

Provider Legal Name:
Far North R.E.A.P Society Incorporated

Site Visit: 20 July 2021

Completed Date: 30 August 2021

NZBN Number:
9429042717621

RDA Number:
1423

Assessment Number:
111052

EXECUTIVE SUMMARY

Far North R.E.A.P Society Incorporated, has been assessed as partially meeting the standards for accreditation. Ten Level 2 Social Sector Accreditation Standards were assessed. Five standards are met, and five standards are partially met.

SSAS Standards	Outcome	SSAS Standards	Outcome
Client-centred services (L2)	Standard met	Governance and management structure and systems (L2)	Standard partially met
Community wellbeing (L2)	Standard met	Financial management and systems (L2)	Standard partially met
Cultural competence (L2)	Standard met	Resolution of complaints related to service provision (L2)	Standard partially met
Staffing (L2)	Standard partially met	Quality improvement (L2)	Standard met
Health and safety (L2)	Standard partially met	Client services and programmes (L2)	Standard met

Corrective action plan

Critical actions

No critical actions have been identified during the assessment.

Required actions

Standard	Criteria	Action	Due by
Staffing (L2)	4	The Organisation is required to have in their staff files a work history in chronological order for the last five years, a record of the interviewing process, including grids and decision-making tools and at least two reference checks.	next review
Health and	1	The Organisation are required to have a policy	next review

safety (L2)		and procedure for transporting clients in place which meet relevant legislative requirements.	
Health and safety (L2)	4	The Organisation is required to record during an evacuation drill all the staff who are present their designated roles and any follow-up actions.	next review
Governance and management structure and systems (L2)	6	The Organisation is required to fully inform clients of who will have access to their personal information that the organisation holds on them, and how that information will be used.	next review
Financial management and systems (L2)	2	The Organisation provides umbrella services to community organisations they are required to have a policy and procedure to provide this service.	next review
Resolution of complaints related to service provision (L2)	1	The Organisation is required to update their complaints policies and procedures to identify where a person can be referred if they are not satisfied with the resolution of the complaint. Also, how people will be kept safe through the complaint process, including people with specific needs and the right of people of have the support of an independent advocate or mediation.	next review

Strengths identified at review

Strengths were not applicable for this accreditation review.

Recommendations

No recommendations have been made as part of this accreditation review.

Accreditation status

Confirmation of Accreditation at Level 2 with required actions

The conditions of accreditation

Far North R.E.A.P Society Incorporated has been accredited by Social Services Accreditation to deliver the following services:

- Family support services (Level 2)
- Specialist parenting and family development programmes (Level 2)
- Family well-being services (Level 3)
- Employment and training services approval (Level 4)

Action plan

The required actions identified in this report are to be addressed as soon as practicable. Completion of the required actions will be assessed at the time of the next accreditation review in 24 months' time.

OVERVIEW

This is a review assessment of Far North R.E.A.P Society Incorporated's accreditation status by Social Services Accreditation.

Far North R.E.A.P Society Incorporated has been assessed under the Level 2 Social Sector Accreditation Standards. They have held accreditation since 2004 and were established in 1980.

Far North R.E.A.P Society Incorporated is a not-for-profit organisation that engages with individuals, organisations, and whole communities to bring about positive change through education support. They are one of the 13 R.E.A.P that are located throughout the country, all are part of R.E.A.P Aotearoa the national collective.

The Organisation is a community learning centre that provides flexible learning opportunities to the Far North community. They are a community development organisation that fosters and delivers education opportunities to the people of Te Hiku. They have been delivering their service for over 40 years. The organisation's key business is education and it aims to provide services that would not otherwise be available in rural areas.

Far North R.E.A.P Society Incorporated mission is to strive for excellence in the provision of quality learning opportunities for Far North Communities. The purpose of the Organisation is to empower communities to achieve their dreams and aspirations through lifelong learning. The vision is to be learning to live, living to learn. Their values are Tika (doing things right, being open, accountable and transparent); Pono (acting with dignity, honesty and integrity); Aroha (treating people with love and respect) and Manaakitanga (embracing and caring for all, to build on mana Motuhake).

A site assessment meeting was conducted on Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrator/CE Support, Finance Administrator and Kaitautoko Mātauranga Whānau Parenting Education. The Organisation was well prepared for their accreditation review.

As a result of the accreditation review Far North R.E.A.P Society Incorporated has six required actions.

This is an Inter-Agency assessment.

