Assessment report

Assessment Number 82571

Provider Name:	Onekawa Taiohi Charitable Trust
Provider ID Number:	50059
Address:	273 Waimana Road RD 1 Waimana 3196
Assessed By:	Section 9(2)(a) Privacy of Natural Persons
Legislation:	S.396 - CYP & F Act 1989
Date Assessed:	17 February 2009
Previous Assessment Date:	22 April 2008

This review assesses the extent to which the organisation and or service meets the requirements set out in Part VIII of the Children, Young Persons and their Families Act 1989 (CYP&F Act 1989) and or the applicable Standards for Approval (i.e. OSCAR, Elder Abuse, Inter-Country Adoption).

The purpose of this assessment report is to record the findings upon which a recommendation for or against Approval is made. It is also prepared to assist both the participating organisation and the Ministry of Social Development with future planning through identifying organisational strengths and achievements, areas for development and required improvements to support continuous quality improvement. Approval status certifies that at a specific point in time the participating organisation and or service has met the requirements of Part VIII of the CYP&F Act 1989 and or the applicable standards.

Executive summary

Onekawa Taiohi Trust (Onekawa) was first approved in April 2008 under Sections 396 and 403 of the Child Youth and Family Act 1989.

The Trust operates from a premise in Taneatua and from the following marae/locations:

- Piripari Marae, Matahi Valley, Waimana
- Otenuku Marae, Ruatoki
- 8 Acres, Matahi Valley
- Hokianga Island, Kutarere

This assessment is the second site based review of the organisation's activities. Visits were made to all of the locations listed above; a further visit was made to a farm that the Trust had been using but the facilities were considered unsuitable and the Trust has been asked to stop sending boys to the farm.

This assessment focused on reviewing the following standards:

Business Viability Standards: 1, 6 & 7
Child and Family Support Services Programme Quality Standards: 1- 8
Not all aspects of the standards tested were met. A number of areas for practice improvement have been identified; particularly in relation to developing individual intervention plans for the young people and in investigating how the ongoing educational needs of the young people might be better met.

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Organisational context and history

Approved services:

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Legal structure: Charitable Trust

Onekawa Taiohi Trust offers a number of social services which includes:

1. Whanau support
2. Social work
3. Counselling
4. Residential Programmes for boys between the ages of 12 and 17 and
5. Advocacy

The Trust currently receives funding from CYF on a fee for service basis. The Trust does not have a 'bed night' contract with CYF though some discussion has occurred between Onekawa and CYF funding and contracting staff.

This assessment has occurred against a background of concern about the quality of the services provided by the Trust, concern about the suitability of some of the venues used as part of the delivery of the programme and concern about youth justice boys being allowed to mix with care and protection boys.

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Process

29 October 2008 – Dates for the site visit finalised and schedule for the visit sent.

24 & 25 November 2008 – Site visit to the following locations undertaken: Taneatua, Piripari Marae, 8 Acres, the farm, Otenuku Marae and Kuratere.

17 February 2009 – Further site visit made to Otenuku Marae to view premises not able to be accessed on the first visit.

As part of completing this assessment the following documents were sighted and interviews were held with a number of the young people; both in groups and individually.

- Personnel records
- Client files
- First aid record
- Incident register
- Complaint register

Key findings

Business Viability Standard 1 - Philosophical Base

Onekawa was found to be clear about the organisation's values, goals and service scope. Similarly the organisation was found to be operating in line with their vision and goals.

Business Viability Standard 6 - Staffing

It is considered that Onekawa have been able to demonstrate that the Trust takes steps to recruit workers who are qualified and competent, both to deliver and to support the delivery of its services. The Trust was also able to demonstrate that the Trust monitors worker performance and provides staff with access to training, professional development and support.

Business Viability Standard 7 - Health and Safety

Onekawa was able to demonstrate that the Trust takes steps to provide a safe environment for both staff and clients and that they have appropriate processes in place to deal with emergency situations and client discipline. Onekawa are required to adhere to the participant numbers stipulated for each venue.

Business Viability Standard 9 - Financial Management and Systems

Based on the current level of funding received by the Trust it is considered that the financial management processes currently in use are adequate, with the exception of budget forecasting. It is accepted that under the current funding arrangement it is difficult for the Trust to anticipate its income but the Trust is required to make an attempt to prepare a budget forecast based on past income and expenditure information.

Child and Family Support Services Programme Quality Standard 1 - Appointment of Director of the Service

The organisation was able to demonstrate compliance with part of this standard but an amendment needs to be made to the position specification or job description of the Manager to reflect the designation of 'Director' of a Child and Family Support Service.

Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

Onekawa were able to demonstrate that they have a process for determining a client's suitability for the programme, which includes discussion with the referring agency and a review of any written information provided about the young person.

Child and Family Support Services Programme Quality Standard 3 - Client Planning

The requirements of this standard were not met. Onekawa is required to implement a practice improvement.

Child and Family Support Services Programme Quality Standard 4 - Programmes for Clients

Based on the evidence obtained it is considered that Onekawa has been able to demonstrate that it plans and delivers programmes that are considered by the participants to be relevant and of value.

Child and Family Support Services Programme Quality Standard 5 - Care Placement

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Onekawa was able to demonstrate that they provide a programme that meets a wide range of needs. They were also able to demonstrate that the young people in their care had an appropriate legal status and that each placement was being monitored and reviewed.

Child and Family Support Services Programme Quality Standard 6 - Conclusion of Service Provision

The organisation has been able to demonstrate that they facilitate the conclusion of service in a planned and considered way.

Child and Family Support Services Programme Quality Standard 7 - Client Record Keeping

Not all aspects of this standard were met; some improvement is required is required in relation to documenting individual intervention plans and documenting intervention plan reviews.

Personal information was found to be being managed in accordance with the requirements of the Privacy act 1993.

Child and Family Support Services Programme Quality Standard 8 - Service Provision Review and Evaluation

Not all aspects of this standard were met; Onekawa are required to implement some formal review and evaluation processes.

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Assessment summary

Based on the information obtained it is considered that Onekawa has not fully demonstrated compliance with the requirements for approval as a Child and Family Support Service under s.396 of the CYP&F Act 1989. However, the deficits identified are not considered significant enough to revoke or suspend the organisation's approval status; nor is completion of remedial actions considered appropriate as most of the improvements that need to be implemented are things that will need time to address and are not considered to place the welfare of the young people at risk.

Assessment status: Confirmation of approval

Approval status: Approved

Suggestions for quality enhancements

Business Viability Standard 6 - Staffing

Add a clause to the Trust's job application form, employment agreement and or the volunteer agreement that informs workers that they will be dismissed if:

- It is discovered that the worker has or receives a conviction for any offences against children, offences of a sexual nature, offences of serious violence (and any others the Trust does not accept)

- It is discovered that the worker has lied or been misleading in the way they have represented themselves to the Trust.

Make sure that the application form asks worker to declare if there is anything in their past that may adversely affect their ability to work for the Trust.

Review the volunteer agreement to make sure that it does not place the Trust at risk of volunteers being deemed to be operating as employees under the Employment Relations Act 2000, the Wages Protection Act 1983 and the Holidays Act 2003.

Consider making some amendments to the current Employment Agreement to allow for greater staffing flexibility.

Make sure that the training register documents the dd/mm/yy training was undertaken.

Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

It is strongly suggested that Onekawa Develop a referral form that includes questions designed to get the type of information that Onekawa has learned is important to know about prospective clients.

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Report

Business Viability Standard 1 - Philosophical Base

The organisation uses a clearly defined philosophical base to determine the services it will provide. [refer to pg 13 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has clearly identified:
1.1 its general philosophy/value base
1.2 the scope of its services
1.3 its goals for its services
1.4 its intended outcomes for clients

2 The organisation has described how the services it provides fit with its general philosophy/value base, defined scope of services, goal for its services and intended outcomes for clients.

Process and context

In assessing this standard evidence was sought that the organisation uses a clearly defined philosophical base to determine the services it will provide. This was undertaken through a review of the organisation's Trust Deed, policies, procedures, strategic plan and a brochure.

Findings

Section	
	A whakatauki in the organisation's publicity brochure encapsulates part of the Onekawa's philosophy and vision; "Hokia ki ngaa maunga, kia urea koe e ngaa hau a Taawhirimatea. Return to the mountains that you may be cleansed by the winds of Taawhirimatea." The organisation believes that it can make a difference in the lives of 'at risk' young people by offering them the opportunity to participate in outdoor activities and learn about Te Ngahere (bush-craft) and Te Moana (sea-craft). The organisation's describes its mission as: *"To enhance the quality of life for disadvantage children, youth, adults and whanau by providing quality social and welfare services, irrespective of their nationality".* A visit to the programme and discussion with the young people attending Onekawa provided evidence that the Trust is operating in accordance with its philosophy, vision and mission.

Conclusion

Onekawa was found to be clear about the organisation's values, goals and service scope. Similarly the organisation was found to be operating in line with their vision and goals.

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Suggestions for quality enhancements

Business Viability Standard 6 - Staffing

The organisation has a sufficient body of qualified and competent staff both to deliver and to support the delivery of its services. [refer to pg 18 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.
2. The organisation includes in its definition of staff anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors as well as paid staff members.
3. The organisation has a clear, transparent and open process for recruiting and vetting staff. Vetting of staff is to include a police check for offences.
4. The organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.
5. Unless there are exceptional circumstances, the organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for crimes of violence against the person or dishonesty.
6. The organisation has a written agreement of service with all staff, including volunteers, contractors and caregivers.
7. The organisation provides adequate training, professional development and support for all staff.
8. The organisation uses an effective performance management system for all staff.

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Process and context

In assessing this standard evidence was sought to demonstrate that the organisation uses a robust recruitment process, adequately vets its workers, monitors performance and provides ongoing professional development.

Testing was undertaken through a review of personnel records. A sample of one staff files was reviewed in relation to recruitment process. A further sample of three staff file was tested in relation to ongoing performance review and professional development.

