institutions must establish rules to protect the child's privacy and personal things, applicable both to the child and to the carers.

In Practice

The Child Welfare Institution together with the children establish some rules such as:

- 1) Knocking on the door before entering the child's room*
- 2) Prohibiting male carers from entering girls' room and female carers from entering boys' room*
- 3) Locking the cupboard*
- 4) Keeping information/document on the child in secret*
- 5) Respecting the child's personal belongings, such as letters, savings account, handphone, diary, etc.*
- 6) Not raiding or censoring letters and the child's belongings without the child's knowledge and the raid's finding should be presented privately. Searches for girls' quarters should be conducted by female carers.*
- 7) If the child is suspected to have in his/her possession a sharp weapon, cigarettes, drugs or pornographic images, the raid should be conducted with the child's knowledge and focused on these items and not on other belongings.*

12. Managing the child's time

a. Daily schedule, playtime and rest time

- 1) The child should be supported by the carer to develop a daily schedule to help him/her carry out daily activities that entail his/her responsibility such as school, study, worship, chores; these however should be proportional to the child's opportunity to rest and play.
- 2) Child Welfare Institutions must provide opportunities and allocate sufficient time for the child to play and to perform recreational activities.
- 3) The child's daily schedule should be flexible and suited to their individual interest, reviewed at least every 6 months and can be modified according to the child's interest based on the evaluation results.
- 4) Child Welfare Institutions should provide time and opportunities for recreational activities outside the institution at least every 6 months in order to know and understand the environment and surrounding community.

In Practice

- *The schedule is arranged by the child and suited to the child's need of rest and play.*
- *The schedule covers a variety of activities that require responsibility, such as meal times, school time, study time, time for worship, and picket.*
- *The staff helps the child by facilitating the schedule's arrangement and providing consideration on the balanced time between school, study, rest, and play.*
- *The Child Welfare Institution also acts in a flexible manner in monitoring the child's schedule, for example if they need to return late at night due to school activities.*
- *The child enjoys a good night's sleep, at least 8 hours a day.*
- *Available free time at least 2 hours can be used to relax, nap, and receive visits from school/neighborhood friends or for recreational activities based on the child's interest and talent both inside and outside of the Child Welfare Institution.*
- *Available free time on Saturday/Sunday/other holidays may be used freely without any obligation of additional chores/work in the Institution.*
- *The Child Welfare Institution facilitates the child to review his/her schedule at least once every 6 months.*

b. Response to the child's needs for rest and play

- 1) Child Welfare Institutions should provide various facilities for resting and playing for the children, without discrimination, in accordance with their interests.
- 2) Child Welfare Institutions must provide a budget to renew or replace the children's recreational facilities when considered infeasible for use.

In Practice

- *The Child Welfare Institution identifies the child's interest in meeting their needs for rest and play.*
- *The Child Welfare Institution facilitates the child's interest or sports, art, and other plays according to the child's interest both inside and outside of the institution, as well as books needed by the child to enjoy their leisure time.*

- *The Child Welfare Institution always monitors the feasibility of the play, sports, and art facilities to make sure that the facilities are safe for the children.*
- *The Child Welfare Institution prepares a special budget to maintain the play, sports, and art facilities and immediately repairs or replaces them if deemed infeasible and endangering the children's safety and security.*

13. Activities/employment of children in Child Welfare Institutions

a. Prohibition of child labor

It is forbidden to employ children in hazardous jobs or worst forms of child labor, including practices similar to slavery and exploitation, which endanger their health, safety or morals.

In Practice

Under Law No. 1 of 2002 on the Ratification of ILO Convention No. 182

"The worst forms of child labor" comprises:

- 1) all forms of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labor, including forced or compulsory recruitment of children for use in armed conflict;
 - 2) the use, procuring or offering of a child for prostitution, for the production of pornography or for pornographic performances;
 - 3) the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs as defined in the relevant international treaties;
 - 4) work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children.
- *The Child Welfare Institution is to immediately report to the authorities if there is any indication of children being involved in worst forms of child labor according to the existing mechanism.*

b. Involvement of the child in work in the Child Welfare Institution

Children are not to be involved in work in the Child Welfare Institution that can hinder the fulfillment of their needs and children's rights.

In Practice

- *Additional duty (piket) is limited to types of work aimed at improving life skills, such as cleaning the bedroom, doing laundry and ironing the clothes, and helping to prepare meals on holidays.*
- *The child's involvement in various work aimed at maintaining the sustainability/ensuring the continuing operation of the Child Welfare Institution may only be complementary to the work of the staff hired to do this work by the institution.*
- *If the child is involved in the work aimed at maintaining the sustainability of the Child Welfare Institution, the Social Office/Social Institution must give a penalty to the institution.*

14. Rules, discipline, and penalties

- a. Children, together with the managers and staff formulate various rules that they consider important for their mutual lives, for the children's best interest, and not only to create rules in the institution.
- b. Child Welfare Institutions must understand that the exercise of rules and discipline, including how the discipline is exercised, is an effort to support positive behavior and respect for others.
- c. Child Welfare Institutions should prohibit all forms of behavior or penalty that humiliate or degrade the children, and give strict penalty to the manager, staff, or carer who are found to have committed such acts.

