



14 September 2023

Tēnā koe

On 17 August 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*...the Rotorua-based charity Visions of a Helping Hand was due to have undergone a social services accreditation review by no later than March this year. This was after a September 2022 visit which found that Visions only partially met the standards for accreditation.*

*I would like to see any documents from this latest review, as well as the final report please.*

On 31 August 2023 the Ministry contacted you to ask if you would be happy to limit the scope of your request to a copy of the final report, due to the number of other documents in scope that were used to form the final report. On the same day, you agreed to the refined scope.

Many of the additional documents are named in the final report. You are welcome to make a new request for any of these documents if they are of interest to you.

Te Kāhui Kāhu accredits social service providers on behalf of six government agencies, including the Ministry. Providers are assessed against a set of accreditation standards appropriate to the services they deliver. This can include the provider's ability to financially support itself, if their vulnerable clients are safe and protected, if their staff are trained and supported, and if they are providing quality services. Accreditation ultimately provides assurance to contracting agencies that providers have strong, safe business practices.

Please find attached the following document:

- Te Kāhui Kāhu Assessment Report – Visions of a Helping Hand Charitable Trust, 19 May 2023.

Some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Some information is withheld under section 9(2)(ba)(i) as the information is subject to an obligation of confidence and if released, could prejudice the supply of similar information in the future. The greater public interest is in ensuring that such information can continue to be supplied.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



Nicky Smith  
**General Manager**  
**Te Kāhui Kāhu**