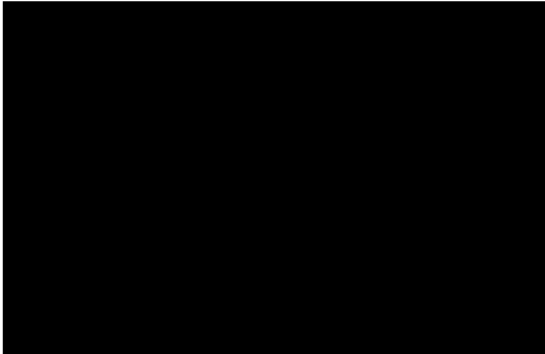




1 FEB 2019



On 8 November 2018 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *I understand MSD has recently completed a report into Disability Training Service in Napier, which outlines some concerns about the service.*
- *I would like to request a copy of the report /investigation please.*
- *Can you also tell me how much funding MSD provides to DTS?*

Social sector agency-funded providers must have accreditation so that agencies can contract for their services. This provides government and communities with independent assurance that social service providers can deliver safe, quality services.

The accreditation assessment is a point in time event that is based on provider risk. Assessments are undertaken on a regular basis to ensure that social service providers continue to meet the required accreditation standards for the specific services they are approved to deliver. The assessment process varies depending on the level of compliance required. This could include a site visit, paper base assessment or due diligence.

Providers such as Disability Training Services H.B. Trust Board, with a compliance level of 4 in the Approvals Framework, need to complete a paper base assessment form. The assessment is considered by an Approvals Assessor to establish that the provider has demonstrated compliance with the Level 4 Social Sector Accreditation Standards.

Additional information about the Social Services Accreditation and the assessment process is available on the Ministry's website here: [www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/index.html](http://www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/index.html).

The Ministry is actively working with Disability Training Services H.B. Trust Board so that they continue to deliver a good service and comply with Ministry social services accreditation standards. The Ministry's most recent accreditation assessment in June 2017 showed that Disability Training Services H.B. Trust Board met the Ministry's requirements. The next accreditation assessment is due in June 2019. Over the past 12 months, the Ministry has worked with the provider to resolve governance and

on contract and accreditation issues. Operational issues are managed by the provider. The Ministry continues to monitor how Disability Training Services H.B. Trust Board is performing as per their contract.

The Ministry acts on complaints from agencies or members of the public. If any agency or member of the public has a concern about any of the Ministry's providers, they should contact the provider in the first instance and if they are not satisfied with the outcome, then contact the Ministry. Ministry officials will assess the provider and the provider will be required to provide evidence to ensure they are continuing to meet Ministry standards.

Please find attached a copy of the Accreditation Assessment for Disability Training Services H.B. Trust Board, dated 26 June 2017.

The Ministry has a contract in place with Disability Training Services H.B. Trust Board for Vocational Services for People with Disabilities for the period of 1 July 2016 to 30 June 2019 for the amount of \$869,525.71.

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 shortly. 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](mailto:OIA_Requests@msd.govt.nz).

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

Yours sincerely



Stephen Crombie  
**Deputy Chief Executive, Corporate Solutions**

**Provider Legal Name:**

Disability Training Services H. B. Trust Board

**Site Visit:**

Level 4 assessment – no site visit required

**Completed Date:** 26 June 2017**NZBN Number:****RDA Number:**

51282

**Assessment Number:**

103631

## EXECUTIVE SUMMARY

Disability Training Services H. B. Trust Board, has been assessed as fully meeting the standards for accreditation. Six standards were assessed and six standards met.

SSAS Standards	Outcome	SSAS Standards	Outcome
Client-centred services	Standard met	Governance and management structure and systems	Standard met
Staffing	Standard met	Financial management and systems	Standard met
Health and safety	Standard met	Resolution of complaints related to service provision	Standard met

## Corrective action plan

### Critical actions

No critical actions have been identified during the assessment.

### Required actions

No required actions have been identified during the assessment.

## Strengths identified at review

The health and safety staff induction manual is thorough and outlines all general information. Emergency procedures are outlined, current on-site first aiders named and induction checklists provided. This demonstrates clear evidence of worker engagement and participation in health and safety matters.

## Recommendations

It is recommended that this organisation adds to their cultural competency statement the way in which they will respond to clients of all ethnicities, such as Pacifica, and not just Maori.



It is recommended that this organisation includes in their complaints resolution policies and procedures how they will use complaints to inform or lead service improvements.

## Accreditation status

### Confirmation of Accreditation at Level 4

## The conditions of accreditation

Disability Training Services H. B. Trust Board has been accredited by the Ministry of Social Development to deliver the following services:

- Employment and training services approval (Level 4)

## Action plan

No further actions have been identified at this review.

