



11 April 2025

Tēnā koe

Official Information Act request

Thank you for your email of 19 February 2025, requesting the accreditation assessments for Te Pou Matakana, Waipareira, and Manurewa Marae in the past three years.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

Please find attached four documents in scope of your request:

1. *Manurewa Marae Trust Board Assessment Report 2023.*
2. *Manurewa Marae Trust Board Assessment Report 2024.*
3. *Te Pou Matakana Ltd Assessment Report 2023.*
4. *Te Whanau O Waipareira Trust Assessment Report 2023*

All three providers have assessments due later in 2025.

General Information about Te Kāhui Kāhu

Te Kāhui Kāhu is a business unit hosted by the Ministry of Social Development.

The main function of Te Kāhui Kāhu is Social Services Accreditation. Accreditation involves assessing organisations against the Social Services Accreditation Standards. The Accreditation Standards are informed by, but independent of, other minimum requirements such as those in legislation or required by other organisations. This independent assessment provides assurance that social sector organisations can safely deliver services.

Te Kāhui Kāhu conducts this accreditation function on behalf of six government agencies that fund a range of social services across the motu. These agencies share the cost of the accreditation service between them.

Context on the Accreditation Assessment process and reports

Organisations are initially assessed on application then reassessed at least every 24 months, or more frequently if non-compliance with the standards is identified or concerns are raised between assessments.

An assessment determines if an organisation has met the minimum requirements of the standards at a point in time, or not. The findings of the assessment are provided to the organisation and the agency that funds them, as a report.

If, during the assessment, it is identified that an organisation is not meeting the standards, the provider will be given the opportunity to take corrective actions to address the areas of non-compliance.

There are two types of corrective action. Critical actions are raised in response to high-risk concerns, and organisations have a maximum of 30 working days to address these and provide evidence that they have done so. Required actions are for lower risk issues, and evidence of compliance is checked at the organisation's next scheduled assessment. Required actions become critical if not satisfactorily addressed at next scheduled review.

It is common for assessments to result in corrective actions and provides an opportunity for organisations to review and strengthen their policies, process, or practice, to ensure they can deliver services of an appropriate standard.

If critical actions are not met, or there is serious non-compliance, accreditation may be suspended or revoked.

Two Assessment Reports for Manurewa Marae.

You will note that the 2023 assessment for the Manurewa Marae Trust Board identified four required actions relating to three standards. This report stated that the next review assessment was due in 2025 (24 months).

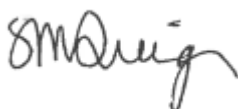
Please note that Te Kāhui Kāhu completed the next review assessment in 2024 (within 12 months) due to the Public Service Commission's Inquiry in the Protection of Personal Information. The 2024 assessment identified five critical actions and nine required actions. Evidence for the critical actions has been supplied and assessed.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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.

Ngā mihi nui

pp. 

Anna Graham
General Manager
Ministerial and Executive Services

Assessment report

MANUREWA MARAE TRUST BOARD 2008 INCORPORATED

T/A Manurewa Marae Trust Board 2008 Incorporated

Your NZBN number: 9429043092918

Date we completed our assessment: 29 September, 2023

The Te Kāhui Kāhu team have assessed your organisation on the date shown above to check whether you meet the accreditation standards that apply to you.

This report presents our findings, including what you're doing well and any actions you may need to take. You'll also find a summary of the evidence we used to assess your organisation against each standard.

Assessment status

Accredited with required actions

Conditions of Accreditation

Manurewa Marae Trust Board 2008 Incorporated has been accredited to deliver the following services:

Your Service Name	Service Category
NI - Emergency Housing - Support Services	Housing Supported Accommodation Services and Programmes
Youth services - youth justice	Youth justice community support services
Family well-being services	Community Connection Services
Housing	Housing Supported Accommodation Services and Programmes

Next assessment

Your next assessment review will be 2025.

Background detail about your accreditation

This information may be useful for your records.

Provider overview

Manurewa Marae is situated on the shores of Te Maanukanuka o Hoturoa, Manukau Harbour. Built in 1988, the opening of Maatukutureia represented the combined interests and determination of local Māori to build a new marae within the South Auckland suburb of Manurewa.

The site, under the mana whenua of Waikato-Tainui, was gifted to the Manurewa marae whānau by local council.

Manurewa Marae was originally initiated by the vision and passion of whānau living in Manurewa who wanted a marae to support Tangihanga and ensure that Māori tikanga, kawa and heritage were maintained. The marae has grown with the community into a whakaruruhau, where whānau, organisations and people of all cultures can come and learn in a vibrant and sacred setting.

On 30 June 2008, Manurewa Marae registered as a charity and on 25 September 2018, received Social Services Accreditation Level 2.

Manurewa Marae Trust Board 2008 Incorporated receives revenue from venue hireage and from government contracts.