In Practice

- *The Child Welfare Institutions has rules formulated by the caretaker and the children, which are considered important for their mutual lives, such as the rules to respect others and develop anti-violence culture among the children and the rules to safeguard the children, for example by creating a curfew upon which they mutually agreed.*
- *All staff, carers, and adults in the Child Welfare Institution as well as the children understand that the rules are not only to create order in the institution, but also to support positive behavior and respect to others.*
- *The Child Welfare Institution facilitates staff, carers, and adults in the institution as well as the children to establish an agreement of penalty that must be given should there be any party who violates the rules, not to humiliate or degrade the children.*

D. STANDARDS ON PROVIDING CARE FOR CHILDREN

I. Parents and families

a. The role of parents and families

- 1) Child Welfare Institutions should ensure that parents can carry out their legal responsibilities towards their children because they are the child's primary source of care for children.
- 2) This parental responsibility cannot be interrupted by the child's placement in the Child Welfare Institution unless there is a court decision that revokes their parental rights in relation to the particular child.

In Practice

- *The managers of the Child Welfare Institution, especially the carers, support parents or other family members to continue performing their role as parents during the child's stay in the Child Welfare Institution.*
- *The Child Welfare Institution works together with the parents to respond to various care issues faced by the child, including in the family, so that the child can as soon as possible be reintegrated into the family.*

b. The involvement of parents and families in making important decisions

Parents or legal guardians should be responsible and involved in making decisions related to children's care, including in relation to the review of placement, unless it conflicts with the child's best interest.

In Practice

- *Social workers conduct an assessment to ensure that continuing relationships between the child and parents do not harm the child, for example the child is subject to abuse, neglect, or exploitation by parents/family.*
- *In cases where there are indications of parental abuse/exploitation towards the child, involvement of the extended family can be facilitated instead based on an assessment by the social worker, that they can temporarily replace the function of the parents.*
- *In cases where parental rights have been revoked, their involvement can be allowed as long as it is not conflict with the decision of the court.*
- *The Child Welfare Institution improves the parents/family's awareness on the importance of their involvement in the process of decision making related to the child's life and care in the institution, including when the child experiences problems or illness.*
- *The Child Welfare Institution uses the regular monthly meeting with the child's parents/guardian to discuss and share information on the child's life and care.*
- *Parents participate in monitoring the child's physical, psychological, and social development, including education, during his/her stay in the Child Welfare Institution.*
- *The Child Welfare Institution improves the parents/family's awareness on the importance of their involvement in the decision making process with regards to the child's life and care in the institution, including when the child experiences problems or illness.*

2. Carers

a. Role of the carers

- 1) The Child Welfare Institution should provide carers who are responsible for each child and perform their duty solely as carers and do not hold any other functions in order to optimize the care.
- 2) Each carer must have competencies and experience in the care of children as well as the required willingness to do so and must supervised in that function by a social worker or the Office of Social Affairs/Social Authority.
- 3) The provision of carers must also take into account gender issues and the child's needs according to their age and maturity level.

In Practice

- *The Child Welfare Institution selects prospective carers by considering the needs for both female and male carers, according to the child's sex, and reports on it to the Office of Social Affairs/Social Authority.*
- *Carers should have:*
 - 1) *Knowledge of the child's developmental stage, be able to recognize and understand signs of abuse and the solutions, to support and encourage positive behavior, to communicate and work with the child both individually and in groups, to promote and allow the child to make choices and participate in all aspects of their life, to perform positive supervision towards the child's behavior, to respect the child's dignity, and fulfill the child's physical needs.*
 - 2) *Experience of working in the provision of children services, to be physically healthy (have no contagious diseases), of good character and be competent to work for a Child Welfare Institution.*
 - 3) *Commitment and willingness to care for children, which is stated in writing.*
- *Carer selection should take into account children's opinions and consents.*
- *The assignment of staff as carers is articulated in the form of a written contract.*
- *The Child Welfare Institution should provide for special carers for infants, who are placed in the care of the institution for their protection.*
- *The Child Welfare Institution reviews the implementation of care services by taking into account the child's opinion.*
- *The carer's responsibilities towards the child are in line with the child's placement review in the Child Welfare Institution.*
- *The Child Welfare Institution facilitates education/training for carers on child care and child protection, and always encourages them to improve their professional competence.*
- *Supervision of the child's care is done by a senior social worker or staff from the Office of Affairs/Social Authorities who are knowledgeable in childcare issues.*

b. An environment of family care

- 1) *Child Welfare Institutions should create a family-like environment and enable foster children to receive care from one permanently assigned/continuous carer throughout their stay to approximate parental care.*

- 2) Child Welfare Institutions should take into account the number of children to be placed in each family household or group home (cottage) when assigning carers in each of the residence.
- 3) Child Welfare Institutions should focus on the relationships and decision-making processes in the household or cottage to allow children to develop meaningful relationships with the adults and their peers.

In Practice

Carers seek to establish close relationships with the children in an optimum way, discussing issues faced by children, looking for solutions, and giving children individual support.

c. Ratio between children and carers

The Child Welfare Institution should provide at least one carer for five children, both in a family home or cottage settings.

In Practice

- *The Child Welfare Institution provides a balanced proportion of carers based on the assessment of the children's needs for care and development.*
- *Carers receive training on the development of the children they care for according to developmental age categories, for example: childhood (6-13 years old), adolescence (14- under 18 years old); talent; capacity and problems experienced by the children.*

d. 24 hour- and continuous care

- 1) Carers must provide care on a 24 hours basis unless against the child's best interest.
- 2) Child Welfare Institutions should set written rules on children's care that include the availability of carers, the shift/rotation system, and the presence of the carers living in the institution, in order to ensure that care for children is continuous and permanent.
- 3) Child Welfare Institutions must review the implementation of care assignments periodically in every six months.

- 4) Child Welfare Institutions must discontinue care by staffs who through their behaviors have shown indications of threatening or endangering the children's security and safety and reconsider their positions as carers.

e. Supporting relationship between the child and carer

- 1) Child Welfare Institutions should not replace or transfer carers without proper planning so as not to disturb the child's closeness to his/her carer.
- 2) The replacement of a carer must be accompanied by the transfer of records from the former carer to the new one, and to be approved by the head of the Child Welfare Institution and the Office of Social Affairs.