Findings

Section	

- The workforce of Onekawa is made up of paid staff and unpaid volunteers. Most of the workers come from the local community and are well known to each other; many are related.
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- Staff are recruited on the basis that members of the Trust believe the individual has skills relevant to the delivery of the Trust's services. Formal recruitment process involving curriculum vitae, interviews and referee checks does not appear to be happening; though the organisation has the relevant policies and procedures. Instead personal knowledge of the individual appears to be relied on. As a concession to formal process, police checks are obtained and employment/volunteer agreements are used. Workers are also taken through a process of induction to the organisation.

- Given the familiarity that exists within the community some deviation from formal process is considered acceptable. However, the Trust is reminded that it is important to keep adequate documentation to show that workers are appropriately skilled for the job.
- Evidence of staff attendance at training was noted. It was also ascertained that there is a weekly staff meeting, which provides staff with a forum to raise issues and for service delivery practice issue to be discussed.

- While reviewing documentation it was noted that the Trust would benefit from implementing the following practice enhancements:

- Add a clause to the Trust's job application form, employment agreement and or the volunteer agreement that informs workers that they will be dismissed if:

    a. It is discovered that the worker has or receives a conviction for any offences against children, offences of a sexual nature, offences of serious violence (and any others the Trust does not accept)
    b. It is discovered that the worker has lied or been misleading in the way they have represented themselves to the Trust.

- Make sure that the application form asks the worker to declare if there is anything in their past that may adversely affect their ability to work for the Trust.
- Review the volunteer agreement to make sure that it does not place the Trust at risk of volunteers being deemed to be operating as employees under the Employment Relations Act 2000, the Wages Protection Act 1983 and the Holidays Act 2003.
- Consider making some amendments to the current Employment Agreement to allow for greater staffing flexibility.
- Make sure that the training register documents the dd/mm/yy training was undertaken.

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Conclusion

It is considered that Onekawa have been able to demonstrate that the Trust takes steps to recruit workers who are qualified and competent, both to deliver and to support the delivery of its services. The Trust was also able to demonstrate that the Trust monitors worker performance and provides staff with access to training, professional development and support.

Suggestions for quality enhancements

Add a clause to the Trust's job application form, employment agreement and or the volunteer agreement that informs workers that they will be dismissed if:

- It is discovered that the worker has or receives a conviction for any offences against children, offences of a sexual nature, offences of serious violence (and any others the Trust does not accept)
- It is discovered that the worker has lied or been misleading in the way they have represented themselves to the Trust.

Make sure that the application form asks worker to declare if there is anything in their past that may adversely affect their ability to work for the Trust.

Review the volunteer agreement to make sure that it does not place the Trust at risk of volunteers being deemed to be operating as employees under the Employment Relations Act 2000, the Wages Protection Act 1983 and the Holidays Act 2003.

Consider making some amendments to the current Employment Agreement to allow for greater staffing flexibility.

Make sure that the training register documents the dd/mm/yy training was undertaken.

Business Viability Standard 7 - Health and Safety

The organisation ensures that clients, staff and visitors are protected from risk. [refer to pg 19 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation ensures that its premises comply with all legal requirements.
2. The organisation provides and maintains a safe physical and emotional environment for all who enter its premises and any other premises that it uses for service delivery.
3. The organisation ensures safety of any children being supervised on the premises while their parents or caregivers receive services.
4. The organisation has safety and emergency plans for the evacuation of its premises and any other premises that it uses for service delivery.
5. The organisation maintains a register of accidents and incidents of serious harm to staff, visitors and others in the workplace.
6. The organisation notifies the Department of Labour, Occupational Safety and Health Service, as soon as possible of any incident which falls within the definition of serious harm, as defined in the Health and Safety in Employment Act 1992, and provides written confirmation of the incident within seven days.

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7	The organisation ensures that its staff and caregivers do not use methods of discipline or control that involve physical or emotional punishment.

Process and context

In assessing this standard evidence was sought to demonstrate that the organisation ensures that clients, staff and visitors are protected from risk. This was undertaken through discussion with staff, inspection of the physical environment and review of the occupational safety and health (OSH) records.

Each of the venue currently used by the Trust were visited along with some venue that the Trust hopes to use in the future; these included Piripari Marae, Otenuku Marae, 8 acres, the office in Taneatua, the farm and Kutarere (Hokianga Island).

Findings

Section	
	Most of the sites visited were found to provide a suitable environment for the delivery of service. Evidence of safety planning was obtained and the Trust was found to be keeping a record of any accidents, injuries and incidents involving staff and or young people. A first aid kit was sighted; the kit contained all of the supplies that are usually contained in a first aid kit. Several members of staff are trained in first aid. It was noted that one of the boys had required medical attention for a minor health matter. The Trust arranged a visit to the Doctor for the young person. Information about the health matter and the action taken was well documented. Discussion with the young people confirmed that health and safety matters are regularly discussed and failure to follow health and safety instructions results in termination of activities and or a loss of privileges; an example of this is the loss of access to horse riding. The young people are required to wear riding helmets, which they dislike, and over time the young people have damaged or lost most of the helmets. Because some of the activities provided by the Trust involve travel to locations where telephone contact via land-line and or cell phone is not possible the Trust has access to and makes use of other communication systems such as RT radio and GPS. The organisation has clear guidelines in relation to discipline and the use of punishment. As indicated above loss of privileges is the primary form of punishment use by the Trust. The Trust also has a policy of holding group meetings to discuss breaches of rules. In situations where an incident has occurred and the perpetrators are unknown all of the young people experience a loss of privileges. The aim of this approach is to foster collective responsibility. One improvement to health and safety practice that Onekawa needs to make is the implementation of a process of systematic and regular hazard identification. It is recommended that Onekawa develop a checklist for use by staff and or the young people to review the safety of the buildings, equipment and surrounding environment.

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The Farm

The house at the farm was found to be under renovation with no running water or ablution facilities. The option of a 'long-drop' toilet was canvassed but the restricted access to water for hand-washing and basic hygiene was of concern.

Another issue of concern with the farm was the amount of discarded machinery, building materials and other items littering the land in the vicinity of the house. Many of the young people attending the programme have difficulty following instruction and thinking before acting; because of this it is considered that the environment at the farm poses too many health and safety challenges and Onekawa are required to stop using this facility.

Piripari Marae

The facilities at the marae were found to be basic but adequate for the purpose of providing a residential programme. Sleeping facilities are catered for by the whare tipuna and the whare kai provides the venue for cooking, eating and indoor activity such as school work.

The marae has a shower and toilet block with cold running water where the young people are able to bathe. Clothes washing facilities are also available. The fact that the shower block only has cold running water is not seen as an issue.

The whare kai has adequate facility for the safe handling and preparation of food. The whare kai also provides a suitable venue for indoor activities for up to 12 youth. A large wood fired boiler provides heat to the whare kai making the whare kai a suitable venue for activity during the winter.

8 Acres

Eight acres is an open area on conservation land where camping facilities are able to be established under canvas. There is a toilet block, a large open area for recreation and a river for bathing. Cooking is done over open fires or gas powered cooking equipment can be use. There is no electricity available and telephone reception is non-existent. Access to and from the location requires flowing water to be crossed, making use of this venue undesirable when wet weather is forecast.

Given the limitations of the venue it is considered that 8 acres is only suitable for short stays of up to 3 days at a time; particularly for groups of more than 6 young people. Because of the layout of the area and the possibility of the venue being used by other campers' use of 8 acres poses some additional risks that do not exist in the marae setting. It is considered that the ratio of staff to young people needs to be higher and strict controls need to be in place to avoid the possibility of incident or accusation.

HokiangaIsland

As long as Onekawa apply the usual safety planning processes to the use of this venue and occupation is limited to short periods (that may include overnight stays) there does not appear to be any reason why this venue should not be used. Given that activities at this location occur in and around the ocean precaution needs to be taken to ensure that the boys are able to swim and that the staff to boys' ratio is high. Boats must be sea

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	worthy, life jackets must be used and the number of people in a boat must not exceed recommended safety levels for the size of the craft. <u>Otenuku Marae</u> The facilities at this marae were found to be suitable for the delivery of a residential programme. As with Piripari Marae sleeping facilities are catered for by the whare tipuna and the whare kai provides the venue for cooking, eating and indoor activity such as school work. A couple of minor structural matters were identified as needing to be fixed (replacement of some floor boards in the whare kai, securing some boards on the maihi of the whare tipuna and replacement of some scotia in the whare kai); it was also identified that an extra fridge was needed to allow cooked and uncooked food to be safely stored. The Manager of Onekawa has undertaken to remedy these matters. It is considered that this venue is suitable for up to 12 young people to be resident at any one time.

Conclusion

Onekawa was able to demonstrate that the Trust takes steps to provide a safe environment for both staff and clients and that they have appropriate processes in place to deal with emergency situations and client discipline. Onekawa are required to adhere to the participant numbers stipulated for each venue.

Suggestions for quality enhancements

Business Viability Standard 9 - Financial Management and Systems

The organisation is financially viable and manages its finances competently.
[refer to pg 21 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation is solvent.

2 The organisation has a financial management system appropriate to the size and complexity of the organisation.

3 The organisation has an appropriate accounting system in use which produces accurate and timely financial statements.

4 The organisation has arrangements for the regular independent audit of financial accounts.

5 The organisation undertakes forward financial planning (forecasting) to show that the organisation will remain financially viable.

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Process and context

In assessing this standard evidence was sought to demonstrate that the organisation is financially viable, has effective financial management systems and internal controls in place and manages its finances competently.

Findings

Section	
	Information about the Trust's financial position was sighted. The records showed that the Trust is solvent, though this is primarily achieved through the use of volunteer labour. The Trust receives income from CYF sites for young people referred following youth justice Family Group Conference (FGC) or in response to an order for 'Supervision with Activities' (SWA). The Trust also provides service to other young people referred by CYF, whanau or Mental Health services for which 'Unsupported Child Benefit' (UCB) is meant to be claimed. At the time of the site visit in November 2008 Onekawa had been informed by Work and Income that the UCB for some of the boys was to be stopped, on the grounds that the young people did not meet the criteria. Evidence of payment of GST and PAYE was sighted as were the audited accounts for the financial year ending 30 June 2008. The audit report contained an unqualified opinion based on examination and testing of records. The auditor for the Trust was P N Nock (Chartered Accountant) based in Hamilton. One area of financial management practice that was identified as needing to be improved was budget forecasting; the Trust does not have a forecast budget for the current 2008/2009 year.

