



30 JAN 2017

Privacy of another: section 9(2)(a)

Dear Privacy of another: section 9(2)(a)

On 21 October 2016 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *All documents relating to the approval of the Waimana Bush Programme pursuant to section 396 of the Child, Young Persons and their Families Act 1989.*
- *All correspondence, incident reports, notifications, intakes or any other documents recording concerns about the effectiveness of the programme, complaints of mistreatment of any residents on the programme.*
- *All documents relating to any inquiries, investigations or reports by CYFS to complaints about the Waimana Bush Programme, including draft correspondence and documents.*
- *All documents relating to the removal of children in CYFS care from the Waimana Bush Programme*
- *All correspondence subsequent to the removal of children from the Waimana Bush Programme between the Onekawa Taihoi Trust, CYFS or any other person.*

The Onekawa Taihoi Trust (Waimana Bush Programme) initially applied to the Ministry for approval status in 2007. The application for Approval was declined in December 2007 and the Trust was given a number of actions to remedy their performance prior to their approval status granted.

The Onekawa Taihoi Trust then rectified the actions and Approval was confirmed in April 2008. The Trust was providing youth justice and care services in a variety of rural venues in the Bay of Plenty. The provider then relinquished their approval status in 2010. No information is available as to why the provider relinquished their approval.

Your request for all information is very broad and substantial manual collation would be required to locate and prepare all documents within scope of your request. As such I refuse your request under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

However, I have enclosed the following four key documents including the approval assessment reports and the initial section 396 assessment. Please note that you have been provided with the assessment reports which identified issues that needed to be addressed. Assessment reports where no issues were identified are not provided:

Title of report	Date
Initial S396 assessment declined	13 December 2007
Initial S396 approval and assessment	22 April 2008
Approvals assessment report	17 February 2009
Approvals assessment report	17 August 2009

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

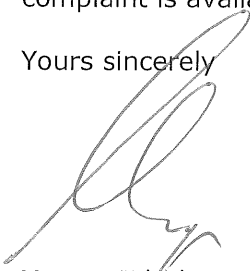
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

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

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

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

Yours sincerely



Murray Edridge
Deputy Chief Executive, Child, Youth and Family

Assessment report

Assessment Number 80549

Provider Name:	Onekawa Taiohi Charitable Trust
Provider ID Number:	50059
Address:	LEVEL 1 - 5 COBHAM STREET TANEATUA
	Registered Offices LEVEL 1 - 5 COBHAM STREET TANEATUA
	Camp Sites Tawhana Marae , 20 Kilometres from the Waimana Township. This camp is situated in Te Urewera, surrounded by bush. Hokianga Island , 15 Kilometres from Opotiki. This camp is situated on a remote Island.
Assessed By:	Section 9(2)(a) Privacy of Natural Persons
Legislation:	S. 396 - CYP & F Act 1989 - Child and Family Support Services S. 403 - CYP & F Act 1989
Date Assessed:	13 December 2007
Previous Assessment Date:	

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).

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

Te Onekawa Taiohi Trust has applied for section 403 Community Service and section 396 Child and Family Support Service status under the Children Young

Persons and their Families act 1989. A paper based review has been completed. Approval for both service status has been declined. Areas which need to meet compliance with the approval standards have been identified along with suggestions for further development should the organisation reapply.

Organisational context and history

Services:	Approved	Contracted

Legal Structure: Charitable Trust

The Onekawa Taiohi Charitable Trust is an Incorporated Society under the Charitable Trust Act 1957. Certificate of Incorporation 1495426, dated 18th day of March 2004.

Process

The Onekawa Taiohi Charitable Trust (the trust) submitted documentation to s 9(2)(a) on the 5th of October 2006 seeking approval under "s396 Approval of Iwi Authorities, Cultural Authorities and Child and Family Support Service". The application was discussed and allocated to the Iwi Maori team portfolio. A acknowledgement letter was sent on the 2nd of November 2006. Discussion were held with the provider to ensure that the correct approval status was sought as documentation was supplied for a child and family support service and a Iwi Social Service. Telephone discussions confirmed that the most appropriate approval status would be as a s396 Child and Family Support Service and s403 community Service.

Programme Outline

The Onekawa Taiohi Charitable Trust has established two camps:

- Tawhiana Marae, 20 Kilometres from the Waimana Township. This camp is situated in Te Urewera, surrounded by bush.
- Hokianga Island, 15 Kilometres from Opotiki. This camp is situated on a remote Island.

The purpose for the Module is so that the client has a time out period away from his/her current environment and undergoes a detoxing time. Daily activities are planned and include bush craft, gardening, animal husbandry, hunting, tikanga Maori, educational lessons, fishing, life skills (bush and sea), safety and hygiene proficiency.

The Onekawa Taiohi Charitable Trust was established in 2004 and have been involved in delivering this programme under the management and

approval of Wairaka Trust. The trust now seeks to deliver the programme under their own approval.

This is a paper based assessment. The documents reviewed were;

- Key Operating Policies and Procedures 2006
- Strategic Plan 2006 to 2009
- Specialist Care Services
- Programme Outline

Key findings

Business Viability Standard 1 - Philosophical Base

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 1 - Philosophical Base

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

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 2 - Prevention of Abuse of Children and Young People

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

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 3 - Paramountcy of the Child and Young Person

Business Viability Standard 4 - Cultural Appropriateness

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 4 - Cultural Appropriateness

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

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 5 - Resolution of Complaints Related to Service Provision.

Business Viability Standard 6 - Staffing

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 6 - Staffing

Business Viability Standard 7 - Health and Safety

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 7 - Health and Safety

Business Viability Standard 8 - Management Structure and Systems

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 8 - Management Structure and Systems

Business Viability Standard 9 - Financial Management and Systems

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 9 - Financial Management and Systems.

Future assessments will need to evidence the financial system and management in practice.

Business Viability Standard 10 - Organisation Monitoring

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 10 - Organisation Monitoring

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

The Onekawa Taiohi Charitable Trust has not met 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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 3 - Client Planning

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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 4 - Programmes for Clients

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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 5 - Care Placement

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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 6 - Conclusion of Service Provision

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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 7 - Client Record Keeping

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

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 8 - Service Provision Review and Evaluation

Community Services Programme Quality Standard 1 - Service Planning

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 1 - Service Planning

Community Services Programme Quality Standard 2 - Programmes for Clients

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 2 - Programmes for Clients

Community Services Programme Quality Standard 3 - Client Intake and Assessment

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 3 - Client Intake and Assessment

Community Services Programme Quality Standard 4 - Client Planning

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 4 - Client Planning

Community Services Programme Quality Standard 5 - Formal Intervention Plans

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 5 - Formal Intervention Plans

Community Services Programme Quality Standard 6 - Client Record Keeping

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 6 - Client Record Keeping

Assessment summary

This assessment has identified areas which still need to be verified or where there is a need for further policy and procedure development.