In Practice

- *Carers must report to the head of the Child Welfare Institution and inform the children when they are resigning from their duty as a permanent carer.*
- *The Child Welfare Institution must provide a substitute carer if the permanent carer is absent, resigning, or leaves the institution without notice.*
- *Carer replacement must be reported to the Office of Social Affairs.*
- *The Child Welfare Institution must keep records on changes of positions from permanent carer to replacement carer.*
- *A carer who is to move from his/her position is to transfer records and data on the development of the child they are responsible for to the replacement carer.*

3. Professional social workers

a. Function and role of professional social workers

- 1) Professional social workers working for or placed in Child Welfare Institutions must be those who have an educational background in social work and are qualified to work in the field of children services.
- 2) Professional Social workers must perform their function and role/position directly or indirectly with the client, which includes

acting to address the problems faced by children and their families, resource management, and an educational function.

In Practice

Regulation of the Minister of Social Affairs No. 108/Huk/2009 on the Certification of Professional Social Workers and Social Welfare Staff

General Requirements

1. A Professional Social Worker is someone who works either in a government or private institution, who has the competence, professional skills and concern for social work, as obtained through formal education, training, and/or experience in social work practice to perform the duties of providing assistance and in managing social problems.
 2. A Social Welfare staff is someone who has been educated and trained in a professional manner to provide services and manage social problems and/or someone who works either in a government or private organization in the field of social welfare.
- *Social workers can have general or specialized competencies and perform their duty in accordance with their competence level and with their experience in working in child services. The criteria for general and specialist social workers are provided in the Regulation of the Minister of Social Affairs No. 108/Huk/2009 on the Certification of Professional Social Workers and Social Welfare Staff.*
 - *The problem management function relates to the assistance provided by social workers to address problems faced by children and their families that is directly provided to them or through supporting the improvement of services by the Child Welfare Institutions.*
 - *The resource management function highlights the role of social workers in case management and in the use of networking to improve care by the family.*
 - *The educational function encourages social workers to provide accurate information about family based care to the family and community as well as to improve the family's capacity to care for their children.*

(Source: Dubois and Miley, 1985. Social Work as An Empowering Profession)

b. Case Management

- 1) Social workers perform problem management ranging from assessment; formulating emergency, short-term, and long-term

care plans; conducting interventions to address specific problems faced by the child and his/her family; as well as supporting the services and care provided daily by the Child Welfare Institution.

- 2) Social workers must support the family to have a better understanding of the importance of family care, strengthen the family and develop the community's support of family based care.
- 3) Social workers must develop a network with various resources to optimize their support for family strengthening, the management of children's problems, children's care by alternative families, and services in the Child Welfare Institutions.

In Practice

- *The Social worker helps in designing the approaches and instruments to be used in assessing the child and his/her family.*
- *The assessment is used as the basis in determining individual care plan and other services needed by the child and family whether in the family or, if the child has to stay in an Institution, in the Child Welfare Institution.*
- *The Social worker develops the approach and technique of social work that suit the child's characteristics and needs, such as through play-therapy for the child or family-therapy.*
- *The Social worker must provide support to families who place their child in a Child Welfare Institution to always maintain relationships with the child. It can be done by:*
 - 1) *Giving the child and the family the opportunity to visit each other.*
 - 2) *Facilitating, creating, and ensuring the provision of media that can be used by the child and family in order to strengthen the relationship between the two although the child lives in the Child Welfare Institution.*
- *The Social worker works with the family to achieve the following purposes:*
 - 1) *Encourage parents to ask for professional help/assistance when facing difficulties*
 - 2) *Improving parents' understanding and capacity of their role in child rearing.*
 - 3) *Helping parents to deal with stress experienced in relation to their children's care either due to the parents' limited capacity or the child's problematic behavior (for example, bullying)*

4) *Providing information to the community so that they understand and participate in strengthening family care and alternative care.*

- *Social worker develops informal, semi-formal, and formal networks (for example, with the extended family, the surrounding community, or formal organizations) that can be used by parents or family in addressing difficulties they face.*
- *In performing duties to support permanency planning for children, the social worker works with the child's family, the community, and the government represented by the Social Authorities/ Office of Social Affairs.*

c. Ensure the availability of social work competencies.

If there is no professional social worker available, the Child Welfare Institution must ensure the availability of social welfare staffs who have received training on care systems as well as regular supervision from professional social workers or social organizations appointed by the Office of Social Affairs.

d. Supervision

Implementation of the social worker's tasks must be supervised by a social worker who has the required competencies and qualification as well as a higher level of experience in children services.

In Practice

- *Supervision needs to be done to ensure that:*
 - 1) *All duties of the social worker can be performed.*
 - 2) *The social worker is able to improve his/her competence in relation to the of field practice.*
 - 3) *The social worker receives assistance in dealing with personal problems that may hinder him or her from performing their duty.*
- *The Child Welfare Institution works together with the Office of Social Affairs in identifying a social worker who works in a Child Welfare Institution or in the Office of Social Affairs who possesses competence in supervision and appoint him/her as a social work supervisor for the Child Welfare Institution.*

- The Social Worker who is appointed as supervisor must possess competence in supervision that includes:
 - 1) *Knowledge and skills in the provision of alternative care services including those provided through the Child Welfare Institutions, as a basis of assistance for the carers.*
 - 2) *Knowledge and skills of the administrative aspects of alternative care provision, such as child case records (assessment results, care plan, and the provided care services) as well as other documents that form the basis of accountability/ responsibility for the provision of care services for children.*
 - 3) *Ability to help solve problems faced by the carers, in relation to children's care as well as problems of a personal nature that may hinder the provision of care.*

E. THE EVALUATION AND TERMINATION OF SERVICES AND CARE FOR CHILDREN

1. Review of placement and care

The fulfillment of the child's needs for care must be monitored and evaluated regularly so that the child receives optimal care.