KEY FINDINGS

SSAS Standard: Client-centred services (L2)

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.
 - 1.1 The organisation involves its clients and stakeholders in planning, implementation, and evaluation at all levels of the service to ensure services are current and responsive.
2. The organisation provides services that are accessible to people with disability.
3. The organisation provides services that are free from any discrimination, coercion, harassment, and sexual, financial or other exploitation.
4. The organisation recognises and facilitates the right of people to advocacy and/or support persons of their choice.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Employee Code of Conduct Procedure (Date Adopted: 27 May 2019 – Review Date: 27 May 2022).
- Employee Induction Journal 2021 (April 2021) (Booklet).
- Far North R.E.A.P Society Incorporated Teen Parent Support (Brochure).
- Far North R.E.A.P Society Incorporated, Quarterly: Term 4, 2020; Term 2, 2021; Term 3, 2021 (Newsletter – booklet form).
- He Tohu Tenei Mō, for completion of Te Korowai Whakahaumaru Parenting Programme with Far North R.E.A.P (Certificate).
- Strategic Plan 2018-2038 (20 April 2018).
- Vision, Mission, Purpose and Values.

Exceptions

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

Outcome

Standard met

SSAS Standard: Community wellbeing (L2)

The organisation provides services which reflect the principle that the welfare and interests of the child or young person are first and paramount and where the wellbeing of all is upheld.

1. The organisation provides services in a manner consistent with section 6 of the Oranga Tamariki Act 1989, where services reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration.
2. The organisation has a process for dealing with allegations of abuse and situations that raise concerns about the safety of a client or associated community member.

2.1 The process specifically includes guidelines on how the organisation makes referrals under section 15 of the Oranga Tamariki Act 1989.

3. The organisation promotes awareness of the unacceptability of abuse, ways in which abuse may be prevented, the need to report all cases of abuse and how to respond to all types of abuse. Abuse includes physical, emotional or sexual harm; ill-treatment; neglect or deprivation either passive or active.
4. The organisation promotes awareness of where a conflict between the needs of a client and others might arise, and uses a process to respond to such conflicts.
5. The organisation has a procedure to identify clients who may have limited ability to give informed consent. This procedure ensures that such clients are able to exercise the ability they have to the fullest extent possible.
6. When it is confirmed that a client has a limited ability to give informed consent, the organisation acts appropriately.
For those organisations that must comply with the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, this will mean following the principles of Right 7.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Child Matters/Organa Tamariki - Working Together for Vulnerable Kids - Staff member, 28 May 2019.
- Staff Professional Development Transactions (Training Register 2019 - 2020).
- Child Protection Reporting Form (Date Adopted: 19 March 2019 - Review Date: 19 March 2023).
- Employee Code of Conduct Procedure (Date Adopted: 27 May 2019 - Review Date: 27 May 2022).
- Child Protection Policy (Dated adopted: 24 February 2020 - Review date: 24 February 2023).
- Client Complaint Procedure (Date adopted: 11 June 2020 - Review Date: 11 June 2020).
- Child Protection Procedure (Date Adopted 12 February 2021 - Review Date: 12 February 2024).

Exceptions

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

Outcome

Standard met

SSAS Standard: Cultural competence (L2)

The organisation provides services that are culturally appropriate to clients.

1. The organisation provides services that recognise and respect clients' ethnic, cultural and spiritual values and beliefs.
 - 1.1 The organisation provides services which meet the specific needs of Maori.
 - 1.2 The organisation provides services that meet the specific needs of Pacific peoples.
2. The organisation consults with, and where appropriate makes referrals to and negotiates protocols with, Maori, Pacific peoples and other cultural and specific interest services.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Constitution for Far North R.E.A.P Society Incorporated – 1 May 2018.
- Employee Induction Journal 2021 (April 2021) (Booklet).
- Powhiri Procedure (Date Adopted: 24 July 2020 – Review Date: 20 July 2023).
- Staff Professional Development Transactions (Training Register 2019 – 2020).
- Strategic Plan 2018-2038 (20 April 2018).
- Te Tiriti O Waitangi Policy (Date Adopted: 28 January 2021 – Review Date: 28 January 2024).

Exceptions

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

Outcome

Standard met

SSAS Standard: Staffing (L2)

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 New Zealand police vet.
5. The organisation will follow a robust decision-making process in responding to the results of vetting, including safety checking.

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

5.2 Unless a core worker exemption is held, an organisation does not employ any core children's worker who has a conviction for a specified offence under schedule two of the Children's Act 2014.