Assessment Status: Application declined

Approval Status: Declined

Improvements required

Standard	Section	Action	End Date
BV 2 Prevention of Abuse of Children and Young People	2	Further discussion and policy enhancement is required regarding the management of allegations of physical and sexual abuse by a Trust worker	
Required By: Next assessment			
BV 4 Cultural Appropriateness	1	Improvement is required to demonstrate understanding of assessing the cultural construct of a client and developing an assessment framework and programme activities best suited to the same.	
Required By: Next Assessment			

BV 6 Staffing	4	Further explanation is required around the special circumstances section in regards to people who cannot be left unsupervised around children.	
Required By: Next Assessment			
BV 7 Health and Safety	1	All structures that have been built, altered or demolished since 1999 are subject to the Building Act 2004. The organisation is to contact the local authority to ensure buildings are compliant in terms of the act.	
	3	A policy addition is required to demonstrate how the organisation ensures safety of any children being supervised on the premises while their parents or caregivers receive services.	
Required By: Next assessment			
CFSS 1 Appointment of Director of the Service	1	Policy enhancement is required to clearly describe the liabilities and responsibilities for the position of Director.	
	Required By: Next assessment		

Suggestions for quality enhancements

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

The abuse reporting procedure is contained in the prevention of abuse section of the KOPPS document

Business Viability Standard 4 - Cultural Appropriateness

Business Viability Standard 6 - Staffing

Business Viability Standard 8 - Management Structure and Systems

- That a trustees guide is produced to assist current and future trustees in the role and responsibilities of the position. This resource can be sourced from government agencies and on line.
- That a flow chart is produced to clearly show the lines of accountability and responsibility

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

Policy enhancement is required to determine what the criteria is for

acceptance on to the programme and what will disqualify a client from admission

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

The policies and programme Information for clients, client's whanau and referral agencies could benefit from explanatory information on how the above activities contribute towards addressing specific plan outcomes

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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

A review of the organisations KOPPS documents, Trust Deed and Strategic Plan. Any Future assessment would look at how the programme goals and content is communicated to referring agencies, clients and their whanau.

Findings

Section	
1	<p>The organisation has meet this criteria for this standard. The Trust Deed, Strategic Plan, Organisations KOPPS and were reviewed.</p> <p>The Trust Deed specific objectives identify Trust is set up to work through educational, motivational, training programmes and resources for:</p> <ul style="list-style-type: none">• Educational Institutions• Maori, Pacific Island and International students,• Unemployed,• Youth at Risk <p>Although the Trust Deed is not specific in stating it is to provide care, this is stated in the KOPPS and strategic Plan. The organisations social service philosophy is clearly stated throughout their organisational documents, examples being;</p> <p>The organisations strategic plan Mission statement: <i>To enhance the quality of life for disadvantage children, youth, adults and whanau by providing quality social and welfare services, irrespective of their nationality"</i></p> <p>The organisations KOPPS document states:"</p> <p><i>The Onekawa Taiohi Charitable Trust was established to enable our local people to share and pass their knowledge of Te Ngahere (bush-craft) and Te Moana (sea-craft) on to those children at risk and to those who may never have the opportunity to experience or learn such skills. Our wish is to offer options, choices and alternatives to the lives of these children in the form of educational programmes in "life skills" to enable children to become self sufficient, independent, self motivated, organised and prepared for their role within society. "The impartation of these life skills will enable the children to impart their knowledge to others in similar</i></p>

	situations as a means of continued learning for the self preservation of humanity." (See KOPPS BV1 pg 1)
2	<p>The organisation has meet this criteria.</p> <p>an example is found in the organisations Specialist Care Services document, which states:</p> <p><i>"Our service is based on outdoor activities and is focused on capturing the essence of our environment to provide the boundaries, the learning, the fun and enjoyment for all who participate. This in turn extends our service to provide a culturally safe environment for all people who wish to experience these life learning skills.</i></p> <p><i>At this present time our target group is 12 – 16 years of age, preferably male as our team is more competent within this arena. Further development is being looked at for running similar type programmes for female youth and for parents of these groups. (see SCS ch.1 pg.1 and ch. 2. pg.2)</i></p>

Conclusion

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 1 - Philosophical Base

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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"

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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section

1

The organisation has met the criteria. Throughout the documents sighted specific references and statements have been made to the prevention of abuse and neglect, eg **KOPPS** document states:

"Statement of Commitment:

The Onekawa Taiohi Charitable Trust is committed to the prevention and early detection of abuse and neglect of children and young people.

We are guided by the principle that the welfare and interests of the child or young person are the first and paramount consideration. Also the principle that the whanau have the primary role in caring for and protecting children and young people and whanau will be involved in all decision-making.

Prevention:

Ways of demonstrating that we are promoting awareness and prevention of child abuse include:

- Displaying posters on child protection and child abuse.
- Having literature and brochures available to clients caregivers and staff on child protection
- Running courses for families on child protection and child abuse
- Ensuring staff induction includes training on the organisation's abuse prevention policies and procedures
- Encouraging staff to undertake training on recognising signs of abuse and neglect

(See KOPPS ch. pg.)

2

The organisation has not met this criteria. The KOPPS document states:

Child Abuse Reporting Protocols:

When The Onekawa Taiohi Charitable Trust staff consider that sexual abuse or serious physical or emotional abuse or neglect could have occurred they will report the matter to Child Health and Family or to the Police.

Where it is considered that child abuse has been carried out by a member of staff or by a foster family involved with The Onekawa Taiohi Charitable Trust no attempt will be made to protect the staff member, foster family or organisation but instead the matter will be reported as soon as possible to management and to the statutory authorities.

While an investigation is being conducted the person or family under suspicion will not be able to work with or care for other children through The Onekawa Taiohi Charitable Trust.

While an investigation is under process the director has a responsibility to see that the child concerned is not only safe but is also given ongoing meaningful support.

Similarly the organisation has a responsibility to ensure that the alleged offender and his/her family are given all the support they need. This support may come from within The Onekawa Taiohi Charitable Trust or from outside of the organisation, regardless of where the support comes from the director must see that all members of the family have people they can rely upon for support during the time of the inquiry and beyond.