Assessment overview

The following accreditation review applies to services funded by the Ministry of Social Development and Oranga Tāmaki. These are Emergency housing support, family well-being services, housing, and youth services – youth justice.

The Assessor visited Manurewa Marae where on-site sampling of policies, service documents and interviews with Kaimahi took place. Review of client files include samples of Community Connector – Covid support and Emergency Housing – Support.

In times of need, Manurewa marae has been an anchor for the community. Their outstanding response to COVID-19 and weather events, recent examples of this. It was reported those needing support has significantly increased throughout all service types.

The marae are currently working on enhancing their operating model and strategic priorities. These acknowledge whakapapa, history and identity in ensuring future aspirations for the marae, mana whenua and wider hapori are realised.

It's worth noting, concerns were raised when review information wasn't provided as agreed, this impacted the timeliness and overall progress of the review as it became overdue.

Overall, there were no serious concerns or harmful practices identified throughout the review. The review demonstrated a strong skillset of Kaimahi, with those involved during the Assessor's visit, willing to openly share their views and opinions of working for the marae.

Several required actions are raised from this review, these relate to vetting checks for staff and governance members, emergency and evacuation drills, business continuity planning and updating policies to reflect current legislation.

The visit to Manurewa Marae at on 03 August 2023 at 81 Finlayson Avenue, Manurewa, found the organisation well prepared with records and documents available for sighting. Testing was undertaken to check all policies and procedures were adequate, and that services meet Social Sector Accreditation requirements. The Assessor would like to thank the Chairperson, Chief Executive Officer and all Kaimahi involved and Manurewa Marae for their manaakitanga and aroha.

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Your accreditation assessment standards

Your organisation was assessed against the below standard(s) for accreditation as a social service. This table shows

- The social sector accreditation standards that apply and,
- How MANUREWA MARAE TRUST BOARD 2008 INCORPORATED did in each of the standards.

Standards that have a status of partially met, or not met have actions that must be taken. These can be found in the 'What you need to do next' section.

Standard Name	Status	Assessor Notes
Client services and programmes level 2	Met	Interviews with Kaimahi, observations of programme delivery and review of emergency housing and community connector client files, demonstrate Manurewa Marae provides services and programmes that meet the needs of those they serve.
Client-centred services level 2	Met	Throughout the review, Manurewa Marae Trust Board 2008 Incorporated was able to demonstrate they treat people with respect, provide services in a manner that has regard for their dignity, privacy, and independence. This was evidenced through interviews with Kaimahi and programme observations.
Community wellbeing level 2	Met	Manurewa Marae Trust Board 2008 Incorporated aim to provide services which reflect the principle that the welfare and interests of the community they serve are paramount and where the wellbeing of all is upheld.
Cultural competence level 2	Met	Manurewa Marae Trust Board 2008 Incorporated ensure services are culturally appropriate for the whole community they serve. This is evidenced through cultural representation, established relationships with Pacifica social services, staff diversity, effective links with whānau, hapū, iwi, tikanga Māori, āhuatanga Māori, kaupapa Māori, manaakitanga, te reo Māori, waiata, tā moko, tauparapara, policies, key operation procedures, strategies, Māori practice models, services designed to

		support Māori aspirations, hauora and interviews with Kaimahi.
Financial management and systems level 2	Met	Manurewa Marae Trust Board 2008 Incorporated has an effective financial management system appropriate to the size and complexity of the organisation. Through a review of financial policies, bank statements, insurance policies, and interview with Financial Administrator this standard has been assessed as met. During the 2023 Accreditation review, the organisation's annual audited accounts were still being prepared. For the purposes of assessing financial viability, audited accounts for period 2021-2022 were substituted in lieu of 2022-2023 audited accounts.
Governance and management structure and systems level 2	Partially met	Manurewa Marae Trust Board 2008 Incorporated, continue to deliver services in line with their constitution, philosophy, and values. Through reviewing policies, founding documents, interviews with the Chief Executive and Board Chair, the Governance and management structure and systems standard is assessed as met.
Health and safety level 2	Partially met	As reasonably practicable, Manurewa Marae Trust Board 2008 Incorporated provide and maintain a working environment for its workers and members of the public, that is safe and without risk to health. An assessment of available information relating to this standard found the organisation couldn't demonstrate regular evacuation drills were carried out as well as a having a business continuity plan which meet the expectation of the health and safety standard. As such, required actions are raised to ensure on going compliance.
Quality improvement level 2	Met	Manurewa Marae Trust Board 2008 Incorporated aims for excellence and manages the quality and risk of services. Through reviewing policies, sampling feedback, evaluations, client files and observing kaimahi delivering services, the

		Quality improvement standard is assessed as met.
Resolution of complaints related to service provision level 2	Met	Manurewa Marae Trust Board 2008 Incorporated has a process for receiving, considering, and resolving complaints. Through reviewing policies and interviews with Kaimahi, the resolution of complaints relating to service provision standard is assessed as met.
Staffing level 2	Partially met	Manurewa Marae Trust Board 2008 Incorporated was able to demonstrate staffing capability matches the specifications of the funding bodies, and staff hold relevant qualifications and/or competencies to the services delivered. A required action to ensure vetting checks are completed at least every three years meant this standard is assessed as partially met.