In Practice

- *Monitoring and evaluation is conducted in order to understand the care situation of the child, in particular to check the implementation of care by the parents/ extended family and the Child Welfare Institution, as well as the availability of a substitute family who may provide care for the child.*
- *The child receives an explanation on the purpose and process of the review of care placement. The review results serve as the basis for the modification of the care plan.*
- *The child who is placed in the Child Welfare Institution receives explanations on the possibility of their return to his/her family or about his/her continuous stay in the institution if the review indicates that the child still needs to stay in the institution.*
- *In cases where a child is placed in the Child Welfare Institution, if the assessment on the situation of the family and environment suggests that there is a positive change in the family's care capacity, the child must be immediately returned to the family.*

- *Children living in the Child Welfare Institution solely in order to access educational and as a result of the family's limited financial capacity should be returned as soon as possible to the family environment.*
- *The Child Welfare Institution conducts a review based on procedure: using the review instrument developed by professional staffs (social worker in collaboration with carer); on the basis of a professionally determination that is documented and shared with the child and parents.*

2. Reporting of children who have run away or whose care have been terminated

Child Welfare Institutions must report children who have run away or are expelled by the institution to the Office of Social Affairs and are responsible for determining the children's whereabouts, safety, and security.

3. Service Termination

Child Welfare Institutions must initiate termination of services once the child has been provided with a permanent care solution.

In Practice

- *The Child Welfare Institution provides a termination of services plan for each child.*
- *The child is involved in and approves the termination plan.*
- *The child must be supported to prepare to leave the Institution in accordance with the placement review results.*
- *The family must be supported to prepare for receiving the child back in the home at a minimum a month before the child is returned.*
- *The Child Welfare Institution must facilitate and involve parents in the child's return and explain plans to monitor the child's development.*

CHAPTER V

ORGANIZATIONAL STANDARDS

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A. THE VISION, MISSION AND PURPOSE OF CHILD WELFARE INSTITUTIONS

1. Child Welfare Institutions must have a vision, mission, and aims statement that underlies the care system provided by the institution, taking into account the child's best interest.
2. Child Welfare Institutions must strive to implement the vision, mission, and aims statement of care services and its implementation must be periodically reviewed with the involvement of parents/guardians, children, and all parties involved in the delivery of the services.

In Practice

- *The Child Welfare Institution formulates its vision, mission, and aims in writing.*
- *The Child Welfare Institution details its mission into the purpose and activities of the Institution to support the role of residential care as a last resort in alternative care.*
- *The Child Welfare Institution provides information to the children with regard to the services and types of services they will receive while under the care of the institution.*
- *The information provided to the children should emphasize their rights; including receiving care according to the function of the Child Welfare Institution as an institution that provides substitute parental care.*
- *The Child Welfare Institution always checks the service providers and the children's understanding of the vision, mission, and aims of the services by reviewing the implementation of care services and whether it is in line with the expected purpose.*
- *The Child Welfare Institution develops indicators to measure the extent to which the aims of the services have been reached.*

B. THE ESTABLISHMENT, PERMIT, AND ACCREDITATION OF CHILD WELFARE INSTITUTIONS

I. Establishment of Child Welfare Institutions

- a. Any social organizations or Social Welfare Institutions that wish to establish a Child Welfare Institution must formally notify and ask for permit from the Office of Social Affairs/ Social Authorities to obtain approval from the local community in where the institution will be established.
- b. The Social Office of the District/Municipality must review the proposal to establish a Child Welfare Institution based on a needs assessment, emphasizing efforts to prevent the separation of children from their parents.
- c. The review must also assess whether the social organization/ Social Welfare Institution that proposes the establishment of the Institution has both the technical and financial capacity as well as the human resources to provide services in accordance with the national standards, before a permit to establish such an institution can be issued.
- d. The sustainability of the needs and appropriateness of the services to be provided by the Child Welfare Institution must be reviewed regularly by the Office of Social Affairs as a part of the monitoring activity and its responsibility for providing and updating the permit of service delivery.

General Provisions of Law No. 11 on Social Welfare

A Social Welfare Organization is a social organization or social association established by the community to delivers social welfare, whether it is incorporated or not incorporated.

- *The effort of the Office of Social Affairs/Social Authorities to conduct a needs assessment must be supported by the community by providing a description of the situation of the children and families in the neighborhood where the Child Welfare Institution is due to be established.*

2. Permit to provide social services through Child Welfare Institutions

a. Mechanism for obtaining permission

- 1) Any social organization/social welfare institution that aims to provide social services for children directly or through a Child Welfare Institution must:
 - a) Register in the Office of Social Affairs as a Social Welfare Institution in accordance with Law No. 11 and the Regulation of the Minister of Social Affairs No. 107/Huk/2009 on the Accreditation of Organizations in the Social Welfare Field as well as the Circular of the Director General of Rehabilitation and Social Services, Ministry of Social Affairs in August 2008 on the registration system for Child Welfare Institutions.
 - b) Receive a permit to operate based on the results of the assessment conducted by the Office of Social Affairs which indicates that the institution is capable of providing social services to children and can comply with the National Standards of Care as well as the Regulation of the Minister of Social Affairs No. 107/Huk/2009 on the Accreditation of Organizations in the Social Welfare Field.
 - c) Provide data of about the services provided and the beneficiaries that is updated each year and inputted in the National Database of children in alternative care.
 - d) Participate in the regular monitoring conducted by the Office of Social Affairs and the Ministry of Social Affairs in order to ensure that the services provided truly respond to actual needs and are delivered in accordance with the national standards and other relevant laws and regulations.
- 2) The Child Welfare Institution can only operate when it has been issued with a written operational permit from the District/ Municipality Office of Social Affairs that must be updated every five year based on the results of assessments conducted by the Office of Social Affairs.

b. The Role of Social Office/Social Institutions in licensing and monitoring care services

The District/Municipality Office of Social Affairs must regularly monitor and evaluate at least once a year whether the services

provided by the Child Welfare Institution conform to the National Standards of Care.