Procedure:

Procedure for dealing with a complaint of sexual or physical abuse made by a child or young person or their whanau or their advocate.

(disclose to worker about
Alleged abuse by another worker

*soung person discloses
To a worker*

*Worker must tell
Supervisor or iirector
Within dv hours*

*Supervisor must tell Manager
Andcor Trust Chairperson
Or another Trust Member
Within dv hours*

*Chairperson or Trust Member
Notifies Police or Child south and Family
Protection Team within
□hours*

*Person or Persons
Accused may be asked
To step down*

☐ *allegation proven then immediate dismissal will take place*

Further discussion and policy enhancement is required regarding the management of allegations of physical and sexual abuse by a trust worker. The immediate safety of the child needs to be considered to safeguard against intimidation from the suspected abuse, other course attendees and ongoing abuse. The 48 hour window before abuse is reported or the child is relocated is in the view of this assessor to long for a child to remain in that environment. Immediate measures should be taken to ensure the child's safety. This view is supported in policy where the following statement was evidenced

" Prime consideration in the response made to the suspicion of abuse is that the child is made safe from further abuse. This is of paramount importance and The Onekawa Taiohi Charitable Trust must take all steps necessary to bring this about"

As a guide, it is CYF procedure to immediate report instances where abuse has been disclosed and the child is likewise immediately moved to ensure safety while the investigation is conducted. The department allows 21 days for the investigation to be completed. The preceding is submitted as a guide to rework to abuse disclosure process.

Conclusion

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard
2 - Prevention of Abuse of Children and Young People

Improvements required

Section	Action	End Date
2	Further discussion and policy enhancement is required regarding the management of allegations of physical and sexual abuse by a Trust worker	

Improvements Required By: Next assessment

Suggestions for quality enhancements

The abuse reporting procedure is contained in the prevention of abuse section of the KOPPS document

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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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	<p>The organisations has met the criteria and references to the paramountcy of children and young person can be found throughout the documents sighted; eg the KOPPS document states:</p> <p><i>"All programmes reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration.</i></p> <p><i>To ensure that the welfare and well being of the child and young person are the most important factor of all our services.</i></p> <p><i>That all issues relating to the well-being and safety of young people and children are immediately addressed and referred to the appropriate bodies.</i></p> <p><i>implementing and Monitoring:</i></p> <p><i>The Onekawa Taiohi Charitable Trust ensures the concept of paramountcy is included in relevant procedures such as -</i></p> <ul style="list-style-type: none">• intake and assessment procedures• Case management guidelines• Child abuse reporting procedures• Supervision• induction and training <p><i>The control procedures in place include -</i></p> <ul style="list-style-type: none">• Collating intake statistics• Monitoring the child abuse register

• Maintaining and reviewing supervision records
□ Reviewing induction and training record
(See KOPPS ch. pg.)

The document demonstrates a clear understanding of the paramountcy principle and the supporting form have the capacity to capture paramountcy related information.

Conclusion

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 3 - Paramountcy of the Child and Young Person

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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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	The Trust Deed identifies it is to provide for Maori, Pacific Island and International Students. The Trust KOPPs describe how staff selection, cultural advice from Kaumatua, monitoring by Trustees will be by taken into considerations in operations. Client intake and assessment refers to taking clients "only when our services can completely meet their needs". The KOPPs identifies this as a maori organisation wanting to provide a maori service from a maori cultural base.
1	<p>A review of the policy and procedure failed to demonstrate an understanding of culture vs. ethnicity. A very simplistic definition is "Culture, can be described as the totality of what a group of people think and how they behave"</p> <p>Understanding, this will help shape plans and a service that meet the cultural construct for each client.</p> <p>The organisations KOPPS document states "Although the Trust is a Maori organisation, it will make available to all clients a register of names and other organisations that offer a culturally specific service".</p> <p>Any future assessments will need to sight this register and the nature of cultural service delivered.</p>

Conclusion

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 4 - Cultural Appropriateness

Improvements required

Section	Action	End Date
1	Improvement is required to demonstrate understanding of assessing the cultural construct of a	

	client and developing an assessment framework and programme activities best suited to the same.	
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Improvements Required By: Next Assessment

Suggestions for quality enhancements

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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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	<p>The organisation has met this criteria. Page 17 of the KOPPS document contains the following complaints process.:</p> <p><i>"When a client feels they are either not satisfied with advice received or assistance given by the Social Worker, caregiver or any other worker, they may:</i></p> <p><i>Send a formal letter of complaint to the Secretary of The Onekawa Taiohi Charitable Trust Committee.</i></p> <p><i>The Onekawa Taiohi Charitable Trust acknowledges receipt and outline procedures to client in writing.</i></p> <p><i>Make appointment to meet with The Onekawa Taiohi Charitable Trust Committee.</i></p> <p><i>If still unsatisfied write letter to the Trustee Committee. (Seek appointment.)</i></p> <p><i>Process should be actioned within 1 days.</i></p>
2	<p>The organisation has met this criteria. Page 17 of the KOPPS document contains the following instruction:</p> <p>Complaints procedure details should be given:</p> <ul style="list-style-type: none"> • To each client at initial interview, • To each employee upon appointment.
3	<p>The organisation has met this criteria. Page 24 of the KOPPS document contains the following instruction:</p> <p><i>"That accurate records are kept of all complaints received, procedures followed and outcomes."</i></p>

Future assessment will test the method and process by which the Trust ensures the above.

Conclusion

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 5 - Resolution of Complaints Related to Service Provision.

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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.