Conclusion

Based on the current level of funding received by the Trust it is considered that the financial management processes currently in use are adequate, with the exception of budget forecasting. It is accepted that under the current funding arrangement it is difficult for the Trust to anticipate its income but the Trust is required to make an attempt to prepare a budget forecast based on past income and expenditure information.

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Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 1 - Appointment of Director of the Service

The organisation appoints a Director of the service to meet the requirements of the Children, Young Persons, and Their Families Act 1989. [refer to pg 25 standards for approval]

The organisation must be able to demonstrate to Child, Youth and Family that: 1 The organisation: 1.1 appoints a Director for the service, or a person is designated to act for that purpose 1.2 states the designation in the person's position specification

Process and context

In assessing this standard evidence was sought to demonstrate that the organisation has a person or persons designated to fulfil the role of a 'Director' of a Child and Family Support Service and that this designation is clearly documented.

Findings

Section	
	The following table depicts the aspects reviewed and a summary of the assessment findings. The service has a person who fills the role of the 'Director of a Child and Family Support Service' — √ The person who fulfils the role of director has the designation stated in their position specifications. — X √ requirement met The primary role of a 'Director' of a Child and Family Support Service sits with the Manager of the organisation. However, this delegation is not expressly documented in the person's job description or position specifications. To comply fully with the requirements of this standard an amendment needs to be made to the position specification or job description.

Conclusion

The organisation was able to demonstrate compliance with part of this standard but an amendment needs to be made to the position specification or job description of the Manager to reflect the designation of 'Director' of a Child and Family Support Service.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

The organisation uses a process to assess the needs of the children and young persons seeking and or referred to the services it provides. [refer to pg 26 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation establishes criteria for admission of clients. These are

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	intended to ensure that the needs of clients are matched to the purpose of the services.
2	The organisation ensures that the children and young people who fit the organisation's criteria receive a comprehensive assessment before providing them with services.
3	The organisation ensures that its referrals to a Care and Protection Coordinator meet the requirements of section 19 of the CYP&F Act.

Process and context

In assessing this standard evidence was sought to demonstrate that the organisation has clear admission criteria for its care services and that a comprehensive needs assessment process is in use.

A sample of four client files was tested.

Findings

Section	
	• Suitability for entry to the programme offered by Onekawa is based on discussion with the referring social worker or agency and review of any written information provided. Assessment information was sighted on the client files. • • To ensure that Onekawa has enough information about the young people to decide on the young person's suitability for the programme and to plan for service delivery Onekawa is required to implement the following suggestions: • Develop a referral form that includes questions designed to get the type of information that Onekawa has learned is important to know about prospective clients.

Conclusion

Onekawa were able to demonstrate that they have a process for determining a client's suitability for the programme, which includes discussion with the referring agency and a review of any written information provided about the young person.

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Suggestions for quality enhancements

It is strongly suggested that Onekawa Develop a referral form that includes questions designed to get the type of information that Onekawa has learned is important to know about prospective clients.

Child and Family Support Services Programme Quality Standard 3 - Client Planning

The organisation carries out all work with children, young persons and their families

on the basis of a formal intervention plan. [refer to pg 27 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation's formal intervention plans for the children, young persons and their families:
1.1 ensure that the child or young person is safe from abuse and harm
1.2 support the family, whanau, hapu, iwi, or family group to make any required changes
1.3 aim at strengthening and maintaining the child or young person's relationship with their family, whanau, hapu, iwi and family group
1.4 outline the services that the child or young person, their family, whanau, hapu, iwi, or family group will receive to achieve the objectives of the plan
1.5 are consistent with the provisions of the CYP&F Act.

Process and context

Evidence was sought to demonstrate that the organisation carries out all work with young people and their families on the basis of a formal intervention plan; congruence between identified need was sought along with clarity of objectives and commitment to strengthening the family and maintaining family ties (where appropriate).

Findings

Section	
	• Evidence of formal intervention planning was limited. To ensure that the programme provided to each young person by Onekawa is relevant to the individual needs of each client the Trust is required to implement the following improvement: • • Develop an individual placement plan for each boy that identifies what skills the young person needs to develop and what specific needs are required to be addressed through the placement i.e. like-skills, education, behaviour, addiction, counselling, family relationships etc.

Conclusion

The requirements of this standard were not met. Onekawa is required to implement a practice improvement.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 4 - Programmes for Clients

The organisation plans and delivers coherent and effective programmes as appropriate for the service being provided. [refer to pg 28 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation identifies objectives for clients in the programme that

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	are consistent with the goals of the service.
2	The programme has a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives for clients.
3	The organisation ensures that adequate resources are available to enable all necessary activities to be carried out.
4	The organisation ensures that it has all the necessary consents to the participation of the child or young person in the programme.
5	The organisation ensures the safety of clients in the programme by: 5.1 collecting all the information required for the purpose of the programme and the safety of the children and/or young people participating in the programme. 5.2 monitoring the programme to ensure that its staff use methods of discipline or control that do not involve physical or emotional punishment 5.3 ensuring that the physical location of the programme is appropriate and safe for the age, background and capabilities of those participating 5.4 having a plan to cover emergencies that may occur during the operation of the programme 5.5 ensuring that all who need to, know where the participants are all times during the programme.

Process and context

In testing this standard evidence was sought to demonstrate that the organisation delivers a coherent and effective programme that has a clear structure that is consistent with the goals of the programme.

Staff and clients were spoken with and a sample of four client files was reviewed along with publicity material for the programme.

Findings

Section	
	The aim of the programme is to give young people a chance to get away from the environment were they are experiencing difficulties and to participate in outdoor activities and learn about Te Ngahere (bush-craft) and Te Moana (sea-craft). The programme has a clear structure, well defined goals and includes activities that are likely to contribute to the achievement of the desired outcomes. Two elements that Onekawa needs to improve in relation to the programme delivered is access to ongoing schooling for the young people and development of individualised intervention plans (as noted under child and Family Support Services Programme Quality 3). Use of the Correspondence School resources is recommended.

Conclusion

Based on the evidence obtained it is considered that Onekawa has been able to demonstrate that it plans and delivers programmes that are considered by the participants to be relevant and of value.

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Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 5 - Care Placement

The organisation ensures that all placements of children and young persons follow the requirements of the CYP&F Act. [refer to pg 29 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation ensures that all placements meet the full range of needs of the children and young persons in their care.
2. The organisation ensures that the selection of a caregiver for a child or young person is made from within the family, whanau, hapu or iwi or family group wherever possible.
3. The organisation continues to seek family placements for those children and young people who are in their custody or guardianship and placed outside their wider family, whanau, hapu, iwi or family group.
4. The organisation ensures that children and young persons in its care have the appropriate legal status.
5. The organisation's process for vetting caregivers ensure safe placements for children and young people. The vetting is to include those who usually live with the caregivers.
6. The organisation ensures the continuing appropriateness and effectiveness of the placement by providing on-going supervision and support to all involved in the placement.
7. The organisation's regular review of the placement meets legislative requirements.

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Process and context

Evidence was sought to demonstrate that the organisation makes sure that the placements meet the full range of needs of the children, that appropriate legal status is established and reviewed and that placement monitoring and support is occurring.

Interviews were conducted with the boys either individually or in a group; the programme was also observed in operation.

Findings

Section	
	Some of the young people indicated that they would like more variety in the activities offered on a daily basis but overall the young people seemed happy with their experience of the programme and the way in which incidents and behavioural issues are dealt with. Learning to cook various meals seemed to be an activity that was valued by the young people as was any outdoor activity. The opportunity to learn

	about tikanga Maori was also appreciated by many of the young people. Most of the young people had had some contact with family since their arrival at Onekawa, though much of the contact was via mail. As indicated under a previous section the one aspect of the programme provided by Onekawa that would benefit from enhancement is access to ongoing education for the young people.

Conclusion

Onekawa was able to demonstrate that they provide a programme that meets a wide range of needs. They were also able to demonstrate that the young people in their care had an appropriate legal status and that each placement was being monitored and reviewed.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 6 - Conclusion of Service Provision

The organisation has in place a process which facilitates the conclusion of service. [refer to pg 30 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has a comprehensive process for deciding when to conclude service provision of the child, young person or their family.

2 The organisation ensures that services do not conclude until:
2.1 the family, whanau, hapu, iwi or family group has either achieved the goals set in the formal intervention, plan, or made considerable progress towards achieving them
2.2 a senior staff member, social worker or supervisor employed by the organisation is satisfied that the home environment is safe.

Process and context

Evidence was sought to demonstrate that the organisation has in place a process which facilitates the conclusion of service in a planned and considered way.

Findings

Section	
	Most of the young people attending the programme are there for a fixed period with a predetermined departure date. Departure from the programme is organised by the young person's social worker in consultation with Onekawa. It is usual practice at the programme for there to be a poroporoaki before a young person leaves.

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Conclusion

The organisation has been able to demonstrate that they facilitate the conclusion of service in a planned and considered way.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 7 - Client Record Keeping

The organisation keeps accurate records of its work with clients. [refer to pg 31 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation's records of its work with clients meet:
1.1 the Department of Child, Youth and Family Services reporting requirements
1.2 best social work practice requirements.

2 The organisation ensures that client records document each stage of service provision from intake to service conclusion.

3 The organisation collects, records, stores and uses client information in keeping with the Privacy Act 1993.

4 The organisation provides written information to its clients on who will have access to personal information or documentation that the organisation holds about them.

Process and context

In assessing this standard evidence was sought to demonstrate that the organisation maintains an appropriate level of information in relation to the services provided and that the organisation complies with the requirements of the Privacy Act 1993.

Of particular focus was record keeping in relation to the organisation's work with clients. The assessment sought to verify that best social work practice was being demonstrated and that each stage of service delivery from intake to case closure was being documented.