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What you need to do next

Your organisation needs to take the following actions. Some actions are more urgent than others.

Critical actions

No Critical Actions were identified in this assessment.

Required actions

Required actions are improvements you must make to fix something that's less serious — that is, not a serious safety hazard or risk. You must take these actions before your next assessment.

Standard: Governance and management structure and systems level 2

Finding	Action
The following policies including, not limited to: 2.8.1 Child Protection Policy V1 - 2022, Confidentiality and privacy Policy (HR-CAP-P), reference the Privacy Act 1993.	Ensure all policies and procedures are consistent with current legislative requirements.

Standard: Health and safety level 2

Finding	Action
The Emergency response procedures (Health and safety manual page 49) includes emergency response procedures for fire, earth quake, tropical cyclone/flood and serious accident. It lacks detail on how the organisation will maintain or restore business functions in the event of major disruptions.	The organisation will have a policy to maintain business functions, or quickly resume them, in the event of a major disruption, whether caused by a fire, flood, epidemic illness or a failure of information technology (IT) for whatever reason.

	<p>The plan will include procedures and instructions the organisation will follow in the face of such disasters and cover:</p> <ul style="list-style-type: none"> * business processes * IT infrastructure * assets * human resources * service partners * clients. <p>The organisation will provide evidence that staff are aware of their role in the business continuity and disaster recovery plans and have the resources to carry out their role if required.</p>
The organisation was unable to demonstrate regular evacuation drills are carried out.	The organisation must ensure regular evacuation drills are carried out, records are kept of the date and time of the drill, staff who were present, designated roles and any follow-up actions required.

Standard: Staffing level 2

Finding	Action
The organisation cannot demonstrate that they are conducting vetting of all staff every three years. A sample of staff files evidenced vetting applications were submitted the day prior to the Assessor's visit.	The organisation will complete a criminal history review for all staff, including members of governance, using the New Zealand Police vetting or Ministry of Justice criminal history check service, at least every three years. This must follow a documented process.

How we assessed your organisation against each standard

This section sets out the evidence we considered when assessing your organisation against each of the standards that apply to you.

Evidence:

The evidence we considered when assessing your organisation against the standard.

Standard: Client services and programmes level 2

Name of Evidence	Evidence source	Type of Evidence
2.1.1 Manurewa Marae services referral form	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.3.2 Consent for whanau to be involved policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Sighted five emergency housing – support services client files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.1.2 Referrals policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.2.1 Entry to the service policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Sighted six community connector client files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.1.3 Referral progress report from	Manurewa Marae Trust Board 2008 Incorporated	Document
Interview with Kaimahi	Manurewa Marae Trust Board 2008 Incorporated	Other

Standard: Client-centred services level 2

Name of Evidence	Evidence source	Type of Evidence
2.3.2 Consent for Whanau to be involved Form - 2022	Provider Response	Document
2.6.1. Assessment and Care-planning Policy V1 - 2022	Provider Response	Document
Provider website	Manurewa Marae Trust Board 2008 Incorporated	Other
2.4.1 Client Rights Policy V1 - 2022	Provider Response	Document
2.9.1 Whanau Ora Policy V1 - 2022	Provider Response	Document
2.3.9 Consent and Confidentiality Policy - CP-CACCAYP - 2022	Provider Response	Document
2.4.1 Client Rights Policy V1 - 2022	Provider Response	Document
2.1.2 Referrals Policy V1 - 2022	Provider Response	Document
Interpreter policy (2022)	Manurewa Marae Trust Board 2008 Incorporated	Document

Standard: Community wellbeing level 2

Name of Evidence	Evidence source	Type of Evidence
1.1.12 Informed Consent Policy - AD-ICP - 2022	Provider Response	Document
Open Disclosure Policy - AD - ODP - 2022	Provider Response	Document
Consent and confidentiality guidelines - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Care and protection: Child and youth policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.8.2 Suspected Child Abuse Policy V1 - 2022	Provider Response	Document
Abuse and neglect policy for children and young people - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Possible/suspected abuse flowchart - 2021	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.3.7 Informed Consent for Treatment Policy V1 - 2022	Provider Response	Document
2.8.3 Child Protection Policy Checklist V1 - 2022	Provider Response	Document
2.3.8 Consent and Confidentiality Guidelines - CP-CAFP - 2022	Provider Response	Document
2.8.6 Designated Person for Child Protection Factsheet 3	Provider Response	Document
2.8.1 Child Protection Policy V1 - 2022	Provider Response	Document
2.8.4 Information Notification Form V1 - 2022	Provider Response	Document
2.8.7 Safer-Recruitment-Safer-Children - 2022	Provider Response	Document
Sighted five emergency housing – support services client files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Interview with Kaimahi	Manurewa Marae Trust Board 2008 Incorporated	Other
Sighted six community connector client files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.8.8 Care Protection Flowchart- CP-CPFP - 2022	Provider Response	Document
2.5.4 Health Information Privacy Code -Factsheet-1 - Overview 2020	Provider Response	Document
Staff training records	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.8.5 Child Protection Policy check list - Advisory Factsheet 4	Provider Response	Document
2.3.9 Consent and Confidentiality Policy - CP-CACCAYP - 2022	Provider Response	Document
2.3.7 Informed Consent for Treatment Policy V1 - 2022	Provider Response	Document