Process and Context

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section

- | | |
|---|---|
| 1 | <p>The Trust meet the criteria for this standard. The organisation KOPPS (page 26) document states:</p> <p><i>The Trust's staffing and staff relations policy and procedures comply with the relevant legislation:</i></p> <p>Relevant legislation includes:</p> <ul style="list-style-type: none">• The employment relations Act 2002.• The Human Rights Act 1998:• The Privacy Act 1993 <p>Other Acts to be aware of include:</p> |
|---|---|

	<ul style="list-style-type: none"> • Holiday Act 11 • Minimum Wages Act 1 • Wages Protection Act 1 • Equal Pay Act 12 • Parental Leave Act 1 • ACC Act 12
2	<p>The Trust meet the criteria for this standard. The organisation KOPPS (page 26) document states:</p> <p>The Trust includes in its definition of staff anyone it relies on to deliver its services. This includes caregivers, volunteers and contractors as well as paid staff members.</p>
3	<p>The Trust meet the criteria for this standard. The organisation KOPPS (page 26) document describes the recruitment process. as follows:</p> <p>Selection Process:</p> <ol style="list-style-type: none"> 1. Advertising 2. Job descriptions: 3. Application requirements: 4. References: 5. Interviews and Selection: 6. Short listing: 7. After Short listing. 8. The interview: 9. Questions: 10. Whānau Support: 11. Completion of interview 12. Contract: 13. Letter of Appointment: <p>Induction:</p> <p>Induction begins for appointee and includes:</p> <ul style="list-style-type: none"> • Onekawa Taiohi Charitable Trust Management structure • Health and safety • Child abuse awareness • Code of Practice ethics • Principles and Objectives of CPS Act. • Attending Team Cui and establishing regular supervision <p>Review at T months to establish what training is wanted and needed</p> <p>Performance assessment completed after 12 months</p>

	<ul style="list-style-type: none"> • Budget: <p>Budget for hiring a person needs to be set including the following: -</p> <ul style="list-style-type: none"> • Advertising oabour • Travel – for applicants to travel • Postage • Vehicle running – your own or organisation's car • Tolls • Major purchases – furniture stationery vehicle • Other equipment
4	<p>The organisation has not met this criteria. The HR policies state:</p> <p>All staff are required to have a police check completed. These are to be reviewed every three () years by the manager.</p> <p>All present and prospective staff and volunteers must sign a statutory declaration form indicating that they have not been convicted for any of the above crimes</p> <p>The Trust does not employ under any circumstances any person in a paid or voluntary capacity including management committees who has a conviction for</p> <ul style="list-style-type: none"> • Sexual crimes • Any offence involving the harm or exploitation of children <p>Unless there are exceptional circumstances the Trust does not employ any person in a paid or voluntary capacity including management committees who has a conviction for</p> <ul style="list-style-type: none"> • Crimes of violence against the person • Dishonesty <p>The following policy excerpt requires additional explanation:</p> <p>In the event that the Trust have agreed to allow a person to be involved with our organisation where special circumstances exist it is the trust's responsibility to ensure that the person is supervised and controlled by a senior staff member at all times. Under no circumstances is this person to be left alone with clients.</p> <p>If an employee is not safe to be left with children, should this not negate their employment?</p> <p>This criteria does not provide for special or exceptional circumstances. This should be noted in the policy.</p>
5	<p>This is covered in the vetting of staff, caregivers and volunteers section, as mentioned in the above criteria. The policy is thorough in its explanation of a vetting guidelines and process. It does elaborate on the special / exceptional circumstances</p>

	by providing examples, refers to a dishonesty offence. It provides for the Trust to take into consideration special circumstances and a method of oversight through "supervision and control". This could be further developed to assist the Trust, i.e. those with dishonesty offences should not be in control of finances or assets, internal controls should be in place around them to minimise risk.
6	<p>The KOPPs section on <i>employment Contracts</i> covers this criteria for the initial assessment, i.e. Policy states the trust will have a written agreement with all staff, including volunteers, contractors and caregivers.</p> <p>Any future assessments would need to evidence these on staff files for the Trust to demonstrate full compliance with this criteria.</p>
7	<p>The KOPPs section on <i>Training Supervision and Performance Management</i> covers this criteria for the initial assessment. There are appropriate Policies and Procedure for:</p> <ul style="list-style-type: none"> • Training, including Induction training for staff, caregivers and volunteers to be given opportunities • Supervision for managers, staff, caregivers and volunteers; including support for Caregivers via Social Work, and Financial Support, and support for natural parents, Social workers role and supervision, Supervisors and their role <p>The section identifies a number of evidence sources the Trust will maintain; eg staff files, training register, annual budgets, certificates of completion, supervision contracts and notes etc. Any future assessments would need to evidence these to demonstrate full compliance with this criteria.</p>
8	<p>The section on <i>Performance Appraisal</i> is found in the chapter on "Staffing". The section identifies "all workers" have a right to a performance appraisal. The policy refers to "Formative" and "Summative" Appraisals. The policy does mention reviews should be "regular". The frequency of reviews or process for disputes over reviews should be further developed and stated.</p> <p>The KOPPs states the Trust has a performance appraisal system, this has not yet been sighted as part of the evidence for this criteria. This will need to be evidenced at any future assessment to meet full compliance with this criteria.</p>

Conclusion

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 6 - Staffing

Improvements required

Section	Action	End Date
4	Further explanation is required around the special circumstances section in regards to people who cannot be left unsupervised around children.	

Improvements Required By: Next Assessment

Suggestions for quality enhancements

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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

A review of the organisations KORPS document and associated manuals were reviewed in relation to this standard. An interview was conducted with the Whakatane District Council and Environment BOP regarding the building Act and related regulations.

Findings

Section 1

1 The Tawhana Marae is situated deep within the Urewera National Park. Access can be gained by a combination of motor vehicle and quad bike, horse back or by foot. There is a kauta and two newly built toilets. There is a supervisors sleeping quarters and implement storage area.

The temporary camping site at Hokianga was assessed. The site has a 3.5 metre high, 10 metre wide and 20 metre long sleeping facility. The structure has a concrete and paving stone base with raised wooden sleeping platform. The building is waterproofed with polythene and insulated with nikau fronds.

The wharepuni was built in 1930 and as such exempt from the building Act regulations. The new structures would be