In Practice

For the purpose of monitoring and evaluation, each of the District/Municipality and Provincial Offices of Social Affairs/Social Authorities, and the Ministry of Social Affairs must form a monitoring team who are trained for:

- 1) Assessing and reviewing the child's placement in alternative care*
- 2) Reviewing the quality of services provided by the Child Welfare Institutions, including conformity with the National Standards of Care and the possibility of cancelling/revoking operational permits to Child Welfare Institutions.*

c. Assessment to Extend or Revoke Operational Permits

- 1) Regular assessments must be conducted by a team from the Office of Social Affairs to ensure that the Child Welfare Institution complies with the National Standards of Care and to identify the stages to be carried out by the institution within a certain period of time in order to improve its services should the services fail to comply with the standards.
- 2) The Social Office must conduct a follow-up assessment to identify the progress made by the Child Welfare Institution and whether the institution has performed the steps to comply with the National Standards of Care.
- 3) If after three warnings, the Office of Social Affairs finds that the Child Welfare Institution violates the National Standards of Care, it is authorized to cancel the institution's permit to operate. The Child Welfare Institution will not be allowed to continue its service until there is clarity that the institution meets the National Standard of Care.
- 4) In cases where a violation of the National Standards of Care endangers/harms the safety of the children, the Office of Social Affairs may immediately revoke the operational permit of the Child Welfare Institution regardless of the efforts made by the institution to improve its services. The permit will not be renewed until the Child Welfare Institution has shown clear improvements and fully implements the National Standards of Care.

- 5) The Office of Social Affairs and the Ministry of Social Affairs must enable and provide capacity building for the staff of Child Welfare Institutions including training on the National Standards of Care, technical support for their implementation, and training on child welfare and care.

In Practice

- *The Child Welfare Institution must have an operational permit separate from the permit the parent organization it is under.*
- *Each Child Care Institution has a number assigned by the local Office of Social Affairs/Social Authorities and is registered centrally by the Ministry of Social Affairs.*

3. Accreditation

The Child Welfare Institution may apply for accreditation by the Accreditation Board for Social Welfare organizations if it can demonstrate a high standard of services.

In Practice

- *The Child Welfare Institution may apply for accreditation by the Accreditation Board for Social Welfare Organizations in order to determine the quality and standards of the services it provides.*
- *The Child Welfare Institution must study the procedures for accreditation following the requirements set by the Accreditation Board for Social Welfare Organizations.*

Regulation of the Ministry of Social Affairs No. 107/HUK/2009 on the Accreditation of Organizations in the Social Welfare Field (Chapter III, Article 4 and 5)

Article 4

The accreditation is to be carried out by the Accreditation Board for social welfare organizations run by the government, local government, or community based/civil society organizations.

Article 5

- (1) Accreditation of community based/civil society social welfare organizations is to be conducted for social welfare organization that are:
 - a. a legal entity (incorporated);
 - b. registered by the Ministry of Social Affairs or the local social authorities;
 - c. Providing direct social services to the community

- (2) Accreditation of central government or local government's social welfare organizations is conducted for social welfare organizations that operate as Technical Implementation Units (UPT)/Regional Technical Implementation Units.
 - (3) Accreditation as referred to paragraph (1) and (2) is given once the organization meets the minimum standards of service for the implementation of social welfare that pertain to administrative systems, service procedures, and outcome of services.
- *The Office of Social Affairs must first conduct an assessment of the proposed accreditation of the Child Welfare Institution. The assessment must include the needs for the services of the institution, administrative systems, and service procedures as stated in article 6 of the Regulation of the Ministry of Social Affairs No. 107/Huk/2009 on the Accreditation of Institution in Social Welfare*

Article 6

- (1) Minimum standards of service for administrative systems as stated in Article 5 paragraph (3) includes:
 - a. status of the institution
 - b. vision and mission of the institution
 - c. programs and strategies of the institution
 - d. management of the institution
 - e. availability of professional social workers and/or social welfare staff who have certificate of competence
 - f. completeness of service facilities and infrastructure
 - g. Availability of funds, management system, and accountability
- (2) Minimum standards for service procedures as referred to in article 5 paragraph (3) includes:
 - a. stages of services
 - b. methods and techniques of services
- (3) Minimum standards for service outcomes as referred to in article 5 paragraph (3) includes:
 - a. appropriate targeting of of beneficiaries
 - b. number of beneficiaries
 - c. quality of services, and
 - d. achievement of the aims of services

C. FACILITIES

I. Provision of facilities

- a) The Child Welfare Institution must provide facilities that are adequate, healthy, and safe for children to support the provision of care.
- b) The institution must be established in the center of the community to allow for:
 - 1) Children to access various facilities they need, such as school, health service centers, recreational sites, activity centers for children and youth, public libraries, and a place to perform their hobbies.
 - 2) To prevent the risk of children being subjected to violence within the Child Welfare Institution due to the isolated situation of the institution.
 - 3) The involvement of the surrounding community and children in joint activities in the Child Welfare Institution, and allowing children to participate in community activities.
- c) The environment of the Child Welfare Institution must be safe in terms of accommodation and activities. The institution's premises should specifically be built in accordance with safety and security standards.