Standard: Cultural competence level 2

Name of Evidence	Evidence source	Type of Evidence
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Cultural competency policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Strategic plan (2022-2026)	Manurewa Marae Trust Board 2008 Incorporated	Document
Sighted six community connector client files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Operating model design - 2022	Manurewa Marae Trust Board 2008 Incorporated	Document
Sighted five emergency housing – support services client files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.9.1 Whanau Ora Policy V1 - 2022	Provider Response	Document

Standard: Financial management and systems level 2

Name of Evidence	Evidence source	Type of Evidence
4.1.2 Financial management policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
4.1.4 Koha policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Commercial insurance renewal letter	Provider Response	Document
Insurance disclosure statement	Provider Response	Document
Management liability insurance (12/12/2022 - 12/12/2023)	Provider Response	Document
4.1.5 Misappropriation of funds policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
4.1.3 Koha monies received policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Financial statements of Manurewa Marae year ended 30 June 2021	Provider Response	Document

Combined business package insurance (12/12/2022 - 12/12/2023)	Provider Response	Document
4.4.1 Credit cards policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Insurance manual	Provider Response	Document
4.1.6 Petty cash policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Observation
4.1.7 Reimbursement of expenses policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Standard: Governance and management structure and systems level 2

Name of Evidence	Evidence source	Type of Evidence
Interview with Chief Executive Officer	Manurewa Marae Trust Board 2008 Incorporated	Other
5.1.13 Trustee Kotahitanga policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Charities services website - Officer details	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Operating model design - 2022	Manurewa Marae Trust Board 2008 Incorporated	Document
Sighted four board member profiles	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
7.1.2 Data network policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.9 Kaupapa policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Certificate of incorporation (NZBN 9429043092918)	Manurewa Marae Trust Board 2008 Incorporated	Document

5.1.1 Board meeting policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.10 Remuneration for Trustee policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.8 Induction of new Trustee policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.6 Delegation policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Interview with Board Chairperson	Manurewa Marae Trust Board 2008 Incorporated	Observation
7.1.6 User code password policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Strategic plan (2022-2026)	Manurewa Marae Trust Board 2008 Incorporated	Document
5.1.11 Risk management policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.2 Board staff communication policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.5.2 Privacy Act 2020 and Privacy Principles - 2022	Manurewa Marae Trust Board 2008 Incorporated	Document
5.1.14 Trustee individual role	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.12 Te Tiriti o Waitangi policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
7.1.4 Internet use and digital communications policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Management structure policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Manurewa Marae Trust Board Charter	Manurewa Marae Trust Board 2008 Incorporated	Document
2.5.1 Privacy Policy - AD-TPP - 2022	Manurewa Marae Trust Board 2008 Incorporated	Document
7.1.5 Social media policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
7.1 Information control policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
7.1.1 Archiving, security and disposal of information policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.3 Chairperson role policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
7.1.3 Information technology system usage and security policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Management debrief meeting minutes (20 July 2023)	Manurewa Marae Trust Board 2008 Incorporated	Document
5.1.7 Financial control - Trustee policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Te Wawata (vision), Te Take (mission) statements	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
5.1.5 Conflict of interest - Trustee policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Standard: Health and safety level 2

Name of Evidence	Evidence source	Type of Evidence
Health and safety manual - version 2	Manurewa Marae Trust Board 2008 Incorporated	Document

Evacuation drill record sighted	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Site check and emergency evacuation register	Manurewa Marae Trust Board 2008 Incorporated	Document
Building consent number: BCO10244426	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Code compliance certificate from Auckland Council (13 April 2021)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.7.2 Home Visiting Risk Assessment Form - 2022	Provider Response	Document
Travel policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
2.7.1 Home Visiting Policy V1 - 2022	Provider Response	Document
Management debrief meeting minutes (20 July 2023)	Manurewa Marae Trust Board 2008 Incorporated	Document
2.7.2 Home Visiting Risk Assessment Form - 2022	Provider Response	Document
Building warrant of fitness sighted (Expires 11 July 2024)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Use of phone policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Vehicle user policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Standard: Quality improvement level 2