	<p>subject to the Building Act 2004 as this piece of legislation applies to the construction of new buildings as well as the alteration and demolition of existing buildings since 1999. The Trust will need to provide evidence of compliance with the legislation before this criteria is met.</p> <p>These sites have been visited on previous assessments under Wairaka Kokiri Trust (2005). Limits for the number of Young Persons per site where set at six for Tawhana Marae and six for the Hokianga site. The caregiver / supervisor to client ration is one caregiver / supervisor to three clients.</p> <p>The KOPPS document demonstrated an understanding of the health and Safety in Employment Act 1992 legislation.</p>
2	<p>The policy and procedure review for this criteria identifies safety plans for buildings and an emphasis on the safe physical environment for staff and participants. The KOPPS identifies the Trust wants to currently work with 12 to 16 year old males in an outdoor and culturally appropriate residential setting. This includes safety and discipline of children and young persons.</p> <p>The Trust KOPPS also makes clear policy statements about the safety of anybody using their premises, and particularly children in care.</p> <p><i>The Onekawa Taiohi Charitable Trust procedures that will minimise risk of harm and protect anybody on their premises from harm or injury.</i></p> <p><i>At no time shall any child or young person under the care of the Trust, be placed in any position, or undertake any activity where there is any perceived risk of injury, or risk to the health of the child.</i></p>
3	<p>A policy statement is required in relation to this criterion. The Trust has not met this criteria.</p>
4	<p>The review identifies this criteria has been appropriately meet. The policy and procedure include Evacuation Procedures, Annual Disaster and Safety Training and Building safety. specific plans were not evidenced for each of the proposed two residence sites, or the office. These will need to be seen as part of a future site assessment visit.</p>
5	<p>The KOPPS document meets this criteria and covers;</p> <ul style="list-style-type: none"> • accidents and incidents register • reporting and recording of accidents and incidents • requirements to met the Health and Safety of Employment Act 1992
6	<p>This criteria of this standard is meet. The KOPPS document meets</p>

	<p>this criteria and states</p> <p><u>Reporting of Accidents:</u></p> <p>The health and Safety in Employment Act 1992 requires employers to record and investigate all accidents in places of work. It also requires that accidents involving serious harm to an employee/volunteer are reported to the nearest OSH branch office.</p> <ul style="list-style-type: none"> • Causes any person to be harmed; or • In different circumstances, might have caused any person to be harmed.
7	<p>The KOPPS document (Chapter 2, pg 2) meets this criteria and states:</p> <p><i>"Statement of Commitment:</i></p> <p><i>The Onekawa Taiohi Charitable Trust is committed to the prevention and early detection of abuse and neglect of children and young people.</i></p> <p><i>Ways of demonstrating that we are promoting awareness and prevention of child abuse include:</i></p> <ul style="list-style-type: none"> • <input type="checkbox"/> Having literature and brochures available to clients, caregivers and staff on child protection • <input type="checkbox"/> Ensuring staff induction includes training on the organisation's abuse prevention policies and procedures • <input type="checkbox"/> Encouraging staff to undertake training on recognising signs of abuse and neglect

Conclusion

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 7 - Health and Safety

Improvements required

Section	Action	End Date
1	All structures that have been built, altered or demolished since 1999 are subject to the Building Act 2004. The organisation is to contact the local authority to ensure buildings are compliant in terms of the act.	
3	A policy addition is required to demonstrate how the organisation ensures safety of any children being supervised on the premises while their parents or caregivers receive services.	

Improvements Required By: Next assessment

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
 - 5.3 its management structure
 - 5.4 relevant legislation
 - 5.5 contractual obligations.

Process and Context

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	The Onekawa Taiohi Charitable Trust is an Incorporated Society under the Charitable Trust Act 1957. Certificate of Incorporation #1495426, dated 18 th day of March 2004.
2	<p>The KOPPS document names the governance members and the roles within that structure. The document refers trustees to the "deed of Trust" as a guide to delivering the responsibilities. The Trust Deed clearly sets out roles and the powers of Trustees, including delegations and employment of staff, management of finances. There are job descriptions for all staffing positions.</p> <p>Suggestion for development is made at the end of this</p>

	criteria to further assist the organisation in its continuous improvement.
3	<p>The Trust Deed (3.19 Personal Interests) states that any Board Member who has a conflict of interest should declare it prior to that matter being discussed, and not participate or vote in its consideration by the Board. The</p> <p>KOPPS Documents states: <i>"Process for dealing with disputes between the board and Management; The Board members are not able to be paid employees of the organisation"</i></p> <p>Suggestion That a flow chart is produced to clearly show the lines of accountability and responsibility is made further assist the organisation in its continuous improvement.</p>
4	The Trust Deed and KOPPs documents identifies current Trustees. Background information on these Trustees was not available during the paper based assessment. Any Future assessment will assessed this as part of a review of the governance member profile and personnel file.
5	The Trust Deed specific objectives are to provide aspects of education for maori, pacific island and international students. This is in line with the Trust KOPPs which identifies it was established to provide education programmes. The Trust Deed is non-specific about providing care. The Trust KOPPs is clear about its focus of providing care and programmes to males aged 12 to 16 years old at its two residential sites. The KOPPs does not meet all the CYF s396 or s 403 Standards of Approval, which are identified in the body of the report.

Conclusion

The Onekawa Taiohi Charitable Trust has met Business Viability Standard 8 - Management Structure and Systems

Suggestions for quality enhancements

- That a trustees guide is produced to assist current and future trustees in the role and responsibilities of the position. This resource can be sourced from government agencies and on line.
- That a flow chart is produced to clearly show the lines of accountability and responsibility

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

A review of the organisations Trust Deed, KOPPS document and associated manuals were reviewed in relation to this standard. No actual current annual audited accounts, budgets or financial reports were sighted as evidence. No detail on the financial system (software or book keeping) were sighted.

Findings

Section	
1	We are unable to make an assessment on the current solvency of the Trust. More information is required.
2	<p>The Trust Deed sets out the Treasurer being responsible for Trust Funds. Financial delegations with conditions are permitted and this is acknowledged in the Trust Deed and KOPPs. The KOPPs Document identifies the Manager is being responsible for the day to day management of finances within delegations and procedures. The Trust Deed states cheques are to be signed by two Board Members.</p> <p>The Trust KOPPs described a set of policies and some procedures that will guide the financial management processes. Additional information is required about the mechanism which these rules are based, i.e. Paper based or software system, and electronic detail.</p>
3	The Trust Deed states they are required to present an annual balance sheet, statement of income and expenditure after 31 March each year. Financial reports are required to be present at the AGM. The KOPPs identifies financial reports are required from the manager to the board. Further information is to be provided on the software or method which will provide the information for reports. The KOPPs identifies reporting as a requirement with appropriate specifications.
4	The Trust Deed states annual accounts are to be audited if required by the board. There is no statement in the Financial Section of the KOPPS which identify annual audited accounts are

	<p>required. In the Organisational Monitoring section they are identified as part of the business plan process under forecasts and financial data.</p> <p>The organisation has arrangements for the regular independent audit of financial accounts.</p>
5	<p>The KOPPS Document identifies annual budgets are to be set every year. It identifies the manager is responsible for the annual budget and reporting on it. No actual current annual budget or financial reports were sighted.</p>

Conclusion

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 9 - Financial Management and Systems.

Future assessments will need to evidence the financial system and management in practice.