Findings

Section	
	The information held by Onekawa is sufficient to meet any CYF reporting requirements but as indicated in other sections of this report there are several aspects of client record keeping in relation to documenting each stage of service delivery that need to be improved. In particular formal intervention plans need to be documented for each young person and a record needs to be kept to show that regular review of the individual

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	intervention plans is occurring. In relation to the Privacy Act and the management of personal information, the organisation was found to be complying with the requirements of the Act. Client information was found to be appropriately stored to prevent unauthorized access and the same was found for personnel information. Written material was also sighted that explained the rights, responsibilities and entitlements covered by the Privacy Act 1993.

Conclusion

Not all aspects of this standard were met; some improvement is required is required in relation to documenting individual intervention plans and documenting intervention plan reviews.

Personal information was found to be being managed in accordance with the requirements of the Privacy act 1993.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 8 - Service Provision Review and Evaluation

The organisation makes changes to its service provision based on on-going review and evaluation. [refer to pg 32 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation evaluates the effectiveness and appropriateness of the services provided to clients
2. The organisation undertakes regular reviews of its services to ensure the ongoing effectiveness and appropriateness of the services

Process and context

Evidence was sought to demonstrate that the organisation regularly evaluates the effectiveness and appropriateness of the services being provided to clients and makes changes to its service provision based on on-going review and evaluation.

Findings

Section	
	• Formal review and evaluation of the services to clients does not appear to be happening. The young people have an opportunity to express how they feel about the programme at the group meetings but it is considered that Onekawa needs to implement a formal review process. Two level of review are required to be put into place: • • Review and documentation of the young person's progress against

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	the goals identified in their individual intervention plan • Review of the programme in general by collecting formal written feedback from the young people when they leave the programme.

Conclusion
Not all aspects of this standard were met; Onekawa are required to implement some formal review and evaluation processes.

Suggestions for quality enhancements

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Assessment report

Assessment Number 83860

Provider Name:	Onekawa Taiohi Charitable Trust
Provider ID Number:	50059
Address:	273 WAIMANA ROAD WAIMANA
Assessed By:	Section 9(2)(a) Privacy of Natural Persons
Legislation:	S.396 - CYP & F Act 1989 - Child and Family Support Services
Date Assessed:	17 August 2009
Previous Assessment Date:	05 June 2009

This review assesses the extent to which the organisation and or service meets the requirements set out in Part VIII of the Children, Young Persons and their Families Act 1989 (CYP&F Act 1989) and or the applicable Standards for Approval (i.e. OSCAR, Elder Abuse, Inter-Country Adoption).

The purpose of this assessment report is to record the findings upon which a recommendation for or against Approval is made. It is also prepared to assist both the participating organisation and the Ministry of Social Development with future planning through identifying organisational strengths and achievements, areas for development and required improvements to support continuous quality improvement. Approval status certifies that at a specific point in time the participating organisation and or service has met the requirements of Part VIII of the CYP&F Act 1989 and or the applicable standards.

Executive summary

Onekawa Taiohi Trust (OTT) continues to provide a residential service and structured day based activities to youth at risk between the ages of 12 to 17 years.

The Trust operates from premises at 267 Waimana Rd, Waimana and use the following Marae locations as their programme and residential base;

- Piripari Marae, Matahi Valley, Waimana and
- Otenuku Marae, Ruatoki (Te Koopere Rangatahi Intervention programme)

The visit to both marae reviewed outstanding structural / building requirements which were found to have been addressed satisfactorily. A concern in the previous review was Youth Justice referrals being able to co-habit with Care and Protection boys. This issue has been addressed by placing Youth Justice referrals at Piripari Marae and Care and Protection referrals at Otenuku Marae which is 30 kilometres apart.

Educational needs of the young people was also a concern in the previous review and is currently being discussed with the Ministry of Education / Correspondence school to address how educational needs can be implemented in a more timely manner. This area is still being tested to ensure better compliance with the needs of individuals.

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The infrastructure of this service has seen a number of changes in both governance and management roles which ensures a more transparent process is being administered.

A number of improvements in staff practice procedures have been noted throughout this visit and appropriately applied. However more consistency and closer monitoring by management will ensure application to stated policy and procedure and compliance with CYF standards of approval continues.

This report should be read in conjunction with assessment number 83861. The assessment summary for that review applies to this review.

Organisational context and history

Date first approved: 22 April 2008

Approved services:

- Basic life-skills development programmes for adults
- Day activity/life-skills programmes for children/adolescents
- Specialist care
- Youth services - youth justice

Legal structure: Charitable Trust

Onekawa Taiohi is registered as a Charitable Trust as sighted in the NZ Companies website.

Onekawa Taiohi Trust hold approval as a Child and Family Support Service under s.396 to provide a Residential Youth Facility and Community Service under s.403 of the CYP&F Act 1989 to provide a structured day based activity programmes known as 'Te Koopere Rangatahi Intervention programme'.

The Trust continues to receive funding from CYF on a fee for service basis. The Trust has not been successful in accessing a bed night contract from CYF to date. Discussion around an appropriate bed night rate is being negotiated with CYF.

Process

The process used to carry out this assessment was as follows:

17 August 2009 - Visit to the service providers facility

The meeting was attended by s 9(2)(a) (Director), s 9(2)(a) (Practice Manager) and s 9(2)(a) (Social Worker). Staff and young people were also available and interviewed at the Piripari Marae.

The assessment was carried out by s 9(2)(a) (Team Leader -Wellington) and s 9(2)(a) (Approval Assessor -Whanganui) at the administration base of Onekawa Taiohi Trust, 267 Waimana Rd, Waimana.

Feedback was sought from the Service Delivery staff at CYF Whakatane. The site office staff advised that they have not used the services of this group to date.

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Following a review of the last assessment, completed on 27 August 2008, the following standards were selected for this review:
Business Viability Standards: 2, 5, 7, 8, and 9,
Child and Family Support Standards: 1, 2, 3, 5, 6 and 8
Community Services Programme Quality Standards: 2, 3 and 6

The focus and scope of this review was to test the application of stated policy and procedure as it relates to the groups approved services.

Key findings

Business Viability Standard 1 - Philosophical Base

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Business Viability Standard 2 - Prevention of Abuse of Children and Young People

A clear process is in place to manage abuse that is consistent with processes required by CYF. The requirements for Prevention of Abuse have been met.

Business Viability Standard 3 - Paramountcy of the Child and Young Person

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Business Viability Standard 4 - Cultural Appropriateness

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Business Viability Standard 5 - Resolution of Complaints Related to Service Provision

An appropriate complaints management system is in place that includes information provided to clients and action taken to resolve a complaint satisfactorily. The requirements for Complaints have been met.

Business Viability Standard 6 - Staffing

Based on the information reviewed and discussion with staff and management, this standard has been met

Business Viability Standard 7 - Health and Safety

OTT was able to demonstrate that they take steps to provide a safe environment for staff and clients. Appropriate processes are in place to deal with emergency situations. The requirements for Health and Safety have been met.

Business Viability Standard 8 - Management Structure and Systems

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OTT has appropriate management and governance systems in place, that are in line with the organisation's legal structure and constitution. The requirements for Management Structure and systems have been met.

Business Viability Standard 9 - Financial Management and Systems

Based on the information provided and tests against transactions, this standard is met, however there are two requirements that must be satisfied by next review.

Business Viability Standard 10 - Organisation Monitoring

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Child and Family Support Services Programme Quality Standard 1 - Appointment of Director of the Service

Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

Based on the information reviewed and interviews with staff, this standard is met, with a small suggestion to enhance the process.

Child and Family Support Services Programme Quality Standard 3 - Client Planning

Based on the information reviewed and interviews with staff, this standard is met with a requirement due by next review.

Child and Family Support Services Programme Quality Standard 4 - Programmes for Clients

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Child and Family Support Services Programme Quality Standard 5 - Care Placement

OTT ensures the CYP receives quality care and are matched to the most suitable youth supervisor to meet their needs. Placements with suitable caregivers and appropriate social work support is being provided. The requirements for Care Placement have been met.

Child and Family Support Services Programme Quality Standard 6 - Conclusion of Service Provision

OTT needs to ensure that a safe environment check is carried out for all clients returning home and appropriate records are maintained. The requirements for Conclusion of Service has not been met.

Child and Family Support Services Programme Quality Standard 7 - Client Record Keeping

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

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Child and Family Support Services Programme Quality Standard 8 - Service Provision Review and Evaluation

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Assessment summary

Assessment status: Confirmation of approval

Approval status: Approved

Improvements required

Standard	Section	Action	End Date
BV 6 Staffing	4	It is a requirement that Onekawa develop performance agreements for all staff by next review	
	Required By:		
BV 7 Health and Safety	2	Management to ensure current first aid certification is in place for staff.	
	Required By:		
BV 9 Financial Management and Systems	3	Onekawa is required to implement a financial accounting package, as agreed by management, by next review.	
	4	Onekawa is also required to provide audited accounts for latest year ending 2009. (March or June 2009) whichever is applicable by next review	
	Required By:		
CFSS 6 Conclusion of Service Provision	2	It is imperative that a safe environment check is carried out for all clients returning home and appropriate records are maintained.	
	Required By: Receipt of this report.		

Suggestions for quality enhancements

Business Viability Standard 6 - Staffing

It is suggested that Onekawa develop a template referee's questionnaire that can be used when referee's are contacted.

Business Viability Standard 7 - Health and Safety

- A hazard and safety checklist is still to be adopted and will be checked for compliance at the next review.

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Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

It is suggested that initial needs assessments take into consideration the level each rangatahi is at for each program and use that as a starting point for them, as individuals, to progress through the curriculum.

It is suggested that intervention plans should be on client files and a copy held on program files.

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Report

Business Viability Standard 1 - Philosophical Base

The organisation uses a clearly defined philosophical base to determine the services it will provide. [refer to pg 13 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has clearly identified:
1.1 its general philosophy/value base
1.2 the scope of its services
1.3 its goals for its services
1.4 its intended outcomes for clients

2 The organisation has described how the services it provides fit with its general philosophy/value base, defined scope of services, goal for its services and intended outcomes for clients.

Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

Business Viability Standard 2 - Prevention of Abuse of Children and Young People

The organisation is committed to the prevention of abuse of children and young people. [refer to pg 14 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation promotes awareness of child abuse, the unacceptability of child abuse, ways in which child abuse may be prevented, and the need to report cases of child abuse.