Name of Evidence	Evidence source	Type of Evidence
Interview with Project Manager	Manurewa Marae Trust Board 2008 Incorporated	Other

Strategic plan (2022-2026)	Manurewa Marae Trust Board 2008 Incorporated	Document
Review pathway, continuous quality improvement, audit, deviation from policies (draft) policies - 2023	Provider Response	Document
Programme evaluation and feedback summary	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Service contract reporting policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Policies and procedures schedule of updates - 2023	Provider Response	Document
Interview with Chief Executive Officer	Manurewa Marae Trust Board 2008 Incorporated	Other

Standard: Resolution of complaints related to service provision level 2

Name of Evidence	Evidence source	Type of Evidence
6.2.2 Complaint tracking sheet	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.2.1 Complaint register form - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.2.4 Employee complaint form - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.1.2 Consumer compliments and complaints policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.1.1 Complaint management guidelines policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.2.3 Compliments and complaints - your feedback form - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Standard: Staffing level 2

Name of Evidence	Evidence source	Type of Evidence
Interview with Kaimahi	Manurewa Marae Trust Board 2008 Incorporated	Other
6.7.2 Offer of Employment Letter template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.5.4 Induction policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.5 Acknowledgement of CV for interview letter template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Sighted six Kaimahi files	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.5.6 Staff equipment inventory	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.5.2 Confidentiality and Privacy policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.5.5 Nga Tikanga policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.0 Manurewa Marae individual employment agreement template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.11 Unsuccessful applicants email template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.13 Protected disclosures policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.8.1 Staff exit policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

6.8.3 Employee exit interview questionnaire	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.5.3 Disciplinary policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.9 Unsuccessful applicant letter template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.12 Pre-screening & safety policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.7 Interview invitation letter template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.4.2 Flexible working hours policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.4.1 Equal Employment Opportunity policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.5.1 Code of conduct - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.10 Offer of Employment - Contractors template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.4.3 Time in Lieu policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.6 Learning and development policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.1 Selection and recruitment policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.6.2 Performance management - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.6.1 Professional development policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

6.8.2 Employee exit checklist	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7 Recruitment policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.4 Employment policies - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.8 Unsuccessful CV letter template	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.3 Checklist for employment decision policy - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.6 Reference checking template - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
6.7.4 Risk assessment - staff management template - 2022	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Assessment report

MANUREWA MARAE TRUST BOARD 2008 INCORPORATED

T/A Manurewa Marae Trust Board 2008 Incorporated

Your NZBN number: 9429043092918

Date we completed our assessment: 20 December, 2024

The Te Kāhui Kāhu team have assessed your organisation on the date shown above to check whether you meet the accreditation standards that apply to you.

This report presents our findings, including what you're doing well and any actions you may need to take. You'll also find a summary of the evidence we used to assess your organisation against each standard.

Assessment status Critical action
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Conditions of Accreditation

Manurewa Marae Trust Board 2008 Incorporated has been accredited to deliver the following services:

Your Service Name	Service Category
NI - Emergency Housing - Support Services	Housing Supported Accommodation Services and Programmes
Youth services - youth justice	Youth justice community support services
MCA - Ready to Rent	Sector support and development
MCA - Work Preparation Services	Employment and training services

Next assessment

Your next assessment review will be September 2025.

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OFFICIAL INFORMATION ACT

Background detail about your accreditation

This information may be useful for your records.

Provider overview

Manurewa Marae is situated on the shores of Te Mānukanuka o Hoturoa, Manukau Harbour. Built in 1988, the opening of Mātukutūreia represented the combined interests and determination of local Māori to build a new Marae within the South Auckland suburb of Manurewa. The Marae has recently been renovated.

The organisation became a registered Charitable Trust on 30 June 2008. They have held accreditation since September 2018.

Manurewa Marae are currently contracted by the Ministry of Social Development – Te Manatū Whakahiato Ora to deliver sector support and development, employment and training services and housing supported accommodation services and programmes. They are also contracted by Oranga Tamariki – Ministry of Children to deliver youth justice community support services.

Assessment overview

This is a review assessment of Manurewa Marae Trust Board's accreditation status by Te Kāhui Kāhu - Social Services Accreditation.

The organisation uploaded all policies, procedures, and additional documentation into the online system within the prescribed timeframes. The detail within the documentation provided enabled a complete desk-based assessment of all Level 2 Social Sector Accreditation Standards. The organisation was well prepared for their accreditation review.

A site visit was conducted on 14 November 2024. This was attended by the Chief Executive Officer, Project Manager, Kaimahi and Rangatahi Kaiārahi, Kaiarotake Matua Ratonga Pāpori (Senior Accreditation Assessor) and Kaiarotake (Accreditation Assessor). The site visit started and closed with a karakia.