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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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard. The specific chapters on organisational monitoring, service provision review and evaluation, programmes for clients and service planning provide evidence for this standards.

Findings

Section	
1	The KOPPs document identifies policy and procedure are to be reviewed regularly, with some policy and procedure every 3 years.
1	The KOPPs document describes processes which identify monitoring processes which will operate through all strata of the organisation.
1	The KOPPs document identifies monitoring and reviews of systems are to improve them

Conclusion

The Onekawa (Taiohi) Charitable Trust has met Business Viability Standard 10 - Organisation Monitoring

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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	<p>The KOPPS document shows the following placement of the Director of the service as follows:</p> <p>Manager</p> <p>Programme Co-ordinator/ Director</p> <p>Social Worker</p> <p>Administration</p> <p>The job description and the KOPPS document are clear as to the roles and duties of the Director. The documents do not however describe the liability of the position.</p> <p>The approval guide states: "For example, Family Court orders that relate to the custody and guardianship of a child or young person do not place the child or young person in the custody of the Child and Family Support Service, but rather with the Director of the Service who is then responsible for their care and control.</p> <p>Policy enhancement is required to clearly describe the liabilities and responsibilities of this position for any future incumbent</p>

Conclusion

The Onekawa Taiohi Charitable Trust has not met Child and Family Support Services Programme Quality Standard 1 - Appointment of Director of the Service

Improvements required

Section	Action	End Date
1	Policy enhancement is required to clearly describe the liabilities and responsibilities for the position of Director.	

Improvements Required By: Next assessment

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Conclusion

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 2 - Client Intake and Assessment

Suggestions for quality enhancements

Policy enhancement is required to determine what the criteria is for acceptance on to the programme and what will disqualify a client from admission

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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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	The policy, principle and procedures around planning are captured in organisations KOPPS document. Page 90 refers.
1	<p>The programme outline states:</p> <p><i>"aily activities are planned and include bush craft, gardening, animal husbandry, hunting, tikanga maori, educational lessons, fishing, life skills (bush and sea), safety and hygiene proficiency"</i></p> <p>The policies and programme Information for clients, client's whanau and referral agencies could benefit from explanatory information on how the above activities contribute towards addressing specific plan outcomes.</p>

Conclusion

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 3 - Client Planning

Suggestions for quality enhancements

The policies and programme Information for clients, client's whanau and referral agencies could benefit from explanatory information on

how the above activities contribute towards addressing specific plan outcomes

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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.

Process and Context

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard

Findings

Section	
1	<p>The organisation sets out clear objectives and goals for the service and programme it intends to provide. This is evidenced in objectives for clients; <i>"it is the intention of this organisation that each client be given the best opportunity to re enter society with a positive approach to succeeding for the future The Onekawa Taiohi Charitable Trust has good networking relationships with other Organisations nationwide, who make available the use of their expertise in a variety of different areas "</i></p> <p>(See page of the "Programme Outline")</p>

2	An example of the programme is found in the KOPPs. This is in alignment with the organisations philosophy, strategic plan and KOPPs. The example illustrates a simple programme structure.
3	<p>Page 96 of the KOPPS document focuses on ensuring adequate resourcing. Key statements focus on the Programme Resourcing:</p> <p>The programme planning will include ensuring there are sufficient resources to run the programmes safely and effectively.</p> <ul style="list-style-type: none"> • Financial resources – prepare a budget and get confirmation that funds are available • Trustees and Management – decide how many staff are needed and that they have the appropriate skills and experience and that the staff ratio is adequate for the activities planned. • Physical resources – decide what site or premises, materials and equipment are needed for the programme and that they are available and in good condition.
4	This criteria is met. Consent are discussed in under procedures for programme planning. Liabilities and Responsibilities section of the Programmes for Clients Chapter. Evidence sources are found in the Programme Outline document with client consent forms and other forms requiring client / parent / guardian signatures. these include: Intake and assessment form, client consent form (indemnity and data collection), medical form, clothing consent form. This is also evidenced in the section on programme safety in the chapter on Health and safety.
5	<p>These criteria have been met throughout the chapter on programmes for clients under the various procedures sections and specifically under supervision and safety. The criteria's are also evidenced in other relevant chapters and sections throughout the KOPPs and the programme outline document.</p> <p>5.1. This is criteria specifically evidenced in the intake and assessment, forms are also evidenced in the Programme outline documents, in the section on programme safety in the health and safety chapter</p> <p>5.2 This is specifically evidenced in;</p> <ul style="list-style-type: none"> - the programmes for clients chapter in the section on supervision and safety, - the health and safety chapter in the section on discipline of children and young persons. <p>5.3 This is specifically evidenced in the section aligning the programme with client needs in the chapter on programmes for clients. It is also evidenced throughout the programme outline document</p>

5.4 This is specifically evidenced in;
- the sections on outdoor pursuits, supervision and safety in the chapter on client programmes,
- the section on programme safety under the chapter on Health and safety

5.5 This is evidenced in programme safety under the chapter on Health and safety.

Conclusion

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 4 - Programmes for Clients

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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

A review of the organisations KOPPS document and associated manuals were reviewed in relation to this standard. The specific chapter on Care placements and the care manual were the main source of evidence.

Findings

Section	
1	This criteria is evidenced in several chapters in the KOPPs, in policy and procedure. In the section "Aligning the programme with client needs". It states the importance of client / programme match. In the chapter on care placement it also identifies the appropriate match between client and caregiver, taking into consideration the client assessment and plan.
2	This criteria is met. The organisation has identified it would like to run a residential service. They have also made provision in their policy for foster care. Numerous references are made in policy, principles and procedure to providing care with kin / whanau / hapu and iwi wherever possible.
3	This criteria is met. Evidence is found throughout the chapter in policy, principles and procedure to continue to seek placements for providing care with kin / whanau / hapu and iwi wherever possible if a placement with them is not made.

4	<p>This is evidenced in the KOPPs on page 101 of the KOPPS document states:</p> <p>All foster care placements must have a legal status, and be covered either by a signed Temporary Care Agreement, Extended Care Agreement, or by Court Orders.</p>
5	<p>This criteria is not fully met. Vetting of the caregiver(s) is identified in the chapter on staffing, sections;</p> <ul style="list-style-type: none"> - vetting of staff, caregivers and volunteers, - caregiver recruitment, selection and training, <p>There is no specific statement included to ensure all those usually living with the caregiver are vetted.</p>
6	<p>This criteria is met. References are made in the chapters on care placements, staffing, assessments and client planning. These include supervision, training, resourcing, reviews of care plans and placements, access to other professionals etc.</p>
7	<p>This criteria is met. The Policy and Procedure identify the organisation must meet the legislative requirements. The appropriate frequency of reviews of court orders and care agreements is clear in the policy and procedure.</p>

Conclusion

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 5 - Care Placement

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

A review of the organisations KOPPS document chapter on Conclusion of Service Provision.