2 The organisation has a process for dealing with allegations of abuse or situations that raise concern about the safety of a child or young person.

2.1 The process covers how the organisation makes referrals under section 15 of the CYP&F Act and includes guidelines on how to make referrals.
"Section 15: Reporting of ill treatment or neglect of child or young person - Any person who believes that any child or young person has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected, or deprived may report the matter to a Social Worker or a member

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of the Police"

2.2 The process is consistent with 'A guideline to assist voluntary agencies to develop a reporting protocol' in Breaking the Cycle: Interagency Protocols for Child Abuse Management produced by Child, Youth and Family.

Process and context

The evidence reviewed to determine compliance with this standard included the abuse register, training register, pamphlets and policy/procedure.

Findings

Section	
	OTT has written policy and procedure in place relating to the prevention of abuse of children and young people that meet the required standard. From information reviewed as part of this assessment and discussion with staff there was evidence that staff are familiar with the organisation's written policy and procedure. Staff promote awareness of the unacceptability of child abuse which includes suspected abuse and/or observed abuse by providing parents and caregivers with resources ie, pamphlets and verbal information, during the initial interview. It was noted that staff are able to access training internally or from CYF as and when required. Staff are currently in the process of completing a 6 month course on 'Youth Suicide Intervention'. No cases of suspected child abuse has been reported or recorded for this review period.

Conclusion

A clear process is in place to manage abuse that is consistent with processes required by CYF. The requirements for Prevention of Abuse have been met.

Suggestions for quality enhancements

Business Viability Standard 3 - Paramountcy of the Child and Young Person

The organisation provides services which reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration. [refer to pg 15 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation provides services in a manner consistent with section 6 of the CYP&F Act 1989.
"Section 6: Welfare and interests of child or young person paramount - In all matters related to the administration or application of this Act (other than Parts IV and V and sections 351 to 360), the welfare and interests of the child or young person shall be the first and paramount consideration, having regard to the principles set out is sections 5 and 13 of this Act."

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Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

Business Viability Standard 4 - Cultural Appropriateness

The organisation provides services which are culturally appropriate to clients.
[refer to pg 16 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation provides services which clients consider are appropriate to their culture.
2. The organisation consults, and where appropriate for its services and for the needs of its clientele, negotiates protocols with Iwi Social Services and Pacific Island Cultural Social Services that exist in the same area.

Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

Business Viability Standard 5 - Resolution of Complaints Related to Service Provision

The organisation uses a process to resolve complaints regarding service provision.
[refer to pg 17 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a formal process for receiving, considering and resolving complaints that is soundly based in law and consistent with the principles of natural justice.

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2	The organisation ensures that its clients and staff are aware of the formal complaints process.
3	The organisation maintains records of all complaints and the formal application of the complaints process.

Process and context

The evidence reviewed to determine compliance with this standard included the complaints register, policy and procedure.

Findings

Section	
	There has been no change in OTT's complaint policy and procedure. Two complaints have been reported and recorded for this review period. Each complaint was addressed and resolved satisfactorily within a suitable timeframe. Clients, parents and caregivers continue to be informed of the complaints procedure at the initial interview. A complaint form was sighted and the clients and staff interviewed were able to affirm their understanding of the process which complied with stated policy and procedure. The young people have a 'Round Table' process whereby they are able to present and discuss any issue that may be bothering them on the day. A sample of 20 plus issues were sighted in a folder that have been presented to the 'Round table'. It was noted that a majority of issues were resolved by this process with others requiring discussion with management. Management is informed daily of any issues or concerns which was affirmed by those present.

Conclusion

An appropriate complaints management system is in place that includes information provided to clients and action taken to resolve a complaint satisfactorily. The requirements for Complaints have been met.

Suggestions for quality enhancements

Business Viability Standard 6 - Staffing

The organisation has a sufficient body of qualified and competent staff both to deliver and to support the delivery of its services. [refer to pg 18 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1	The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.
2	The organisation includes in its definition of staff anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors as well as paid staff members.

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3	The organisation has a clear, transparent and open process for recruiting and vetting staff. Vetting of staff is to include a police check for offences.
4	The organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.
5	Unless there are exceptional circumstances, the organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for crimes of violence against the person or dishonesty.
6	The organisation has a written agreement of service with all staff, including volunteers, contractors and caregivers.
7	The organisation provides adequate training, professional development and support for all staff.
8	The organisation uses an effective performance management system for all staff.

Process and context

Discussion with the manager and review of staff files were used to assess compliance with this standard

Findings

Section

Staff files:

Staff recruitment - Staff with less than 12 months service

	DT	MH	KM	Score
Police check	√	√	√	2:3
Job Description	√	√	√	3:3
Emp. agreement	√	√	√	3:3
Training	N/A	√	√	2:2
Drivers licence	√	X	√	2:3
Application	√	√	√	3:3
PDA	X	X	X	0:3
Qualifications	√	N/A	√	2:2
First Aid	√	√	N/A	2:2
Non-disclosure	√	√	√	3:3
Reference check	X	X	X	0:3
Score by staff	8:10	7:10	8:10	

Staff recruitment - Staff with more than 12 months service

	GT	ZR	KT	MH	MO	Score
Police check	√	√	√	√	√	2:5
Job Description	X	√	√	√	√	4:5
Emp. agreement	√	√	√	√	√	5:5
Training	√	√	√	√	√	5:5
Drivers licence	√	X	√	√	X	3:5

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Application	√	√	√	√	√	5:5
PDA	X	X	√	X	X	1:5
Qualifications	√	√	√	√	√	5:5
First Aid	√	√	√	√	√	5:5
Non-disclosure	X	√	√	√	√	4:5
Reference check	X	X	X	X	X	0:5
Score by staff	7:11	8:11	10:11	9:11	7:11	

Firstly, it is noted that the staff files were found to be more informative from previous assessments.

There are a couple of areas that are considered to be issues for this review.

Referee check outcomes need to be clearly recorded and placed on staff files. The files did not contain evidence that referee's were contacted and information was provided to give the Trust confidence in appointing candidates to the position.

It is suggested that Onekawa develop a template referee's questionnaire that can be used when referee's are contacted.

Where applicants are known to Onekawa management, a precise of what they know about the applicant and why they think he/she is the best candidate for the position, should still be completed to ensure transparency of process

Performance agreements were not evidenced in most staff files reviewed.

It is important for new and existing staff to have a performance agreement that is clearly focused on achieving the goals of the organisation.

New staff can use this to measure their own development while current staff can use this to evaluate program design, delivery and improvement while developing new skills and knowledge to improve service delivery to clients.

It is noted that Onekawa have had a number of staff leave in order to improve their learning around child protection, good performance agreements, that contain aspects of personal development, would help staff to develop the required knowledge while retaining them in the workforce.

It is a requirement that Onekawa develop performance agreements for all staff by next review.

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Conclusion

Based on the information reviewed and discussion with staff and management, this standard has been met

Improvements required

Section	Action	End Date
4	It is a requirement that Onekawa develop performance agreements for all staff by next review	

Improvements Required By:

Suggestions for quality enhancements

It is suggested that Onekawa develop a template referee's questionnaire that can be used when referee's are contacted.

Business Viability Standard 7 - Health and Safety

The organisation ensures that clients, staff and visitors are protected from risk. [refer to pg 19 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation ensures that its premises comply with all legal requirements.
2. The organisation provides and maintains a safe physical and emotional environment for all who enter its premises and any other premises that it uses for service delivery.
3. The organisation ensures safety of any children being supervised on the premises while their parents or caregivers receive services.
4. The organisation has safety and emergency plans for the evacuation of its premises and any other premises that it uses for service delivery.
5. The organisation maintains a register of accidents and incidents of serious harm to staff, visitors and others in the workplace.
6. The organisation notifies the Department of Labour, Occupational Safety and Health Service, as soon as possible of any incident which falls within the definition of serious harm, as defined in the Health and Safety in Employment Act 1992, and provides written confirmation of the incident within seven days.
7. The organisation ensures that its staff and caregivers do not use methods of discipline or control that involve physical or emotional punishment.

Process and context

Evidence reviewed at the time of this assessment included sighting discipline procedures, evacuation procedures, accident register and safety checks carried out.

Findings

Section	
	A powhiri was arranged and performed by the young people onto Piripari Marae that hosted this part of our review. Young people seemed to be enjoying new and learned skills which showed in their actions and was a pleasant surprise to staff interviewed. An escorted tour of the Piripari and Otenuku Marae showed safety procedures are clearly displayed and adhered to. Fire extinguishers and fire hoses are installed in the buildings and were certificated as having been checked in the past 12 months. Fire exits were clearly marked above all external doors and there were no visible hazards.

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	A hazard and safety checklist is still to be adopted and will be checked for compliance at the next review. Cares interviewed ensure daily checks of the sleeping quarters, kitchen facilities and ablution/ laundry facilities for both Marae. Evacuation drills are being completed on a monthly basis and a record maintained. Emergency plans are displayed in prominent positions throughout each facility. A suitably resourced first aid kit is maintained and stored safely at both Marae and taken on excursions to other camp sites or places of interest. No serious accidents /incidents have been recorded for this review period. Five current first aid certificates were sighted for staff with others needing to be updated. It was noted that all staff are required to have a first aid certification. As noted in the previous review discipline is clearly stated in guidelines provided to all staff and clients. Young people interviewed were able to substantiate the loss of privileges and were not adverse to discipline procedures. Most young people interviewed felt 'discipline isn't that bad, we are able to talk about it', 'we don't get growled for nothing', 'they explain things to us', 'its OK' .

Conclusion

OTT was able to demonstrate that they take steps to provide a safe environment for staff and clients. Appropriate processes are in place to deal with emergency situations. The requirements for Health and Safety have been met.

Improvements required

Section	Action	End Date
2	Management to ensure current first aid certifcation is in place for staff.	

Improvements Required By:

Suggestions for quality enhancements

- A hazard and safety checklist is still to be adopted and will be checked for compliance at the next review.