In Practice

- *The Child Welfare Institution is established in the center of the community and in the center of children's activities.*
- *The Child Welfare Institution provides public facilities that can be shared between children placed in the institution and members of the surrounding community, such as facilities for sports, worship, playing, arts, as long as it does not conflict with the children's best interest.*
- *The Child Welfare Institution needs to design buildings that meet safety standards, build security system that will protect children from social conflicts or riots, as well as unpredicted natural disasters, especially for Child Welfare Institutions located in areas prone to conflict/riot and natural disasters. In order to do this, the institution must consult parties who are known for their expertise in these areas.*

2. Facilities that support the children's privacy

- a. The Child Welfare Institution must provide shelter that meets the children's needs and privacy.

In Practice

- *The Child Welfare Institution provides shelter and separate bedrooms for boys and girls.*
- *The Child Welfare Institution provides rooms to fulfill the children's needs and activities, such as study room, playroom, exercise room, library, art room, health care center, worship room, dining room, etc.*
- *Rooms related to the children's privacy, such as bedroom, bathroom, and toilet, must have doors that can be locked for the sake of the children's security.*
- *The Child Welfare Institution provides shelter for the carers so that they can monitor the children's activities throughout the day including at night.*

- b. Child Welfare Institutions must provide bedrooms with a minimum size of 9 m² for two children, equipped with cabinets to store their personal items.

In Practice

- *The Child Welfare Institution provides separate bedrooms for boys and girls, equipped with desks and chairs.*
- *Every child has their own bed equipped with bed sheets, mattress, pillows, and blankets.*
- *The bedroom has adequate ventilation and good lighting in both day and night, and has doors and windows with locks.*
- *In the children's bedrooms there should be no item that might put the children in danger, such as stoves.*
- *The Child Welfare Institution provides hygiene supplies such as brooms, duster (cloth, duster) in each room.*
- *The children's room decoration is adapted to their tastes and developments, including the availability of mirrors.*

- c. Child Welfare Institutions must provide separate bathrooms for boys and girls, which are located in the same building than where the children reside.

In Practice

- *Every bathroom is clean and equipped with hygiene supplies such as bathroom brush, floor cleaner, and air freshener; has adequate lighting in both night and day; has vents for air circulation; and the floor is not slippery.*
- *Every bathroom has a door that can be locked from inside and can be opened by the staff from outside in emergency situation.*
- *Every bathroom has the ratio of no more than 1 bathroom for 5 children with adequate supply of clean water for shower and washing.*

- d. Child Welfare Institutions must provide separate safe, clean, and private toilets for boys and girls that are located in the same building where the children reside.

In Practice

- *The Child Welfare Institution provides toilets separate from bathrooms, which are clean and equipped with hygiene supplies such as brush and floor cleaner, and have vents for air circulation, and of which floors are not slippery.*
- *Each of the toilets has a door that can be locked from the inside and be opened by the staff from the outside in emergency situation.*
- *Every toilet must have no more than 1:5 ratios with the children, and has adequate supply of clean water for the children's needs.*

3. Supporting facilities

- a. Child Welfare Institutions must provide a clean dining room with utensils in accordance with the number of children.

In Practice

- *The dining room enables children to communicate during the meal, both among themselves and with carers.*
- *The Child Welfare Institution provides a dining room that is not separate from the children's residential buildings, so that they can easily and safely access the room even at night and when raining.*
- *Each child has the use of eating utensils such as plates, spoons, forks, and glasses.*
- *The Child Welfare Institution provides adequate, clean, and safe kitchen/cooking utensils for the children to use.*

- b. Child Welfare Institutions must provide places of worship in the vicinity of the institution for all religions professed by the children, equipped with worship facilities.

In Practice

Places of worship must be equipped with infrastructure for the children's worship activities, such as holy books, mats or mukena/sarong for muslims, and other worship equipment.

- c. Child Welfare Institutions must provide a health office that provides regular services with medical staff, medical equipment, and medicines in accordance with the children's needs for medical treatment.

In Practice

- *The health room/office must be easily accessible for children who are ill or in need of health services.*
- *Providing services every working day and outside working days if needed*
- *Having a first aid kit in a place within the reach of the children for any case of illness and emergency*
- *The implementation of first aid kit training for the staffs, and the staffs have the knowledge and skills to provide first aid for the children.*

- d. The Child Welfare Institution must provide a study room and library with adequate lighting for both day and night usage.

In Practice

- *Study room and library have vents for air circulation, are equipped with desks and chairs that can be used (not broken) and the room are easily accessed.*
- *The Child Welfare Institution provides bookcases that the children can reach.*
- *The Child Welfare Institution provides books in the library, which support the children's formal education and hobby of reading, and also provides reference books such as popular literature (e.g. popular science books, stories of great leaders, religious teen novels, reference books on reproductive health, the danger of drug abuse and HIV/AIDS in accordance with the children's age, as well as newspapers.*

- e. Child Welfare Institutions should provide playing room, exercise room, and room to perform art activities, equipped with appropriate equipment in accordance with the children's interests and talents.

In Practice

- *The Child Welfare Institution assesses the children's interests and talents in arts and sports and records the assessment results.*
- *The Child Welfare Institution provides rooms with playing, exercise, and artistic equipments in accordance with the children's interests and talents, which are also open for the children outside the institution to access as long as it does not endanger the children's safety and security. The types of sports to be engaged in with the outside children are soccer, volley ball, table tennis, and badminton. The rooms and facilities may be used by both boys and girls and even the disabled with no discrimination.*

- f. Child Welfare Institutions must provide a room that can be used by the children and their families to consult with /receive counseling by the social worker or the staff of the institution in private, or to be used as a private room for the children when they are in need of such a space.