Findings

Section	
1	This criteria is adequately covered in the Chapter on conclusion of service provision.
2	The Chapter identifies Policy and Procedure which meet this criteria: 2.1 In the sections on decision making and service conclusion 2.2 The KOPPs refers to the social worker being involved in the process and the manager or director signing off on decisions.

Conclusion

The Onekawa Taiohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 6 - Conclusion of Service Provision

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 3.1 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

The review examined the organisations KOPPS document, specifically the chapter on Client Record Keeping and Organisational Monitoring. No client files, observations or interviews were conducted. These will be done at the next site assessment.

Findings

Section	
1	Throughout the chapters reference is made to meeting requirements of funding organisations.
2	The evidence is covered in the Client Record Keeping chapter, sections on working with clients and adequacy of records and systems. This is also evidenced in Organisational Monitoring in procedures.
3	This criteria is covered in the chapter under the sections on privacy requirements and adequacy of records and systems. This is also evidenced in Organisational Monitoring in procedures.
4	The evidence for this criteria is covered in the sections; work with clients and adequacy of records and systems. This is also evidenced in Organisational Monitoring in procedures.

Conclusion

The Onekawa Taohi Charitable Trust has met Child and Family Support Services Programme Quality Standard 7 - Client Record Keeping

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

The organisation KOPPs document was reviewed. Evidence is found throughout the document which makes reference to review and evaluation of services. Specific evidence is found in conclusions of service provision and organisational monitoring chapters.

Findings

Section	
1	The organisation met this criteria and evidence is sighted throughout the documents examined
2	The organisation has met this criteria. This is evidenced through policy and procedure statements throughout the documents sighted.

Conclusion

The Onekawa Tāwhiri Charitable Trust has met Child and Family Support Services Programme Quality Standard 8 - Service Provision Review and Evaluation.

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

Evidence was found throughout the organisations KOPPS document. Specific evidence was found in the Chapters on Services Planning, Organisational Review and Programmes for Clients.

Findings

Section	
1	The organisation KOPPS documents chapter on Services Planning met these five criteria.
2	The organisation KOPPS met these three criteria. They are found in the sections in Services Planning chapter, specifically; Making Improvements, Evaluation and Review. Evidence is also found in the Organisational Monitoring chapter, specifically the sections on Client Services and Planning.

Conclusion

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 1 - Service Planning

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.

Process and Context

The organisations KOPPS document was reviewed and specific chapters providing evidence, i.e. programmes for clients and health and safety. This initial assessment does not have any Community Service Programmes to assess. However the programme outline document for the care programme was used as evidence of a structured client programme developed by the organisation. The policy and procedure was tested to evidence the capability of the organisation to develop and manage client programmes.

Findings

Section	
1	Throughout the KOPPs document reference is consistently made to meeting the needs of the client. The organisation clearly identifies and aligns its programme, service and organisational goals. The intake and assessment process identified in the KOPPs and programme outline contribute to this.
2	The chapter on programmes for clients The organisations has provided an example of a structured programme for youth in care.
3	The criteria is met in the chapter on programme for clients in the section on programme resourcing as part of programme planning procedures.

4	<p>This criteria is met. Consent are discussed in under procedures for programme planning. Liabilities and Responsibilities section of the Programmes for Clients Chapter. Evidence sources are found in the Programme Outline document with client consent forms and other forms requiring client / parent / guardian signatures. these include; Intake and assessment form, client consent form (indemnity and data collection), medical form, clothing consent form. This is also evidenced in the section on programme safety in the chapter on Health and safety.</p>
5	<p>These criteria have been met throughout the chapter on programmes for clients under the various procedures sections and specifically under supervision and safety. The criteria's are also evidenced in other relevant chapters and sections throughout the KOPPs and the programme outline document.</p> <p>5.1. This is criteria specifically evidenced in the intake and assessment, forms are also evidenced in the Programme outline documents, in the section on programme safety in the health and safety chapter</p> <p>5.2 This is specifically evidenced in;</p> <ul style="list-style-type: none"> - the programmes for clients chapter in the section on supervision and safety, - the health and safety chapter in the section on discipline of children and young persons. <p>5.3 This is specifically evidenced in the section aligning the programme with client needs in the chapter on programmes for clients. It is also evidenced throughout the programme outline document.</p> <p>5.4 This is specifically evidenced in;</p> <ul style="list-style-type: none"> - the sections on outdoor pursuits, supervision and safety in the chapter on client programmes, - the section on programme safety under the chapter on Health and safety <p>5.5 This is evidenced in programme safety under the chapter on Health and safety.</p>

Conclusion

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 2 - Programmes for Clients

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

A review of the organisations KOPPS document, Programme Outline, associated manuals were reviewed in relation to this standard

Findings

Section	
1	This is covered in throughout the chapter on client intake and assessment. Specifically the section on service focus evidences the purpose of the service.
2	This is covered in the chapter and evidence in the section on intake process, procedures for gathering information and identifying problems and intake referral process. It is further evidenced in the Programme Outline papers; initial assessment form and intake and assessment form.
3	The organisation has a policy and procedure for referrals to other organisations and is found in this chapter under referrals.

Conclusion

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 3 - Client Intake and Assessment

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

A review of the organisations KOPPS, chapter on Client Planning. This section is detailed more for care services but generically meets this standards.

Findings

Section	
1	This is covered throughout the section, but more specifically in the section on Principles of Planning and Plan Development.
2	This is also covered throughout the section, but more specifically in the section on Principles of Planning and Plan Development.
3	The chapter establishes client needs are met through the sections of Planning Principles, Plan Development and Monitoring of Plans.
4	This criteria is met and specifically covered in the section Monitoring of Plans.

Conclusion

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 4 - Client Planning

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

A review of the organisations KOPPS document, section Formal Intervention Plans. No plans were sighted as the Trust is not currently providing approved s403 Community Services. These will be test at the next assessment.