Business Viability Standard 8 - Management Structure and Systems

The organisation has a clearly defined management structure and effective management systems. [refer to pg 20 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has a defined and current legal status.
Under Section 396(3) of the CYP&F Act, the Chief Executive of the Department of Child, Youth and Family Services can approve " any organisation or body whether incorporated or unincorporated " as a Child and Family Support Service.
Under Section 403(1) of the CYP&F Act, the Chief Executive of the Department of Child, Youth and Family Services can approve "any person,

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	body, or organisation whether incorporated or unincorporated" as a Community Service.
2	The organisation has an appropriate and clearly defined governance and management structure, the written record of which shows authorities, responsibilities and accountabilities.
3	The organisation has a process for managing potential conflicts of interest between governance and management roles that ensure that each of those roles is carried out appropriately.
4	The organisation is governed by people with appropriate skills, qualifications and personal qualities.
5	The organisation's management systems, policies and procedures are consistent with: 5.1 its legal status, constitution, rules, charter or Act of Parliament 5.2 the aims, philosophy and the scope of its activities 5.3 its management structure 5.4 relevant legislation 5.5 contractual obligations.

Process and context

Evidence reviewed to determine compliance with this standard included constitution, minutes of governance meetings, financial reports, service reports, Annual General Meeting(AGM) minutes.

Findings

Section	
	OTT continues to operate as a Charitable Trust with rules and regulations that are clear and specific to the philosophical base of the organisation. It was noted that this group have a written process for managing potential conflicts of interest between governance and management roles that ensures each of the roles are carried out appropriately. The skills qualifications for the governance committee was discussed and notable skills identified that include whanau, hapu and iwi representatives, administrative, financial management and academic skills. OTT's management systems are consistent with stated policy and procedure. Systems are monitored closely by the governance committee at the groups monthly meetings which were evidenced to ensure adherence to relevant legislation. Reports are presented to the monthly governance meetings by the Director who presents an over arching review of services provided.

Conclusion

OTT has appropriate management and governance systems in place, that are in line with the organisation's legal structure and constitution. The requirements for Management Structure and systems have been met.

Suggestions for quality enhancements

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Business Viability Standard 9 - Financial Management and Systems

The organisation is financially viable and manages its finances competently.
[refer to pg 21 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation is solvent.
2. The organisation has a financial management system appropriate to the size and complexity of the organisation.
3. The organisation has an appropriate accounting system in use which produces accurate and timely financial statements.
4. The organisation has arrangements for the regular independent audit of financial accounts.
5. The organisation undertakes forward financial planning (forecasting) to show that the organisation will remain financially viable.

Process and context

Financial records were viewed and tested against bank statements to confirm compliance with this standard. The manager was also interviewed

Findings

Section	
	The information provided for this assessment appears to suggest a manual accounting system is in place for Onekawa. This is of a concern, given that assurances were given at last review that the MYBO financial package was to be implemented soon after our last assessment visit. It is noted that training on the MYOB system was the main reason for this not happening, however it is important that the manual accounting system is replaced with a financial software package that will provide good information for the manager to make informed decisions about budgeting and program costing. It is also noted that the process for grocery shopping, as described by the manager, is not considered safe or appropriate. Issuing a cheque that needs to be cashed and then the cash used to do the shopping, presents issue of security for staff and accountability. Seven (7) purchase reconciliations were tested against records and bank statements. All matched in amount and to corresponding cheque numbers. Onekawa is required to implement a financial package, as agreed by management, by next review. Onekawa is also required to provide audited accounts for latest year ending 2009. (March or June 2009) whichever is applicable by next review

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Conclusion

Based on the information provided and tests against transactions, this standard is met, however there are two requirements that must be satisfied by next review.

Improvements required

Section	Action	End Date
3	Onekawa is required to implement a financial accounting package, as agreed by management, by next review.	
4	Onekawa is also required to provide audited accounts for latest year ending 2009. (March or June 2009) whichever is applicable by next review	

Improvements Required By:

Suggestions for quality enhancements

Business Viability Standard 10 - Organisation Monitoring

The organisation ensures that policies and procedures are appropriate and effective. [refer to pg 22 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation:
1.1 regularly monitors the organisation's individual policies and procedures
1.2 regularly monitors its systems as a whole
1.3 makes appropriate improvements based on the result of this monitoring

Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 1 - Appointment of Director of the Service

The organisation appoints a Director of the service to meet the requirements of the Children, Young Persons, and Their Families Act 1989. [refer to pg 25 standards for

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approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation:
1.1 appoints a Director for the service, or a person is designated to act for that purpose
1.2 states the designation in the person's position specification

Process and context

Conclusion

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

The organisation uses a process to assess the needs of the children and young persons seeking and or referred to the services it provides. [refer to pg 26 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation establishes criteria for admission of clients. These are intended to ensure that the needs of clients are matched to the purpose of the services.

2 The organisation ensures that the children and young people who fit the organisation's criteria receive a comprehensive assessment before providing them with services.

3 The organisation ensures that its referrals to a Care and Protection Coordinator meet the requirements of section 19 of the CYP&F Act.

Process and context

Client records were reviewed and interviews with program tutors/supervisors carried out in order to asses the compliance with this standard

Findings

Section	
	Intake and Intervention planning: Residential program

	NG	WC	BO	AF	TN	RM	Score
Intake	√	√	√	X	√	√	5:6

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Initial assessment	√	√	√	X	X	√	4:6
Intervention plan	√	√	√	√	√	√	6:6
Reviews	√	√	√	√	√	√	6:6
Consents	√	√	√	√	X	√	5:6
Client self ass	√	√	√	√	√	√	6:6
Medical	√	√	√	√	√	√	6:6
Behaviour bond	√	√	√	√	√	√	6:6
Personal item check	√	√	√	√	√	√	6:6

Te Kopere rangatahi program

	TC	PH	MR	NR	MS	JAT	Score
Intake	√	√	√	√	√	√	5:6
Initial assessment	√	√	√	√	√	√	4:6
Intervention plan	√	√	√	√	√	√	6:6
Reviews	√	√	√	√	√	√	6:6
Consents	√	√	√	√	√	√	5:6
Client self ass	√	√	√	√	√	√	6:6
Medical	√	√	√	√	√	√	6:6
Behaviour bond	√	√	√	√	√	√	6:6
Personal item check	√	√	√	√	√	√	6:6

The client files were found to be in better shape than at last review.

Intake forms and initial assessments contained better information to assist with intervention planning, however it is noted that the intervention plans were not on the client files and were found to be kept at Piripari Marae on the program files.

It is suggested that intervention plans should be on client files and a copy held on program files.

Discussion with program tutors/supervisors revealed that the art program needs to be designed for different levels of knowledge. It seems that one size fits all when it comes to the art program.

The initial assessment is when program tutors can gauge what level artistic ability each rangatahi is at and design the appropriate program to test and develop rangatahi ability.

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	The Te Reo program seems to have this process place and it was evidenced that each rangatahi is at different levels and have been progressing at their own pace without feeling board or overwhelmed. It is suggested that initial needs assessments take into consideration the level each rangatahi is at for each program and use that as a starting point for them, as individuals, to progress through the curriculum.

Conclusion

Based on the information reviewed and interviews with staff, this standard is met, with a small suggestion to enhance the process

Suggestions for quality enhancements

It is suggested that initial needs assessments take into consideration the level each rangatahi is at for each program and use that as a starting point for them, as individuals, to progress through the curriculum.

It is suggested that intervention plans should be on client files and a copy held on program files.

Child and Family Support Services Programme Quality Standard 3 - Client Planning

The organisation carries out all work with children, young persons and their families on the basis of a formal intervention plan. [refer to pg 27 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation's formal intervention plans for the children, young persons and their families:
1.1 ensure that the child or young person is safe from abuse and harm
1.2 support the family, whanau, hapu, iwi, or family group to make any required changes
1.3 aim at strengthening and maintaining the child or young person's relationship with their family, whanau, hapu, iwi and family group
1.4 outline the services that the child or young person, their family, whanau, hapu, iwi, or family group will receive to achieve the objectives of the plan
1.5 are consistent with the provisions of the CYP&F Act.

Process and context

Client records were reviewed and interviews with program tutors/supervisors carried out in order to asses the compliance with this standard

Findings

Section	
	Please see PQ2 for outcomes of compliance with this standard

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Conclusion

Based on the information reviewed and interviews with staff, this standard is met with a requirement due by next review

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 4 - Programmes for Clients

The organisation plans and delivers coherent and effective programmes as appropriate for the service being provided. [refer to pg 28 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation identifies objectives for clients in the programme that are consistent with the goals of the service.

2 The programme has a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives for clients.

3 The organisation ensures that adequate resources are available to enable all necessary activities to be carried out.

4 The organisation ensures that it has all the necessary consents to the participation of the child or young person in the programme.

5 The organisation ensures the safety of clients in the programme by:
5.1 collecting all the information required for the purpose of the programme and the safety of the children and/or young people participating in the programme.
5.2 monitoring the programme to ensure that its staff use methods of discipline or control that do not involve physical or emotional punishment
5.3 ensuring that the physical location of the programme is appropriate and safe for the age, background and capabilities of those participating
5.4 having a plan to cover emergencies that may occur during the operation of the programme
5.5 ensuring that all who need to, know where the participants are all times during the programme.

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Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 5 - Care Placement

The organisation ensures that all placements of children and young persons follow the requirements of the CYP&F Act. [refer to pg 29 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation ensures that all placements meet the full range of needs of the children and young persons in their care.
2. The organisation ensures that the selection of a caregiver for a child or young person is made from within the family, whanau, hapu or iwi or family group wherever possible.
3. The organisation continues to seek family placements for those children and young people who are in their custody or guardianship and placed outside their wider family, whanau, hapu, iwi or family group.
4. The organisation ensures that children and young persons in its care have the appropriate legal status.
5. The organisation's process for vetting caregivers ensure safe placements for children and young people. The vetting is to include those who usually live with the caregivers.
6. The organisation ensures the continuing appropriateness and effectiveness of the placement by providing on-going supervision and support to all involved in the placement.
7. The organisation's regular review of the placement meets legislative requirements.

Process and context

The evidence reviewed to determine compliance with this standard included policy/ procedure, statistics and a sample of client files that includes (6) Care and Protection and (6) Youth Justice referrals.