The organisation has been under change with the introduction of a new Chief Executive Officer now in place. Working closely with the board they have recently reviewed and updated their charter and constitution. This was ratified at a Special General Meeting that was held on 5 November 2024 at the Marae.

During the site visit the Chief Executive Officer advised that their policies and procedures are out-of-date. They are currently working with the Policy Place and will enlist their services in the new year to address the out-of-date policies and procedures.

The outcome of the accreditation review has seen corrective actions raised. The review has identified five critical actions that are required to be completed within the prescribed timeframe. Nine required actions were identified that need to be addressed as soon as possible. These will be assessed at the organisation's next accreditation review. The next accreditation review will be conducted in 12 months' time.

Your accreditation assessment standards

Your organisation was assessed against the below standard(s) for accreditation as a social service. This table shows

- The social sector accreditation standards that apply and,
- How MANUREWA MARAE TRUST BOARD 2008 INCORPORATED did in each of the standards.

Standards that have a status of partially met, or not met have actions that must be taken. These can be found in the 'What you need to do next' section.

Standard Name	Status	Assessor Notes
Client services and programmes level 2	Partially met	The organisation has partially met the standard. Corrective actions have been raised accordingly.
Client-centred services level 2	Met	The organisation has met the standard.
Community wellbeing level 2	Partially met	The organisation has partially met the standard. Corrective actions have been raised accordingly.
Cultural competence level 2	Met	The organisation has met the standard.
Financial management and systems level 2	Partially met	The organisation has partially met the standard. Corrective actions have been raised accordingly.
Governance and management structure and systems level 2	Met	The organisation has met the standard.
Health and safety level 2	Not met	The organisation has not met the standard. Corrective actions have been raised accordingly.
Quality improvement level 2	Partially met	The organisation has partially met the standard. Corrective actions have been raised accordingly.
Resolution of complaints related to service provision level 2	Met	The organisation has met the standard.
Staffing level 2	Not met	The organisation has not met the standard. Corrective actions have been raised

		accordingly.
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What you need to do next

Your organisation needs to take the following actions. Some actions are more urgent than others.

Critical actions

Critical actions are improvements you must make to fix a serious safety hazard or risk. You must take these actions by the date shown below. We can't confirm your accreditation until you've taken these actions.

Standard: Health and safety level 2

Finding	Action	Due by	Completed on
The organisation was unable to demonstrate regular evacuation drills are carried out.	The organisation must ensure regular evacuation drills are carried out, records are kept of the date and time of the drill, staff who were present, designated roles and any follow-up actions required. This is a previous required action, that has been escalated to a critical action due to no evacuation drills being completed since their last accreditation review.	February 7, 2025	Not Completed
The organisation building warrant of fitness has expired and the fire extinguishers have not been inspected, they hold an out of date tag.	The organisation is required to hold a current building warrant of fitness and have their fire extinguishers inspected annually.	February 7, 2025	Not Completed

Standard: Staffing level 2

Finding	Action	Due by	Completed on
Police Vetting was unable to be sighted for the four governance members, and one staff file did not hold current Police Vetting on their personnel	The organisation is required to hold current Police Vetting for all staff and all Governance	February 7, 2025	Not Completed

file.	Board members.		
From the four staff files sampled, none held risk assessments and no Policies and Procedures were found to illustrate the process required for risk assessments, management plans and core worker exemptions.	The organisation is required to hold Policies and Procedures to illustrate the recruitment process that includes the risk assessment process, the implementation of management plans that identify any restrictions, controls, increased supervision or vetting strategies for when vetting is returned with results and core worker exemption procedures. All children's workers are required to hold risk assessments confirming the safety checking process is in place for all staff and held within their personnel file in line with the Children's Act 2014.	February 7, 2025	Not Completed
From the four staff files sampled, three staff files held employment agreements, position descriptions, a signed code of conduct agreement, and one staff file did not hold an employment agreement, position description and code of conduct.	The organisation is required to ensure that all staff hold current employment agreements, position descriptions and a signed code of conduct agreement.	February 7, 2025	Not Completed

Required actions

Required actions are improvements you must make to fix something that's less serious — that is, not a serious safety hazard or risk. You must take these actions before your next assessment.

Standard: Client services and programmes level 2

Finding	Action
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The organisation's client files did not hold goals for the client, a review of those goals or a risk assessment completed on intake.	The organisation's client files are required to hold goals for the client, a review of those goals and a risk assessment completed on intake.
The organisation has not provided a policy and procedure for the conclusion of services.	The organisation is required to hold a policy and procedure for the conclusion of services.

Standard: Community wellbeing level 2

Finding	Action
The organisation's staff have not completed child protection training.	The organisation's staff are required to complete regular child protection training.