Findings

Section	
1	This is met in various chapters throughout the KOPPs document. It is specifically evidenced in the chapter on formal intervention plans. It identifies a process to involve the client and their whanau, with the clients permission. The process does not initially identify inclusion of others as appropriate. However, they are included later under the plan format.
2	The Chapter on KOPPs meets this criteria under plan development and plan format.

Conclusion

The Oneskawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 5 - Formal Intervention Plans

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.

Process and Context

The paper based review examined the organisations KOPPS document with specific evidence in the chapter on client record keeping and organisational monitoring. No client files, observations or interviews were conducted. These will be done at the next site assessment.

Findings

Section	
1	This criteria is met. Reference is made throughout the KOPPS Documents but specifically in; - Client record keeping chapter to meeting requirements of funding organisations, and - In the chapter on organisational monitoring procedure.
2	This is met in the chapter in the sections on working with clients and adequacy of records and systems. This is also evidenced in Organisational Monitoring in procedures.
3	This is met in the chapter under the sections on privacy requirements and adequacy of records and systems. This is also evidenced in Organisational Monitoring in procedures.
4	This is met in the sections; work with clients and adequacy of records and systems. This is also evidenced in Organisational Monitoring in procedures.

Conclusion

The Onekawa Taiohi Charitable Trust has met Community Services Programme Quality Standard 6 - Client Record Keeping

22 April 2008

Section 9(2)(a) Privacy of Natural Persons

Manager
Onekawa Taiohi Charitable trust
LEVEL 1 - 5 COBHAM Street
TANEATUA
Bay of Plenty

Dear s 9(2)(a)

I have reviewed the information Onekawa Taiohi Trust has provided and the actions required as a result of s 9(2)(a) assessment.

Below is the outcome of my assessment.

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

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 2 - Prevention of Abuse of Children and Young People

REQUIREMENT

Further discussion and policy enhancement is required regarding the management of allegations of physical and sexual abuse by a Trust worker

OUTCOME

Review of the latest policies and procedures document provided 21 April 2008 revealed that **timeframes for the process of reporting and dealing with allegations of abuse or neglect are still not clear**. For example reporting to manager/supervisor should be immediate, followed by a timeframe to ascertain **immediate** safety of the child/Young person, followed by timeframes that it will be reported to CYF along with who can report and how that will be done (eg. any staff member has the ability, and by calling 0508FAMILY)

Business Viability Standard 4 - Cultural Appropriateness

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 4 - Cultural Appropriateness

REQUIREMENT

Improvement is required to demonstrate understanding of assessing the cultural construct of a client and developing an assessment framework and programme activities best suited to the same.

OUTCOME

Review of the latest policies and procedures document provided 21 April 2008 revealed that **this standard has now been met**.

Business Viability Standard 6 - Staffing

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 6

REQUIREMENT

"In the event that the Trust have agreed to allow a person to be involved with the organisation where special circumstances exist, it is the trust's responsibility to ensure that the person is supervised and controlled by a senior staff member at all times. Under no circumstances is this person to be left alone with clients"

This criteria does not provide for special or exceptional circumstances. This should be noted in the policy.

OUTCOME

Review of the latest policies and procedures document provided 21 April 2008 revealed that **this standard has now been met.**

Business Viability Standard 7 - Health and Safety

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 7 - Health and Safety

REQUIREMENT

All structures that have been built, altered or demolished since 1999 are subject to the Building Act 2004. The organisation is to contact the local authority to ensure buildings are compliant in terms of the act.

A policy statement is required in relation to dealing with Hazardous issues. The Trust has not met this criterion.

OUTCOME

Review of the latest policies and procedures document provided 21 April 2008 revealed that **this standard has now been met.**

Business Viability Standard 9 - Financial Management and Systems

The Onekawa Taiohi Charitable Trust has not met Business Viability Standard 9 - Financial Management and Systems

REQUIREMENT

Future assessments will need to evidence the financial system and management in practice

OUTCOME

Financial systems and processes will be assessed at the next review

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

The Onekawa Taiohi Charitable Trust has not met Child and Family Support Services Programme Quality Standard 1 - Appointment of Director of the Service

REQUIREMENT

The job description and the KOPPS document are clear as to the roles and duties of the Director. The documents do not however describe the liability of the position.

The approval guide states: "For example, Family Court orders that relate to the custody and guardianship of a child or young person do not place the child or young person in the custody of the Child and Family Support Service but rather with the Director of the Service who is then responsible for their care and control

Policy enhancement is required to clearly describe the liabilities and responsibilities for the position of Director.

OUTCOME

Review of the latest policies and procedures document provided 21 April 2008 revealed that **this standard has not been met yet.**

Business Viability Standard 2 - Prevention of Abuse of Children and Young People and **Business Viability Standard 9** - Financial Management and Systems are the only two outstanding requirements yet to be actioned, however I will finalise Onekawa Taiohi Trust's approval as of today and the outstanding requirements will be assessed at your next review which is due by 13 June 2008.

Given the length of time to finalise this approval, the next review is not likely to happen before 1 July. I will ensure the new assessor is aware of all this information prior to his/her next assessment visit.

Please feel free to contact me if you require further information. My email address is s 9(2)(a) @cyf.govt.nz and my direct phone line is s 9(2)(a)

Yours faithfully

s 9(2)(a)

Team Leader, Approvals (Wellington)

Assessment report

Assessment Number 81940

Provider Name:	Onekawa Taiohi Charitable Trust
Provider ID Number:	50059
Address:	LEVEL 1 - 5 COBHAM STREET TANEATUA
Assessed By:	<div>s 9(2)(a)</div>
Legislation:	S.396 - CYP & F Act 1989 - Child and Family Support Services
Date Assessed:	22 April 2008
Previous Assessment Date:	20 December 2007

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).

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

Organisational context and history

Date first approved: 22 April 2008

Approved services:

- Basic life-skills development programmes for adults
- Specialist care

Legal structure: Charitable Trust

Process

Key findings

Business Viability Standard 6 - Staffing

Assessment summary

Assessment status: Approval

Approval status: Approved

Improvements required

Standard	Section	Action	End Date
BV 6 Staffing	4	Further explanation is required around the special circumstances section in regards to people who cannot be left unsupervised around children.	
Required By:			

Suggestions for quality enhancements

Report

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.

Process and context

Conclusion

Improvements required

Section	Action	End Date
4	Further explanation is required around the special circumstances section in regards to people who cannot be left unsupervised around children.	

Improvements Required By:

Suggestions for quality enhancements

RELEASED UNDER THE
OFFICIAL INFORMATION ACT