Findings

Section	
	Evidence reviewed showed OTT ensures the CYP receives quality care and are matched to the most suitable youth supervisor to meet their needs. All placements were as a result of FGC's or Whanau meetings where the possibility of family placement has been deemed not suitable due to breakdown in relationships. Notes recorded that placements were being carried out using the appropriate legal status. Timeframes for each placement were clearly recorded and reviews carried out in a timely manner. Appropriate summary reports were sighted for 6 placements of which two had been discharged. Client files reviewed evidenced participation in various recreational activities, overnight camps to other venues that have been assessed in previous reviews as being suitable, sports and structured youth programmes.

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	Police vets are maintained on all staff files and includes all persons over the age of 17 that reside with the family at the two Marae sites. OTT continues to provide adequate support to carers as and when required and generally on a weekly basis as clients stay for approximately 3 months.

Conclusion

OTT ensures the CYP receives quality care and are matched to the most suitable youth supervisor to meet their needs. Placements with suitable caregivers and appropriate social work support is being provided. The requirements for Care Placement have been met.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 6 - Conclusion of Service Provision

The organisation has in place a process which facilitates the conclusion of service. [refer to pg 30 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has a comprehensive process for deciding when to conclude service provision of the child, young person or their family.

2 The organisation ensures that services do not conclude until:
2.1 the family, whanau, hapu, iwi or family group has either achieved the goals set in the formal intervention, plan, or made considerable progress towards achieving them
2.2 a senior staff member, social worker or supervisor employed by the organisation is satisfied that the home environment is safe.

Process and context

The evidence reviewed to determine compliance with this standard included policy/ procedure, statistics, a sample of client files and discussion with key staff which shows conclusion of service is planned and return home is safe.

Findings

Section	
	The majority of young people attending the programme are placed for a fixed period with predetermined departure dates. It was noted that young people have made considerable changes during their stay and do not always want to return home to bad habits. The Onekawa social worker endeavours to check that the return home is safe and will encourage parents /caregivers to attend anger management courses to facilitate the safe return of the young person. In discussion with key staff it was noted that checks to ensure the home environment is safe was not always carried out for placements outside of the region. It was stated that OTT ensure contact with key social workers in

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	other regions provide documentation to show this process has been completed. It is imperative that a safe environment check is carried out for all clients returning home and appropriate records are maintained.

Conclusion

OTT needs to ensure that a safe environment check is carried out for all clients returning home and appropriate records are maintained. The requirements for Conclusion of Service has not been met.

Improvements required

Section	Action	End Date
2	It is imperative that a safe environment check is carried out for all clients returning home and appropriate records are maintained.	

Improvements Required By: Receipt of this report.

Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 7 - Client Record Keeping

The organisation keeps accurate records of its work with clients. [refer to pg 31 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation's records of its work with clients meet:
1.1 the Department of Child, Youth and Family Services reporting requirements
1.2 best social work practice requirements.

2 The organisation ensures that client records document each stage of service provision from intake to service conclusion.

3 The organisation collects, records, stores and uses client information in keeping with the Privacy Act 1993.

4 The organisation provides written information to its clients on who will have access to personal information or documentation that the organisation holds about them.

Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

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Suggestions for quality enhancements

Child and Family Support Services Programme Quality Standard 8 - Service Provision Review and Evaluation

The organisation makes changes to its service provision based on on-going review and evaluation. [refer to pg 32 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation evaluates the effectiveness and appropriateness of the services provided to clients
2. The organisation undertakes regular reviews of its services to ensure the ongoing effectiveness and appropriateness of the services

Process and context

Conclusion

This standard was not required to be reviewed for this six monthly assessment. However previous reviews within a two year timeframe has addressed this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

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Assessment report

Assessment Number 83861

Provider Name:	Onekawa Taiohi Charitable Trust
Provider ID Number:	50059
Address:	273 Waimana Road RD 1 Waimana 3196
Assessed By:	s 9(2)(a)
Legislation:	S.403 - CYP & F Act 1989
Date Assessed:	17 August 2009
Previous Assessment Date:	30 October 2008

This review assesses the extent to which the organisation and or service meets the requirements set out in Part VIII of the Children, Young Persons and their Families Act 1989 (CYP&F Act 1989) and or the applicable Standards for Approval (i.e. OSCAR, Elder Abuse, Inter-Country Adoption).

The purpose of this assessment report is to record the findings upon which a recommendation for or against Approval is made. It is also prepared to assist both the participating organisation and the Ministry of Social Development with future planning through identifying organisational strengths and achievements, areas for development and required improvements to support continuous quality improvement. Approval status certifies that at a specific point in time the participating organisation and or service has met the requirements of Part VIII of the CYP&F Act 1989 and or the applicable standards.

Executive summary

This report should be read in conjunction with assessment number 83860. The 'Executive summary' for that review applies to this review.

The review has found compliance with the standards tested as a Community Service under s.403 of the Children Young Persons and their Families Act 1989.

Approval as a Community Service is confirmed, however this report strongly suggests that appropriate documentation of each clients needs is monitored by management to ensure consistency and compliance with stated policy and procedure and requirements of CYF standards of approval.

Organisational context and history

Date first approved: 22 April 2008

Approved services:

-

Legal structure: Charitable Trust

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This report should be read in conjunction with assessment number 83860.

Process

This report should be read in conjunction with assessment number 83860

Key findings

Business Viability Standard 1 - Philosophical Base

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 2 - Prevention of Abuse of Children and Young People

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 3 - Paramountcy of the Child and Young Person

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 4 - Cultural Appropriateness

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 5 - Resolution of Complaints Related to Service Provision

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 6 - Staffing

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 7 - Health and Safety

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 8 - Management Structure and Systems

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 9 - Financial Management and Systems

This report should be read in conjunction with assessment number 83860.

Business Viability Standard 10 - Organisation Monitoring

This report should be read in conjunction with assessment number 83860.

Community Services Programme Quality Standard 1 - Service Planning

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This standard was not required to be reviewed for this 6 monthly assessment. However previous reviews within a two year timeframe will address this standard as required of CYF quality assessment process.

Community Services Programme Quality Standard 2 - Programmes for Clients

OTT provides structured programmes with well defined goals and objectives to meet the needs of their client group. All necessary documentation is collected and all practical safety measures are taken. The requirements for Programmes for Clients have been met.

Community Services Programme Quality Standard 3 - Client Intake and Assessment

A clear process is in place for assessing and collating details of each client and includes identifying clear objectives. The requirements for 'Client Intake and Assessment' have been met.

Community Services Programme Quality Standard 4 - Client Planning

This standard was not required to be reviewed for this 6 monthly assessment. However previous reviews within a two year timeframe will address this standard as required of CYF quality assessment process.

Community Services Programme Quality Standard 5 - Formal Intervention Plans

This standard was not required to be reviewed for this 6 monthly assessment. However previous reviews within a two year timeframe will address this standard as required of CYF quality assessment process.

Community Services Programme Quality Standard 6 - Client Record Keeping

OTT has systems in place to store, record statistics and client details which are in keeping with the Privacy Act 1993. The requirements for 'Client Record Keeping' have been met.

Assessment summary

Assessment status: Confirmation of approval

Approval status: Approved

Suggestions for quality enhancements

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Report

Business Viability Standard 1 - Philosophical Base

The organisation uses a clearly defined philosophical base to determine the services it will provide. [refer to pg 13 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has clearly identified:
1.1 its general philosophy/value base
1.2 the scope of its services
1.3 its goals for its services
1.4 its intended outcomes for clients

2 The organisation has described how the services it provides fit with its general philosophy/value base, defined scope of services, goal for its services and intended outcomes for clients.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 2 - Prevention of Abuse of Children and Young People

The organisation is committed to the prevention of abuse of children and young people. [refer to pg 14 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation promotes awareness of child abuse, the unacceptability of child abuse, ways in which child abuse may be prevented, and the need to report cases of child abuse.

2 The organisation has a process for dealing with allegations of abuse or situations that raise concern about the safety of a child or young person.

2.1 The process covers how the organisation makes referrals under section 15 of the CYP&F Act and includes guidelines on how to make referrals.
"Section 15: Reporting of ill treatment or neglect of child or young person - Any person who believes that any child or young person has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected, or deprived may report the matter to a Social Worker or a member of the Police"

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2.2 The process is consistent with 'A guideline to assist voluntary agencies to develop a reporting protocol' in Breaking the Cycle: Interagency Protocols for Child Abuse Management produced by Child, Youth and Family.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 3 - Paramountcy of the Child and Young Person

The organisation provides services which reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration.
[refer to pg 15 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation provides services in a manner consistent with section 6 of the CYP&F Act 1989.
"Section 6: Welfare and interests of child or young person paramount - In all matters related to the administration or application of this Act (other than Parts IV and V and sections 351 to 360), the welfare and interests of the child or young person shall be the first and paramount consideration, having regard to the principles set out in sections 5 and 13 of this Act."

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 4 - Cultural Appropriateness

The organisation provides services which are culturally appropriate to clients.
[refer to pg 16 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation provides services which clients consider are appropriate to

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	their culture.
2	The organisation consults, and where appropriate for its services and for the needs of its clientele, negotiates protocols with Iwi Social Services and Pacific Island Cultural Social Services that exist in the same area.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 5 - Resolution of Complaints Related to Service Provision

The organisation uses a process to resolve complaints regarding service provision. [refer to pg 17 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1	The organisation has a formal process for receiving, considering and resolving complaints that is soundly based in law and consistent with the principles of natural justice.
2	The organisation ensures that its clients and staff are aware of the formal complaints process.
3	The organisation maintains records of all complaints and the formal application of the complaints process.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 6 - Staffing

The organisation has a sufficient body of qualified and competent staff both to deliver and to support the delivery of its services. [refer to pg 18 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

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1	The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.
2	The organisation includes in its definition of staff anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors as well as paid staff members.
3	The organisation has a clear, transparent and open process for recruiting and vetting staff. Vetting of staff is to include a police check for offences.
4	The organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.
5	Unless there are exceptional circumstances, the organisation does not employ any person in a paid or voluntary capacity, including management committees, who has a conviction for crimes of violence against the person or dishonesty.
6	The organisation has a written agreement of service with all staff, including volunteers, contractors and caregivers.
7	The organisation provides adequate training, professional development and support for all staff.
8	The organisation uses an effective performance management system for all staff.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 7 - Health and Safety

The organisation ensures that clients, staff and visitors are protected from risk. [refer to pg 19 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1	The organisation ensures that its premises comply with all legal requirements.
2	The organisation provides and maintains a safe physical and emotional environment for all who enter its premises and any other premises that it uses for service delivery.
3	The organisation ensures safety of any children being supervised on the premises while their parents or caregivers receive services.
4	The organisation has safety and emergency plans for the evacuation of its premises and any other premises that it uses for service delivery.