6. The organisation will complete police checks, and any other relevant vetting for all staff at least every three years.
7. The organisation has sufficient, qualified and competent staff to deliver its services.
8. The organisation provides adequate induction, training, professional development and support for all staff.
9. The organisation uses an effective performance management system for all staff.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Appointment of Employees, Professional Development and Performance Review Policy (Date Adopted 28 January 2021 – Review Date: 28 January 2024).
- Appointment of Independent Contractors/Tutor Procedure (Date Adopted: 28 April 2019 – Review Date: 28 April 2022).
- Child Protection Procedure (Date Adopted 12 February 2021 – Review Date: 12 February 2024).
- Children's Worker Safety Checking Procedure (Date Adopted: 13 June 2019 – Review Date: 13 June 2022).
- Children's Worker Safety Checking Procedure (Date Adopted: 13 June 2019 – Review Date: 13 June 2022).
- Employee Induction Journal 2021 (April 2021) (Booklet).
- Employment and Appointment of Employees Procedure (Date adopted: 28 April 2019 – Review Date: 28 April 2022).
- Far North R.E.A.P Society Incorporated Financial Management Policy (Date adopted: 21 October 2019 – Review Date: 21 October 2020).
- Health and Safety Training Procedure (09 April 2021 – 09 April 2024).
- National Hui, Travel and Expenses Procedure (Date Adopted: 28 October 2020 – Review Date: 28 October 2021).
- Police Vetting Results Management Plan (Review Date: 20 July 2021).

- Pre-Checks (pre-employment, pre-hire, pre-appointment) Procedure (Dated adopted: 21 June 2021 – Review Date: 21 June 2024).
- Pre-Employment Checklist (Date Adopted: 21 June 2021 – Review Date: 21 June 2024).
- Professional Development (PD) Planner (Date Adopted: 28 April 2018 – Review Date: 28 April 2022) (form).
- Staff Professional Development Transactions (Training Register 2019 – 2020).
- Staff file checklist – five staff files tested.

Exceptions

Criteria	Findings	Type of finding
4	The Organisation staff files did not all hold a work history in chronological order for the last five years, a record of the interviewing process that included grids, decision-making tools or at least two reference checks.	Required Action

Outcome

Standard partially met

SSAS Standard: Health and safety (L2)

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

1. The organisation ensures its place of work, and any place of work it uses or relies on for service delivery, comply with all legal and regulatory requirements.
2. The organisation will, as reasonably practicable, provide and maintain a working environment for its workers and members of the public that is safe and without risk to health.
3. If applicable, the organisation ensures the safety of any children being supervised in the place of work while their parents or caregivers receive services.
4. The organisation has safety and emergency plans for the evacuation of its place of work and any other place of work it uses for service delivery.
5. The organisation responds effectively to adverse events in the place of work.
6. The organisation has a business continuity and disaster recovery plan in place.
7. The organisation ensures that where an intervention, discipline or control is required or used, staff use appropriate methods that protect the physical and emotional safety of clients.
8. The organisation reflects continuous quality improvement principles in identifying and managing risk.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and

Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.

- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Accident, Complaints, First Aid Register and Incidents Register – sighted 20 July 2021.
- Alcohol, Drug and Substance Abuse Free Procedure (Date Adopted: 09 April 2021 – Review Date 09 April 2024).
- Building Warrant of Fitness – § 9(2)(a) – expiry 02 December 2021.
- Bullying at Work Procedure (Date Adopted: 09 April 2020 – Review Date: 09 April 2024).
- Client Complaint Procedure (Date adopted: 11 June 2020 – Review Date: 11 June 2020).
- Daily Evacuation Form: 7 April 2021; 14 April 2021.
- Employee Assistance Procedure (Date adopted: 9 April 2021 – Review Date: 9 April 2024).
- Employee Complaints and Grievances Procedure (Date Adopted: 10 December 2019 – Review Date: 10 December 2022).
- Employee Complaints and Grievances Procedure (Date Adopted: 10 December 2019 – Review Date: 10 December 2022).
- Evacuation Report, 19 May 2020 – sighted 20 July 2021.
- Family Violence Procedure (Date Adopted: 16 November 2020 – Review Date: 16 November 2023).
- Far North R.E.A.P Board of Directors Meeting Minutes, Thursday 28 January 2021, Kauri Room, 1pm.
- Far North R.E.A.P Society Incorporated Business Continuity and Disaster Recovery Plan as at 16 July 2021.
- Far North R.E.A.P Society Incorporated Staff Meeting Minutes, Tuesday 11 May 2021.
- Far North R.E.A.P Society Incorporated Staff Meeting Minutes: 8 April 2021; 11 May 2021; 8 June 2021
- First Aid Certificates current – all staff have first aid certificates.
- Hazard Register – Sighted 20 July 2021
- Health and Safety Checklist completed 20 July 2021.
- Health, Safety and Environment (Date adopted: 09 April 2021 – Review Date: 09 April 2024).
- Monthly Safety Checklist: Tui Room 02 February 2021; Kupuka Room 02 February 2021; Main Building 02 February 2021.
- No reports to WorkSafe New Zealand since their last accreditation review.
- Premises Security Procedure (Date Adopted: 1 April 2019 – Review Date: 1 April 2022).
- Property and Vehicle Policy (Under Review July 2021).
- Quality Management System Procedure (Date Adopted: 14 May 2020 - Review Date: 14 May 2023).
- Self Review Procedures and Checklist (Adopted Date: 14 May 2020 – Review Date: 14 May 2023).
- Staff Professional Development Transactions (Training Register 2019 – 2020).
- Violence in the Workplace Procedure (Date Adopted: 16 December 2020 – Review Date: 16 December 2023).
- Working Environment Procedure (Date Adopted: 09 April 2021 – Review Date: 09 April 2024).

Exceptions

Criteria	Findings	Type of finding
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1	The Organisation transports clients, they do not have a policy and procedure in place.	Required Action
4	The Organisation is conducting evacuation drills, but they are not recording staff present, their designated roles and any follow-up actions.	Required Action

Outcome

Standard partially met

SSAS Standard: Governance and management structure and systems (L2)

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

1. The organisation has a defined and current legal status.
2. The organisation has an appropriate and clearly defined governance and management structure, the written record of which shows authorities, delegations, responsibilities and accountabilities.
3. The organisation is governed and managed by people with appropriate skills, qualifications and personal attributes.
4. The organisation has a process for identifying and managing perceived, actual or potential conflicts of interest, including between governance and management roles.
5. The organisation's management systems, policies and procedures are consistent with:
 - 5.1 relevant legislation
 - 5.2 its legal status, constitution, rules, charter or Act of Parliament
 - 5.3 the aims, philosophy and scope of its activities
 - 5.4 its management structure
 - 5.5 contractual obligations.
6. The organisation collects, records, stores and uses information in keeping with the relevant legislation.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Annual Business Plan April 2021 (8 March 2021).
- Board Contact Details (Date adopted: 16 April 2018) – sighted 20 July 2021.
- Board Pro Online Software.
- Charities Services CC20004 – registered 4 November 2007.
- Constitution for Far North R.E.A.P Society Incorporated – 1 May 2018.
- Directors Interest (9 June 2021) – sighted 20 July 2021.
- Employee Induction Journal 2021 (April 2021) (Booklet).

- Ethical Behaviour Policy (Date adopted: 24 February 2020 – Review Date: 24 February 2023).
- Ethical Behaviour Procedure (Date adopted: 24 February 2020 – Review Date: 24 February 2023).
- Ethical Behaviour Procedure, Statement of Ethical Behaviour Employee/Board Member Declaration (Date adopted: 24 February 2020 – Review Date: 24 February 2023) (form).
- Ethical Behaviour Procedure Statement of Ethical Behaviour Employee/Board Member Declaration of Gifts Received (Date adopted: 24 February 2020 – Review Date: 24 February 2023) (form).
- Far North R.E.A.P Society Incorporated Annual General Meeting (AGM) Minutes, Thursday 29 April 2021.
- Far North R.E.A.P Society Incorporated Annual Report 2020.
- Far North R.E.A.P Society Incorporated Board of Directors Meeting Minutes: Thursday 28 January; Monday 29 March 2021.
- Far North R.E.A.P Society Incorporated, CE Report April 2021 – May 2021.
- Finance, Banking and Fundraising Procedure (Date Adopted: 28 October 2020 – Review Date: 28 October 2021).
- Organisational Structure March 2021.
- Privacy of Personal Information Procedure (Date Adopted: 15 April 2021 – Review Date: 15 April 2024).
- Provider Report and Performance Measures Far North R.E.A.P Society Incorporated Report Form for Period 1 July 2020 to 30 June 2021.
- Register of Directors Interests as of 09 June 2021.
- Strategic Plan 2018-2038 (20 April 2018).
- Strategic Plan 2021 – 2024.
- Xero Accounting System.