In Practice

- *The Child Welfare Institution provides a consultation/counseling room that provides services at any time.*
- *The counseling room is equipped with adequate desks and chairs, is soundproof, so that other people cannot eavesdrop on the conversation when the children consult in private, and it is not transparent so that people cannot see who is inside the room.*
- *The institution ensures the availability of a social worker or psychologist to address the children's psychosocial problems.*
- *A lockable cabinet to store files of the processes and results of the children's consultation/counseling is available.*

- g. Child Welfare Institutions should provide a clean, neat, and convenient living room for friends or family visitors.

In Practice

A guestbook for friends and family to fill in during the visit must be available.

4. Preparedness for disaster

- a. Child Welfare Institutions must educate the children, managers, and staffs of the institution to anticipate and deal with disaster risks, both for natural and social disasters.
- b. Child Welfare Institutions must provide protection for the children in case of disaster, both in natural and social disasters.

In Practice

- *The Child Welfare Institution identifies the matters that can harm the children and estimates the resulting risks.*
- *The Child Welfare Institution provides the mechanism to address emergency situations.*
- *The Child Welfare Institution provides emergency doors that allow the children and staffs to move out of the building in case of fire.*
- *The Child Welfare Institution provides fire extinguisher equipment that is easy to reach and use by the staffs and the children.*
- *The Child Welfare Institution provides training for the staffs in anticipating emergency situations.*
- *A special place that can accommodate the children and staffs during flood, fire, or other disasters must be available.*
- *The Child Welfare Institution trains the children to deal with emergency situations with assistance from adults.*

5. Staffing

- a. Child Welfare Institutions must provide adequate staffing in terms of number, competence, and with clear job descriptions.
- b. The head of a Child Welfare Institution must conduct supervision and evaluation of the staff's performance.

In Practice

- *The Child Welfare Institution assesses the needs of staff, including the criteria and number of staff in accordance with the services provided to fulfill the children's physical, psychological, and social needs.*
- *The Child Welfare Institution formulates a clear job description for every element of the main service implementer and for complementary elements.*
- *The Child Welfare Institution formulates a staff recruitment procedure.*
- *The Child Welfare Institution conducts a structured evaluation and supervision of staff duties.*

- c. The personnel must include the main categories of service providers including carers and social workers, as well as support staffs such as janitors, security staff, and cooks.

In Practice

The caretakers of the Child Welfare Institution possess adequate competence to provide the children with professional services. The competence that each staff must have is as follows.

- 1. Carers: have the knowledge of child development and experience of working with children at least one year.*
- 2. Social workers: are a graduate of social work school and have work experience on child services.*
- 3. Security staff: have the commitment and ability to perform security in the environment of the Child Welfare Institution and understand child protection issues.*
- 4. Janitors: have the commitment to help the Child Welfare Institution clean its environment.*

- d. Child Welfare Institutions employ cooks in sufficient number, who have the experience and competence in terms of cooking, and have the understanding of the basic standard of nutrition knowledge and principle of hygiene in food preparation.

In Practice

- The Child Welfare Institution employs cooks who have the experience and competence in cooking and food preparation.*
- The cooks must understand the basic standards of nutrition and principles of hygiene in food preparation.*
- Food provision is done by cooks and can be assisted by children through an additional duty (piket), only as part of life skills training and as long as it does not conflict with the children's study time and rest time.*

- e. Child Welfare Institutions must provide support to the staff in the form of work facilities and financial assistance as well as facilitating their competence improvement.

In Practice

- *The Child Welfare Institution identifies work facilities in accordance with the staff's duties.*
- *Each of the staff received financial support in the form of monthly fee.*
- *The Child Welfare Institution actively access information on training programs or other staff development programs by government institutions or NGOs, as well as developing a network with the above institutions.*
- *The Child Welfare Institution includes staff in trainings related to care services.*
- *The Child Welfare Institution follows up collaboration with various relevant institutions by involving the staff in competency development programs held by the above institutions.*

6. Funding

- a. Child Welfare Institutions must have permanent financial resources, without having to be entirely dependent on support from the government or other donors.

In Practice

- *The Child Welfare Institution seeks funds through its own efforts in order to finance its operations or through assistance from other parties such as parent-organization or other donors.*
- *The Child Welfare Institution appoints staff with competencies in financial management.*
- *The Child Welfare Institution accounts for the use of budget in a transparent manner to the parties that support the funding.*
- *The parent-organization under which the Child Welfare Institution takes shelter should be a permanent financial source for the institution.*
- *The Child Welfare Institution may develop a network with various stakeholders to obtain financial support or facilities in addition to the permanent financial source.*

- b. Child Welfare Institutions must have a system of planning, management, accounting, and financial reporting that is accountable and is transparent.

- c. Child Welfare Institutions must have a sound financial plan that does not entail having to involve the children in fundraising.

In Practice

- In identifying the funds that are necessary, the Child Welfare Institution *should develop a financial plan in accordance with the needs for services.*
- *The fundraising mechanism is developed professionally by involving professional parties, without involving the children, and its use should be reported in a transparent and accountable manner and on a regular basis to various parties that support the funding.*

- d. Child Welfare Institutions must have staffs that are competent in planning, management, accounting, and financial reporting for the Institution, so that its financial management can be accounted for and reported in a regular basis to the parties related to the institution's funding.