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5	The organisation maintains a register of accidents and incidents of serious harm to staff, visitors and others in the workplace.
6	The organisation notifies the Department of Labour, Occupational Safety and Health Service, as soon as possible of any incident which falls within the definition of serious harm, as defined in the Health and Safety in Employment Act 1992, and provides written confirmation of the incident within seven days.
7	The organisation ensures that its staff and caregivers do not use methods of discipline or control that involve physical or emotional punishment.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 8 - Management Structure and Systems

The organisation has a clearly defined management structure and effective management systems. [refer to pg 20 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1	The organisation has a defined and current legal status. Under Section 396(3) of the CYP&F Act, the Chief Executive of the Department of Child, Youth and Family Services can approve " any organisation or body whether incorporated or unincorporated " as a Child and Family Support Service. Under Section 403(1) of the CYP&F Act, the Chief Executive of the Department of Child, Youth and Family Services can approve "any person, body, or organisation whether incorporated or unincorporated" as a Community Service.
2	The organisation has an appropriate and clearly defined governance and management structure, the written record of which shows authorities, responsibilities and accountabilities.
3	The organisation has a process for managing potential conflicts of interest between governance and management roles that ensure that each of those roles is carried out appropriately.
4	The organisation is governed by people with appropriate skills, qualifications and personal qualities.
5	The organisation's management systems, policies and procedures are consistent with: 5.1 its legal status, constitution, rules, charter or Act of Parliament 5.2 the aims, philosophy and the scope of its activities

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5.3 its management structure
5.4 relevant legislation
5.5 contractual obligations.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 9 - Financial Management and Systems

The organisation is financially viable and manages its finances competently.
[refer to pg 21 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation is solvent.
2. The organisation has a financial management system appropriate to the size and complexity of the organisation.
3. The organisation has an appropriate accounting system in use which produces accurate and timely financial statements.
4. The organisation has arrangements for the regular independent audit of financial accounts.
5. The organisation undertakes forward financial planning (forecasting) to show that the organisation will remain financially viable.

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Business Viability Standard 10 - Organisation Monitoring

The organisation ensures that policies and procedures are appropriate and effective.

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Process and context

Evidence sourced for this review included statistical information, monitoring report, Client files, policy and procedure.

Findings

Section	
	Records reviewed demonstrated application to stated policy and procedure. Accurate records are being maintained and statistics reflect service provision. There has been no change in the storage of case files which remain in securely locked filing cabinets. OTT stores and uses client information in keeping with the Privacy Act 1993. Clients and caregivers are informed at the initial interview who will have access to their information.

Conclusion

OTT has systems in place to store, record statistics and client details which are in keeping with the Privacy Act 1993. The requirements for 'Client Record Keeping' have been met.

Suggestions for quality enhancements

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Community Services Programme Quality Standard 5 - Formal Intervention Plans

The organisation develops effective formal intervention plans with those clients who require them. [refer to pg 39 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has a process involving the client, the client's family and others as appropriate to develop intervention plans with those clients who require them.

2 The organisation's intervention plans with clients clearly state the:
2.1 client's long-term and short-term goals
2.2 services the organisation will provide to help them achieve their goals
2.3 programmes in which clients will participate

3 The intervention plans of budget advice clients have a budget attached.

Process and context

Conclusion

This standard was not required to be reviewed for this 6 monthly assessment. However previous reviews within a two year timeframe will address this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

Community Services Programme Quality Standard 6 - Client Record Keeping

The organisation records its work with clients. [refer to pg 40 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation keeps records of its work that meet the Department's reporting requirements.

2 The organisation ensures that client records document each stage of service provision from intake to service conclusion.

3 The organisation collects, records, stores and uses client information in keeping with the Privacy Act 1993.

4 The organisation provides information to its clients on who will have access to personal information or documentation that the organisation holds about them and informs them when access has been given.

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	tikanga Maori /te reo Maori and Arts and crafts showed progress has been slow with noticeable changes occurring. This review was not able to sight files for young people who are not accepted as the majority of referrals have been assessed and accepted as clients. It is required that documentation for clients not accepted is maintained for future reviews.

Conclusion

A clear process is in place for assessing and collating details of each client and includes identifying clear objectives. The requirements for 'Client Intake and Assessment' have been met.

Suggestions for quality enhancements

Community Services Programme Quality Standard 4 - Client Planning

The organisation has a collaborative process for planning its work with clients. [refer to pg 38 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation uses a process for determining those clients who require a formal intervention plan.
2. The organisation has a process for planning the provision of services with those clients who do not require a formal intervention plan.
3. The organisation ensures that when it is providing a range of services to a client, these meet both the needs of the client and the objectives of the service.
4. The organisation makes changes to the services received by a client based on regular evaluation of the:
   4.1 programmes or activities in which they have participated
   4.2 progress they have towards meeting their goals.

Process and context

Conclusion

This standard was not required to be reviewed for this 6 monthly assessment. However previous reviews within a two year timeframe will address this standard as required of CYF quality assessment process.

Suggestions for quality enhancements

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	Young people interviewed felt the programme has and is teaching them respect for the environment (making their beds, doing dishes, cleaning duties etc.), respect for themselves (keeping oneself clean and tidy, "know how to dress for job interviews"), learning new skills - "horse riding', "care of horses", "motorbikes - repairing bikes", "fencing", "now have skills to be able to get a job". All participants interviewed believed this programme has kept them out of trouble and they are no longer dependant on drugs. One felt he was a bit worried about returning home as he didn't believe their would be any changes re; drugs and did not feel he was confident enough to enforce changes. He is wanting to live independently.

Conclusion

OTT provides structured programmes with well defined goals and objectives to meet the needs of their client group. All necessary documentation is collected and all practical safety measures are taken. The requirements for Programmes for Clients have been met.

Suggestions for quality enhancements

Community Services Programme Quality Standard 3 - Client Intake and Assessment

The organisation uses a process to assess the needs of people it is considering accepting as clients. [refer to pg 37 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1. The organisation has a written intake policy that is consistent with the stated purpose of the service and will promote the effectiveness of the service.
2. The organisation ensures that those who fits its intake policy are further assessed before the organisation confirms that it will accept them as clients.
3. The organisation refers those it does not accept as clients to other organisations which can provide them with appropriate services.

Process and context

Evidence was sought to demonstrate that the organisation uses a clear process to assess the needs of the young people it is considering accepting as clients.

Findings

Section	
	A written intake policy is in place which is consistent with the purpose of the service. Intake forms clearly showed an identifiable process of how the group records client details for those being accepted as clients. Records maintained by Supervisors/ Youth workers in areas of Education,

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Suggestions for quality enhancements

Community Services Programme Quality Standard 2 - Programmes for Clients

The organisation plans and delivers coherent and effective programmes as appropriate for the service. [refer to pg 36 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation identifies objectives for clients in the programme that are consistent with the goals of the service.

2 The programme has a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives for clients.

3 The organisation ensures that adequate resources are available to enable all necessary activities to be carried out.

4 The organisation ensures that it has all the necessary consents to the participation of the child or young person in the programme.

5 The organisation ensures the safety of clients in the programme by:
5.1 collecting all the information required for the purpose of the programme and the safety of the children and/or young people participating in the programme.
5.2 monitoring the programme to ensure that its staff use methods of discipline or control that do not involve physical or emotional punishment
5.3 ensuring that the physical location of the programme is appropriate and safe for the age, background and capabilities of those participating
5.4 having a plan to cover emergencies that may occur during the operation of the programme
5.5 ensuring that all who need to, know where the participants are all times during the programme.

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Process and context

Evidence sourced for this review included types of programmes presented, attendance records, resources used, interviewing young people and staff, and ensuring adequate staff ratio's are in place.

Findings

Section	
	There was evidence in the programmes reviewed that the services were presented in a structured manner to suit the client group. Resources used were responsive to the needs of the client group and risk assessments were completed prior to participating in the various activities internally or outside of the Marae environment and affirmed by those present. Adequate adult to Young person ratio's are maintained. The 3 key Youth workers/ supervisors interviewed were able to demonstrate progress made by each young person in the various activities chosen. Notes showed slow or non participation initially but eventually all young people became engrossed in learning new skills. Samples of work completed was displayed for this review process.

[refer to pg 22 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation:
1.1 regularly monitors the organisation's individual policies and procedures
1.2 regularly monitors its systems as a whole
1.3 makes appropriate improvements based on the result of this monitoring

Process and context

Conclusion

This report should be read in conjunction with assessment number 83860.

Suggestions for quality enhancements

Community Services Programme Quality Standard 1 - Service Planning

The organisation ensures the services it provides are effective and responsive to client needs. [refer to pg 35 standards for approval]
The organisation must be able to demonstrate to Child, Youth and Family that:

1 The organisation has a process for planning the services it provides. This process includes:
1.1 determining overall client characteristics, needs and intended outcomes
1.2 identifying the requirements of any funding bodies
1.3 determining the structure, content and staffing for the service
1.4 deciding how it will ensure that the service it provides meets its objectives
1.5 deciding the programmes that will comprise the service.

2 The organisation makes changes to its services and programmes based on:
2.1 feedback from clients and stakeholders
2.2 changes in client profile and needs
2.3 regular review and evaluation of service and programme provision.

3 The organisation, if it handles client's money, ensures that it is handled appropriately and ethically.

Process and context

Conclusion

This standard was not required to be reviewed for this 6 monthly assessment. However previous reviews within a two year timeframe will address this standard as required of CYF quality assessment process.

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