Exceptions

Criteria	Findings	Type of finding
6	The organisation is not advising clients who will have access to their information for auditing purposes and when this access has been given.	Required Action

Outcome

Standard partially met

SSAS Standard: Financial management and systems (L2)

The organisation is financially viable and manages its finances competently.

1. The organisation is financially viable.
2. The organisation has an effective financial management system appropriate to the size and complexity of the organisation.
3. The organisation undertakes forward financial planning to show that it will remain financially viable.
4. The organisation has adequate insurance cover for the size and complexity of the organisation.

5. The organisation has arrangements for the regular independent audit, or in some cases review, of financial accounts.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Annual Report and Financial Statements Far North R.E.A.P Society Incorporated, for the year ended 31 December 2020. Prepared by PKF Francis Aickin Limited, Chartered Accountants.
- Aon New Zealand Insurance 30 September 2020 to 30 September 2021.
- Balance Sheet Far North R.E.A.P Society Incorporated as at 31 May 2021.
- Board Report – Summary and Approved 2021 Budget for the 2 months ended 28 February 2021 Budget.
- Board Report, 2020 Budget – Asset Reserves: 22 October 2020; 31 December 2020.
- Board Report, 2021 Budget – Capital Expenditure as at: 30 April 2021; 11 June 2021.
- Board Report: Contribution to overhead Summary for the month ended 30 April 2021; Contract contribution to overheads for the 4 months ended 20 April 2021; Balance Sheet as at 30 April 2021; Capital Expenditure as at 20 April 2021; Summary and Approved 2021 Budget.
- Constitution for Far North R.E.A.P Society Incorporated – 1 May 2018.
- Credit and Travel Car Use Procedure (Date Adopted: 28 October 2020 – Review Date: 28 October 2021).
- Depreciation Schedule Far North R.E.A.P Society Incorporated, for the year ended 31 December 2020.
- Ethical Behaviour Procedure (Date adopted: 24 February 2020 – Review Date: 24 February 2023).
- Far North R.E.A.P Society Incorporated Financial Management Policy (Date adopted: 21 October 2019 – Review Date: 21 October 2020).
- February Finance Meeting, 8 March 2021. Confirmed 29 March 2021.
- Finance Report for December 2020 and January 2021, Meeting 23 February 2021.
- Finance Report for February 2021 – Meeting 29 March 2021.
- Finance, Banking and Fundraising Procedure (Date Adopted: 28 October 2020 – Review Date: 28 October 2021).
- Finance, Property and Risk Subcommittee Meeting Minutes, Wednesday 28 October 2020, 4.30pm.
- Financial Bank Statements June/July 2021 – sighted 20 July 2021.
- Financial Report for April 2021, Meeting 18 May 2021.
- Independent Auditor, BDO Chartered Accountants.
- IRD Employment Information, PAYE, 14 July 2021 – sighted 20 July 2021.
- IRD Submission Details GST, 1 March to 30 April 2021 – sighted 20 July 2021.
- Koha Procedure (Date Adopted: 10 November 2020 – Review Date: 10 November 2021).
- National Hui, Travel and Expenses Procedure (Date Adopted: 28 October 2020 – Review Date: 28 October 2021).

Exceptions

Criteria	Findings	Type of finding
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2	The Organisation provide umbrella services to other not-for-profit organisations (funds held), it does not have a policy or procedure in place for this process.	Required Action
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Outcome

Standard partially met

SSAS Standard: Resolution of complaints related to service provision (L2)

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

1. The organisation has a process for receiving, considering and resolving complaints that is soundly based in law and is consistent with the principles of natural justice, and ensures the support and safety of the complainant throughout the process.
2. The organisation ensures its clients and staff are aware of the complaints process.
3. The organisation seeks to resolve complaints effectively and makes improvements to the service as a result.

3.1 The organisation must record the application of the complaints process and the resolution achieved.

3.2 The organisation will provide evidence it has made appropriate improvements based on the analysis of complaints received.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Client Complaint Procedure (Date adopted: 11 June 2020 – Review Date: 11 June 2020).
- Client Complaints Database – sighted 20 July 2021.
- Employee Complaints and Grievances Procedure (Date Adopted: 10 December 2019 – Review Date: 10 December 2022).
- Management, Confrontational Client, and client Complaint Policy (Date Adopted: 25 May 2020 – Review Date: 25 May 2023).