Standard: Financial management and systems level 2

Finding	Action
The end of year audited financial statements do not hold Government funding as a separate line item.	The organisation's annual audited financial statement are required to have Government funding received as separate line items.

Standard: Quality improvement level 2

Finding	Action
Some of the Policies and Procedures reviewed had not been reviewed for over three years.	The organisation is required to review Policies and Procedures regularly to ensure they are still fit for purpose and in line with current legislation.

Standard: Staffing level 2

Finding	Action
From the four staff files sampled, three staff members held one form	The organisation is required to ensure that all staff files hold two

of identification and one held no form of identification, three staff members did not hold recorded reference checks, one staff member did not hold a Curriculum Vitae on file, and no staff held internal checks to confirm there were no name duplications, and no records of interviews were held.	forms of identification, two recorded reference checks and a record of interviews, a Curriculum Vitae, and an internal check to confirm there are no name duplications for every staff member.
From the four staff files sampled, one did not hold a record of induction training and one did not hold a professional development plan relating to the appraisal process.	The organisation is required to ensure all staff induction training and professional development plans relating to annual performance appraisals are recorded and filed in staff personnel files.
The organisation does not currently hold a definition of staff within their Human Resource Policies and Procedures.	The organisation is required to include a definition of staff that includes volunteers, contractors and Governance Board members to the Human Resource Policies and Procedures.
There were no Policies and Procedures to outline the requirement of regular three yearly Police Vetting safety checks for all Staff, Governance, Volunteers and Contractors.	The organisation is required to provide a Policies and Procedures to outline the requirement of regular three yearly Police Vetting safety checks for all Staff, Governance, Volunteers and Contractors.

How we assessed your organisation against each standard

This section sets out the evidence we considered when assessing your organisation against each of the standards that apply to you.

Evidence:

The evidence we considered when assessing your organisation against the standard.

Standard: Client services and programmes level 2

Name of Evidence	Evidence source	Type of Evidence
Interview with Kaimahi (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Informed Consent Policy (Review Date: June 2022)	Provider Response	Document
Consent and Confidentiality Policy (Review Date: July 2024)	Provider Response	Document
Consent and Confidentiality Guidelines (July 2024)	Provider Response	Document
Consent for Third Party to be involved in a Home Visit Template (Review Date: June 2024)	Provider Response	Document
Consent to Disclosure of Information Template (Review Date: June 2024)	Provider Response	Document
Consent for Family/Whānau to be involved in Treatment and Care Template (Next Review: June 2024)	Provider Response	Document
Assessment and Care-Planning Policy (Review Date: June 2024)	Provider Response	Document
Client Rights Policy (Review Date: June 2024)	Provider Response	Document
Interview with Rangatahi Kaiārahi (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Four Client Files Tested (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Entry to Service Policy (Review Date: June 2024)	Provider Response	Document

Referrals Policy (Review Date: June 2024)	Provider Response	Document
Manurewa Marae Service Referral Form (Review Date: June 2024)	Provider Response	Document

Standard: Client-centred services level 2

Name of Evidence	Evidence source	Type of Evidence
Manurewa Marae Manurewa 81 Finlayson Avenue, Clendon Park, Auckland, New Zealand (accessed 4 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Strategic Plan 2022 - 2026	Provider Response	Document
Kaupapa Policy (Review Date: February 2022)	Provider Response	Document
The Constitution of Manurewa Marae Trust Board 2008 Incorporated (13 October 2008)	Provider Response	Document
Manurewa Marae Trust Board Charter 2012	Provider Response	Document
Client Rights Policy (Review Date: June 2024)	Provider Response	Document
Interview with Project Manager (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Rangatahi O Te Naaiane Survey (May 2024) (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Rangatahi O Te Naaiane (1 October 2024)	Provider Response	Document
Te Tuuaapapa oo te Paa oo Manurewa (October 2024)	Provider Response	Document

Standard: Community wellbeing level 2

Name of Evidence	Evidence source	Type of Evidence
Child Protection Policy (Review Date: July 2024)	Provider Response	Document
Child Protection Policy Checklist (Review Date: July 2024)	Provider Response	Document

Factsheet 3, Child Protection Policy Advisory Service, Designated Person for Child Protection, Child Matters (undated)	Provider Response	Document
Factsheet 4, Child Protection Policy Advisory Service, Child Protection Policy Checklist, Child Matters (undated)	Provider Response	Document
Client Rights Policy (Review Date: June 2024)	Provider Response	Document
Informed Consent Policy (Review Date: June 2022)	Provider Response	Document
Consent and Confidentiality Policy (Review Date: July 2024)	Provider Response	Document
Training Register 2023-2025	Provider Response	Document
Lalaga Training Consultancy Limited (04 April 2023; 30 May 2023)	Provider Response	Document
Code of Conduct Tikanga Whanaunga (August 2024)	Provider Response	Document
Defusing a Violent Situation (Review Date: July 2024)	Provider Response	Document
Information Notification Form (Review Date: July 2024)	Provider Response	Document
Care and Protection Flowchart (Review Date: July 2024)	Provider Response	Document
Suspected Child Abuse Policy (Review Date: July 2024)	Provider Response	Document