## OVERVIEW

This is a review assessment of Disability Training Services H. B. Trust Board's accreditation status by the Ministry of Social Development.

Disability Training Services (DTS) H.B. Trust Board was initially formed in 1986 under the name of Hawke's Bay Community Enterprises Incorporated. The Trust has been operating from Austin Street, Onekawa in Napier from 1987. The present name change was set in 1995 with the formation of a Charitable Trust. Since the organisations inception twenty years ago, it has been sponsored and supported by Central Government with specific outcomes and objectives. In January 2014, DTS moved closer to the Napier CBD to promote more independence for people.

DTS H.B. Trust Board are an organisation who operate a community participation programme for individuals from the age of 16 onwards and who have a form of intellectual, sensory, physical or mental disability. Their aim is to work alongside their clients to learn, grow, participate, gain independence and achieve their goals.

There is clear evidence within the documentation provided that clients are involved in the development, review and continuous improvement of the services provided and the personal goals they wish to achieve. All staff are vetted and informed of their rights within the recruitment policy and individual employment agreements.

The health and safety policies and procedures are thorough and staff receive induction surrounding this. It is stated within the individual employment agreements that this organisation complies with the Privacy Act 1993. The organisation provided their most recent audited accounts and appears to have processes in place to ensure they remain financially viable. Clients and staff have been informed of the complaints process within the complaints policy.

Accreditation for Disability Training Services H.B Trust Board as a Level 4 provider is confirmed. This period of accreditation is two years, at which time a repeat self-assessment application will be required.

This is a Ministry of Social Development assessment.

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT  
**FINAL  
REPORT**

## KEY FINDINGS

### SSAS Standard: Client-centred services

The organisation treats people with respect and delivers services in a manner that has regard for their dignity, privacy and independence.

1. The organisation promotes client-centred practice as central to its service development and delivery.

#### Evidence

- Community participation overview- evidence of client participation in development, review and continuous improvement.
- Cultural competency overview
- Individual employment agreement – performance reviews outlined
- Monthly professional development review
- Supervision agreement form

#### Field notes

**Community participation overview:** Upon clients being referred to the service, community participation co-ordinators make contact with the client to set up an appointment time. This appointment is to discuss and plan the goals that the client has. The structure of this meeting is determined by the client. The client writes a bucket list with the help of the co-ordinator and knows to talk to the co-ordinator at any time if there are additional things they would like to do. Individual plans formulated from this include detailed goals that the client has, strategies surrounding the achievement of them including the timeframes, courses required, responsibilities for the client and a review schedule. An evaluation of the clients progress in their individual programme is reviewed at least every three months. Each client will have the opportunity to take part in community activities of their choice. DTS provide services in line with standards in the New Zealand Federation of Vocational and Support Services document. Regular meetings are held with the manager, co-ordinators and/or the client to check progress against the standards.

**Cultural competency:** All services provided by DTS recognise the needs of Maori to have services provided in a way that recognises their social, economic, political, cultural and spiritual values.

**Individual employment agreement:** It is outlined that performance reviews may occur annually, at which time the employer will be reviewing the efforts made by the employee to develop work related skills by means of any approved educational course, attendance at seminars or any other training. By way of this being in the agreement, it indicates that staff are encouraged and supported to seek means of professional development.

**Monthly professional development review:** On the development review form there is a section for staff to indicate if there is any training they would be interested in receiving or taking part in.



**Supervision agreement form:** Supervision sessions are made available to staff to promote professional development by giving staff tools, skills and ideas to use in their work as well as ensuring that a high quality of service is provided to clients.

### Exceptions

Based on the evidence provided for this review, no exceptions were identified.

### Outcome

Standard met

## SSAS Standard: Staffing

The organisation has the staffing capability and capacity to deliver services safely.

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. All staff have a written agreement of service.
4. The organisation uses a clear, transparent and open process for recruiting and vetting suitable staff, including members of the organisation's governance body. Vetting of staff is to include, but is not limited to, a criminal conviction check.

4.1 The organisation will follow a robust decision-making process in responding to the results of vetting, including safety checking.

4.2 The organisation effectively manages any staff with a conviction, including members of governance.

### Evidence

- Recruitment policy
- Monthly professional development review
- Supervision agreement
- Disciplinary policy and procedure
- Poor performance and misconduct form
- Application forms for volunteers, interns and Board of Trustee candidates
- Position descriptions for volunteer workers, community, and planning and development co-ordinators
- Individual employment agreements- Employment Relations Act 2000
- All staff with access to Ministry funding have been vetted – self application form

### Field notes

**Recruitment policy:** The recruitment policy applies to all internal and external applicants of DTS. The responsibility for this policy to be followed sits with the HR coordinator. Employee selection shall be on the basis of engaging the applicant best able to fulfil the duties and responsibilities of the position. Police vetting is requested of all

staff. No person with any conviction for sexual crimes or crimes of violence against the person shall be employed. All records relating to employment shall be retained on file by the HR coordinator for so long as the person is employed.