Exceptions

Criteria	Findings	Type of finding
1	The Organisations policies and procedures do not identify how a person will be kept safe during the complaints process. The right of the person to have the support of an independent advocate and where a person can go if they are not satisfied with the	Required Action

	outcome of the decision of their complaint.	
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Outcome

Standard partially met

SSAS Standard: Quality improvement (L2)
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The organisation aims for excellence and manages the quality and risk of services.

1. The organisation regularly monitors:
 - 1.1 the organisation's individual policies and procedures
 - 1.2 its systems as a whole
 - 1.3 the performance of the organisation
 - 1.4 client outcomes.
2. The organisation uses a process to analyse monitoring and performance data for the purpose of improvement.
3. The organisation makes appropriate improvements, including risk mitigation, based on the analysis of this monitoring.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Matauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Far North R.E.A.P Society Incorporated Sustainability Report 2020.
- Quality Management System, Risk Management and Protected Disclosures Policy (Date adopted: 28 January 2021 – 28 January 2024).
- Risk Management Procedure (Date Adopted: 5 December 2019 – Review Date: 5 December 2022).
- Quality Management System Procedure (Date Adopted: 14 May 2020 - Review Date: 14 May 2023).
- Self Review Procedures and Checklist (Adopted Date: 14 May 2020 – Review Date: 14 May 2023).
- Quality Management System Flow Chart (Date Adopted: 1 July 2020 - Review Date: 31 July 2023).
- Intensive Teen Parent 2021 Evaluation (08 February 2021) (form).
- Te Korowai Whakahaumarū 2021 Course Evaluation (08 June 2021) (form).
- Te Korowai Whakahaumarū 2021 Weekly Evaluation Form (08 June 2021) (form).
- Teen Parent Exit Form 2021 (08 June 2021) (form).

Exceptions

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

Outcome

Standard met

SSAS Standard: Client services and programmes (L2)

The organisation provides client services and/or programmes that meet clients' assessed needs, reflect desired outcomes and goals, and are planned, co-ordinated and reviewed.

1. The organisation collects appropriate information and ensures the needs of the client match the criteria for service.
2. The organisation completes a comprehensive and timely assessment.
 - 2.1 The organisation ensures it has necessary consents.
3. The organisation develops timely, effective plans for all client services and programmes:
 - 3.1 plans meet the needs of the client and the objectives of the service or programme
 - 3.2 plans identify and mitigate safety risk to clients and others
 - 3.3 where appropriate, plans include client's family and others
 - 3.4 the plan clearly states the client's goals, and services used to help the client achieve their goals
 - 3.5 plans are adequately resourced
 - 3.6 the organisation completes regular, formal, recorded reviews of progress against the plan and outcomes achieved.
4. Conclusion of services to clients is planned and prepared for.
 - 4.1 Safety risk of clients transitioning from the service are considered and managed.
5. The organisation ensures that client files and programme records are sufficient and document each stage of service provision.

Evidence

- The Assessor conducted a site visit Tuesday 20 July with the Chief Executive, Community Support and HR Manager, Community Support, Adult Community and Parenting Education Manager, Finance Administrators and Kaitautoko Mātauranga Whānau Parenting Education.
- Far North R.E.A.P Incorporated Society Policies and Procedures.
- Client File Checklist: Teen Parent Support Tested Six Client Files; Parenting Programme Te Korowai Whakahaumaru Tested Five Client Files.
- Consent for release of information under Privacy Act 2020 (08 June 2021) (form).
- Far North R.E.A.P Society Incorporated Teen Parent Support (Brochure).
- Far North R.E.A.P Society Incorporated, Quarterly: Term 4, 2020; Term 2, 2021; Term 3, 2021 (Newsletter – booklet form).
- Group Parenting Registration Form 2021 (10 June 2021).
- He Tohu Tenei Mō, for completion of Te Korowai Whakahaumaru Parenting Programme with Far North R.E.A.P (Certificate).
- Parent Referral Form 2021 (08 June 2021) (form).
- Strategic Plan 2018-2038 (20 April 2018).
- Te Korowai Whakahaumaru Parenting Programme Roll (form).
- Teen Parent Exit Form 2021 (08 June 2021) (form).
- Teen Parent Initial Assessment Form 2021 (08 June 2021).

- Vision, Mission, Purpose and Value.

Exceptions

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

Outcome

Standard met

RELEASED UNDER THE
OFFICIAL INFORMATION ACT
REPORT