In Practice

- *In formulating the necessary funding, the Child Welfare Institution should develop a financial plan according to the service requirements.*
- *The fundraising mechanism is designed professionally with the involvement of professional parties, and without involving the children.*
- *The Child Welfare Institution accounts the use of budget in a transparent manner and be accounted on a regular basis to various parties that support the funding.*

7. Networking

- a. Child Welfare Institutions must involve and bring together relevant stakeholders for coordination and collaboration in order to achieve its objectives.

In Practice

- *The Child Welfare Institution provides information on care services by family, extended family, relatives, or substitute family as well as the Child Welfare Institution itself.*
- *The Child Welfare Institution identifies and develops contacts with various potential stakeholders for coordination and collaboration in the provision of care for children.*
- *The Child Welfare Institution involves stakeholders in the implementation of services, especially in relation to basic services for children, such as health care, education, and in providing referrals.*
- *Stakeholders contribute in accordance with their capacity and resources. All of the contribution made by stakeholders are recorded and accounted for.*
- *Stakeholders are involved as part of the monitoring and evaluation team.*

- b. Child Welfare Institutions should actively participate in preventing and resolving conflicts that may occur between the various parties involved in providing care services through the Child Welfare Institution.

In Practice

- *The Child Welfare Institution may identify conflict sources and develop a mechanism to prevent and resolve conflicts.*
- *The Child Welfare Institution has professional staff or access to professional staff from other institutions in preventing and resolving conflicts.*
- *The Child Welfare Institution documents the conflicts and their resolutions.*

- c. Child Welfare Institutions should have access to various resources outside of the institution that support the sustainability of services and care provided, and use it effectively.

In Practice

- *The Child Welfare Institution receives support from its parent-organizations in terms of funding and facilities.*
- *The Child Welfare Institution has sources outside of the institution in the form of support from the parents, community, and government.*
- *The Child Welfare Institution encourages the community's involvement in achieving its objectives.*
- *The Child Welfare Institution actively seeks information and programs related to child services, such as by participating in the local forum/networks of Child Welfare Institutions.*
- *The Child Welfare Institution provides written records to account for the resources management, for example by recording necessary sources, accessing resources, and their utilization.*
- *The Child Welfare Institution reports its resources management to the government, donors, community, and all staff of the institution.*

8. Administration

- a. Child Welfare Institutions must carry out administrative functions that include planning, organizing, implementing, and monitoring in an orderly and thorough manner.

In Practice

- *The Child Welfare Institution develops written service plans for each child and for all other aspects that support the provision of services.*
- *The Child Welfare Institution undertakes planning in relation to all aspects of official administration, services, and documentation.*
- *The Child Welfare Institution organizes services in order to achieve the effectiveness of services.*
- *The Child Welfare Institution monitors the services structurally.*
- *The Child Welfare Institution records and keeps data about services, children, and carers in an orderly and safe manner. Children and staff are aware of the procedure of accessing the data when needed.*

- b. Child Welfare Institutions must have a database of the children, staff, and services provided that is continuously updated.

In Practice

- *The Child Welfare Institution registers and provides registration numbers each of the children and staff of the institution.*
- *The Child Welfare Institution keeps complete data files of each child that include the child's identity, family, health, development, education, and protection issues.*
- *The Child Welfare Institution keeps complete data files of each staff that include their identity, education, work experience, and training.*
- *The Child Welfare Institution establishes a database system for all children, staff, and services provided.*
- *The Child Welfare Institution inputs data on the children's development and activities in the database on a regular basis.*
- *The Child Welfare Institution appoints a specific staff to maintain the database.*
- *The Child Welfare Institution reports on its database to the Office of Social Affairs of the District/Municipality every year.*

- c. Child Welfare Institutions must organize the data on children, services, and carers in an orderly manner, in order to allow children and carers to access the data whenever needed.

In Practice

- *The Child Welfare Institution organizes the data archive of each child in a secure manner.*
- *The Child Welfare Institution has a set procedure for accessing the children's data, which is explained to the children.*

9. Recording and reporting

Child Welfare Institutions must record all of the processes and results of services provided, both in the family and in the Institution, and ensure the confidentiality of the documents except when not in the child's best interest.

In Practice

- *All social workers and carers must record the assessment results on the child's development during their stay in the Institution, physically, emotionally, and socially.*
- *All social workers and carers must record the care services plan provided to the respective children and the family.*
- *All social workers and carers must record the monitoring and evaluation results on the process and results of services as well as termination plan.*
- *Social workers carry out and have records of the child's special development (problems, certain potential/talent).*
- *Social workers and carers always update the children's files.*
- *All records are approved by the child and they have full access to files related to them.*
- *The Child Welfare Institution exercise confidentiality principle for all of the children's documents unless needed for services and the children's best interest.*
- *The child gives consent if the social worker/carer shares the information with other parties for the sake of services.*
- *All records related to The Child Welfare Institution, the child's identity and activities, and cares are put in the database of the institution.*

10. Monitoring and evaluation

- a. Child Welfare Institutions must carry out monitoring conducted by the managers and staffs to ensure that the implementation of all activities is in accordance with the plans.
- b. Child Welfare Institutions must undertake regular evaluations to assess the extent to which care objectives were reached and to serve as a basis for the further planning.

In Practice

- *Monitoring and evaluation is carried out on a regular basis by the internal parties in the Child Welfare Institution or by external parties (the Office of Social/Social Authorities).*
- *Monitoring and evaluation is carried out by using instruments and the results are used as the basis for further planning and reported to the Office of Social Affairs/Social Authorities.*

Jakarta,

Minister of Social Affairs Republic of Indonesia



Salim Segaf Al Jufri



MINISTRY OF SOCIAL AFFAIR
REPUBLIC OF INDONESIA



Save the Children