**Monthly professional development review:** This form includes a record of goals that each team member is required to take notes on and discuss in consultation. Some include situations where staff helped clients to solve problems rather than sorting it for them, barriers that clients are having, concerns that staff would like to discuss and any training they would be interested in receiving.

**Supervision agreement:** Supervision between an employee and supervisor occurs on an agreed upon frequency by both parties. The purpose and conditions of supervision are outlined and it is documented that all information shared between the employee and the supervisor is kept confidential unless the supervisor believes that the employee, a client or any other person is at risk of serious harm. The responsibilities of DTS and the supervisor are outlined, a fee is agreed upon for supervision which is paid for by the provider and the employee, supervisor and general manager of DTS sign the agreement.

**Disciplinary policy and procedure:** The policy states that it applies to all employees of DTS. The policy outlines how DTS would deal with an investigation of unsatisfactory performance and/or misconduct. Any meetings that occur are to be recorded in writing and may be documented as a summary of key points. The person who has had the allegations made towards them is kept informed of the process via writing throughout. Examples of what constitutes both misconduct and serious misconduct for which warnings or dismissal will be issued are outlined.

**Poor performance and misconduct form:** This document includes a poor performance checklist and provides a guide to follow in dealing with problems relating to such circumstance. A checklist and guide to follow for misconduct is also outlined. It includes sections relating to the necessary information employers should collate before talking to their employee and how they should liaise with them throughout the process.

**Application forms:** The volunteer and intern application form includes sections for personal information, previous experience and education, interests for working at DTS and a criminal history declaration. A signed and dated authorization agreement by the applicant is required to consent to criminal background checking as well as drug and alcohol testing. The application form outlines that DTS considers applicants for internships/volunteering without regard to sex, race, age, religion, national origin, veteran or marital status, or any other legally protected status. References are checked. The Board of Trustee's candidate application form requires candidates to list the previous boards and committees that they have served on, for how long and in what capacity. A section on education, skills, experience and interests is required and candidates are asked how they think DTS will benefit from their involvement on the board. Applicants are asked whether they consent to a police check.

**Position descriptions:** Position descriptions for volunteer workers, planning and development co-ordinators and community co-ordinators are provided. The position title, who the position is responsible to, reports to and the key functional relationships involved with the position are outlined. The primary objectives, specific responsibilities, control information and limits of authority are outlined. Within both the community and planning development co-ordinators job description is a section on key performance indicators with the task and outcome of each section.

**Individual employment agreements:** A standard employment agreement template that DTS uses is provided. The agreement is based on the Employment Relations Act 2000. All employees' employment is subject to a 90 day trial period. Performance reviews occur on an annual basis between the employer and employee. Leave



entitlements are outlined, Health and safety rights of the employee documented and a section on training included.

### Exceptions

Based on the evidence provided for this review, no exceptions were identified.

### Outcome

Standard met

## SSAS Standard: Health and safety

The organisation ensures clients, staff and visitors are protected from risk.

1. The organisation ensures clients, staff and visitors are protected from risk.

### Evidence

- Health and safety procedure which includes;
- Hazard identification and control outline
- Accident and incident recording, reporting and investigation
- Evacuation procedures
- Emergency service contacts
- Rehabilitation outline (returning to work after injury or illness)
- Procedures for contractors and sub-contractors
- Staff incident/accident form
- Summary sheet of the DTS employee accident/incident reporting procedure
- Health and safety staff induction manual

### Field notes

**Health and safety procedure:** Hazard identification and controls are outlined. It is outlined that no untrained staff member will be expected to perform any task, operate any machinery or deal with any substance or material without prior experience. The steps one must take in the case of an accident or incident is clearly outlined and the procedure to be followed made clear. Evacuation procedures are documented. In the case of an emergency, the senior most person on site has the authority to initiate any appropriate action required to protect personnel or property. The head warden and building warden of DTS are documented. Evacuation drills are to occur at least every six months at a time that the manager decides upon. The fire safety service is informed by the Health and safety co-ordinator that this will be taking place. The date, time and circumstances of the evacuation are recorded and reported to the manager by the Health and safety coordinator. The way in which DTS will assist a returning work member who has had an injury or illness is outlined. The expectations of the employee by DTS are outlined also. Contractors are required to complete and sign an agreement stating that they will comply with the Health and Safety in Employment Act 1992.

**Staff incident form:** The staff incident form includes a section for the location that the incident occurred, who was involved, what happened and the date it took place. The employee, supervisor and Health and safety coordinator are required to sign and date this form.

**Health and safety staff induction manual:** The first page of this manual provides general information for employees at DTS. Employees are informed that in an emergency situation they must follow emergency procedures outlined in the emergency evacuation information sheet. Employees are also told that they are required to fill out an accident report form if they have an accident, be it serious or minor. The health and safety officer is named and employees shown the location of emergency exits, telephones, first aid kits and extinguishers. Emergency procedures are outlined, current on-site first aiders named and induction checklists provided. Employees sign a checklist at the end of their induction to say that they have been notified of these items and areas.

#### Exceptions

Based on the evidence provided for this review, no exceptions were identified.

#### Outcome

#### Standard met

### **SSAS Standard: Governance and management structure and systems**

The organisation has clearly defined and effective governance and management structure and systems.

1. The organisation has clearly defined and effective governance and management structure and systems.
2. The organisation collects, records, stores and uses information in keeping with the relevant legislation.

#### Evidence

- Certificate of Incorporation- NA/833239. Incorporated on 20 November 1996.
- Certificate of Registration- CC21864. Registered as a charitable entity on 17 March 2008.
- DTS policy manual
- Deed of Trust
- Individual employment agreement – Privacy Act 1993
- Recruitment policy

#### Field notes

**DTS Policy Manual:** This document outlines the DTS Governance policies of which there are 13. Each policy has a section for desired outcome, the policy, general principals, processes, resources, references and when the policy was adopted. The policies include board recruitment and training, board expectations and responsibilities, conflict of interests, board meetings and decisions, staff recruitment and selection, board-manager relationship, performance management, employee remuneration, manager accountability, delegations and limits of authority, financial management and accountability, asset management, fundraising, lobbying and publicity and strategic planning and policy review. All policies were last reviewed between the time period of June 2014 and August 2015.



**Deed of Trust:** The deed of trust includes the purpose and structure of the trust, information on the membership of the board and election onto it. Elected Trustees are appointed to the board annually if they are successful in their application. Minutes of all board meetings are kept by a secretary and made available for inspection at any time by the board members. The procedure of a general meeting is outlined also.

**Individual employment agreement:** Within the agreement in section 10.1 the privacy obligations are outlined. It is stated that 'the employer and employee shall comply with the obligations set out in the Privacy Act 1993. The employee must not breach the privacy of any client or co-employee in the course of her/his employment.

**Recruitment policy:** Within the recruitment policy is a note on records. It outlines that all records relating to employment are to be retained on file by the HR coordinator for so long as the person is employed. The files are then kept archived for a minimum of 10 years from cessation of employment.

#### Exceptions

Based on the evidence provided for this review, no exceptions were identified.

#### Outcome

Standard met

### SSAS Standard: Financial management and systems

The organisation is financially viable and manages its finances competently.

1. The organisation is financially viable.
2. The organisation has financial management systems appropriate to the size and complexity of the organisation.
3. The organisation has adequate insurance cover for the size and complexity of the organisation.

#### Evidence

- Audited accounts for the year ended 30 June 2016
- Independent auditors report
- Insurance prepared by Crombie Lockwood (NZ) Limited – Napier. Combined Liability for Associations. Covered until 28 July 2017.

#### Field notes

**Audited accounts:** This organisations statement of financial performance shows that income exceeded expenses for the year ended 30 June 2016. This indicates that the organisation is solvent and able to pay its debts as they become due in the normal course of business. Total assets exceeded total liabilities. An independent auditors report was provided by Gardiner Knobloch Accountancy + Advice Chartered Accountants.



## Exceptions

Based on the evidence provided for this review, no exceptions were identified.

## Outcome

Standard met

## SSAS Standard: Resolution of complaints related to service provision

The organisation uses an effective process to resolve complaints about service provision.

1. The organisation uses an effective process to resolve complaints about service provision.

## Evidence

- Complaints policy and procedure
- Complaints and concerns form

## Field notes

**Complaints policy and procedure:** The policy outlines that this procedure is for financial members, clients, employees and services users of DTS. The policy is displayed in various areas around the organisation and copies are made available to anyone who requests it. The complaints procedure states that the complaint is to be worked through step by step. At the completion of each step, if both parties are satisfied with the progress made, the complaint procedure ends. Both parties are made aware that they have the right to a support person or advocate at any stage in the process. Confirmation of a complaint having been received is to be provided within five working days. The individual of whom the complaint is about is then given two days to read the complaint and respond to the correct person within the organisation about it. For complaints where a resolution is not being met, it is escalated to the board and a mediator is included.

**Complaints and concerns form:** Both forms have a section for the name and signature of the individual with a concern or complaint. Details of the concern or complaint are required to be documented and the results that the individual is seeking in regards to them recorded.

## Exceptions

Based on the evidence provided for this review, no exceptions were identified.

## Outcome

Standard met