Standard: Cultural competence level 2

Name of Evidence	Evidence source	Type of Evidence
Manurewa Marae Trust Board Charter 2012	Provider Response	Document
Rangatahi O Te Naaiane, Proposal Kaupapa 2.0 (1 October 2024)	Provider Response	Document
Rangatahi O Te Naaiane Comprehensive Kaupapa Report (1 October 2024)	Provider Response	Document
Rangatahi O Te Naaiane Survey (May 2024) (14 November 2024)	Provider Response	Documents sighted
Cultural Competency (December 2015)	Provider Response	Documents sighted
The Constitution of Manurewa Marae Trust Board 2008 Incorporated (13 October 2008)	Provider Response	Documents sighted

Kaupapa Policy (February 2022)	Provider Response	Document
Code of Ethics Trustee Policy (February 2022)	Provider Response	Document
Trustees Kotahitanga Policy (November 2017)	Provider Response	Document
Te Tiriti o Waitangi Policy, Kaupapa Here Tiriti o Waitangi (February 2022)	Provider Response	Document
Strategic Plan 2022 - 2026	Provider Response	Document
Interview with Project Manager (14 November 2024)	Provider Response	Other

Standard: Financial management and systems level 2

Name of Evidence	Evidence source	Type of Evidence
Manurewa Marae Trust Board 2008 Incorporated Financial Statements For the year ended 30 June 2023	Provider Response	Document
Financial Control Trustee Policy (February 2022)	Provider Response	Document
Financial Management Policy (December 2015)	Provider Response	Document
Health and Safety Manual Manurewa Marae (Review Date: January 2021)	Provider Response	Document
Delegation Policy (Review Date: February 2022)	Provider Response	Document
The Constitution of Manurewa Marae Trust Board 2008 Incorporated (13 October 2008)	Provider Response	Documents sighted
Remuneration for Trustee Policy (Review Date: February 2022)	Provider Response	Document
Manurewa Marae Special General Meeting - Meeting Minutes (05 November 2024)	Provider Response	Documents sighted
Manurewa Marae Board of Trustee Hui - Agenda (17 September 2024; 15 October 2024)	Provider Response	Documents sighted
Kiro Insurance Claim Management Broker Servicing, Commercial Motor (expiry 29 September 2025)	Provider Response	Document
Kiro Insurance Claim Management Broker Servicing, Combined Business Package	Provider Response	Document

Marae Facility (expiry 12 December 2024)		
ANDO Certificate of Insurance (expiry 12 December 2024)	Provider Response	Document
Interview with Financial Manager (14 November 2024)	Provider Response	Other

Standard: Governance and management structure and systems level 2

Name of Evidence	Evidence source	Type of Evidence
Training Register 2023-2025	Provider Response	Document
Board - Staff Communication Policy (Review Date: February 2022)	Provider Response	Document
The Constitution of Manurewa Marae Trust Board 2008 Incorporated (13 October 2008)	Provider Response	Document
Strategic Plan 2022 - 2026	Provider Response	Document
Charities Website (accessed 4 November 2024)	Provider Response	Document
Manurewa Marae Trust Board Charter 2012	Provider Response	Document
Board Meeting Policy (Review Date: February 2022)	Provider Response	Document
Code of Ethics - Trustee Policy (Review Date: February 2022)	Provider Response	Document
Delegation Policy (Review Date: February 2022)	Provider Response	Document
Chairperson Role (Review Date: February 2022)	Provider Response	Document
Kaupapa Policy (Review Date: February 2022)	Provider Response	Document
Trustee Individual Role (Review Date: February 2022)	Provider Response	Document
Remuneration for Trustee Policy (Review Date: February 2022)	Provider Response	Document
Trustees Kotahitanga Policy (Review Date: November 2017)	Provider Response	Document
Induction of New Trustee Policy (Review Date: February 2022)	Provider Response	Document
Conflict of Interest - Trustees Policy (Review Date: February 2022)	Provider Response	Document

Health Information - Privacy Act 2022 (Review Date: June 2024)	Provider Response	Document
Privacy Act 2020 and The Privacy Principles (Review Date: July 2024)	Provider Response	Document
Privacy Policy (Review Date: July 2024)	Provider Response	Document
Health Information Privacy Code Fact Sheet 1, Privacy Commissioner, Te Mana Mātapono Matatapu (undated)	Provider Response	Document
Manurewa Marae Special General Meeting - Meeting Minutes (05 November 2024)	Provider Response	Document
Interview with Chief Executive Officer (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Manurewa Marae Conflict Register as at October 2024 (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Interview with Project Manager (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Te Tuuaapapa oo te Paa oo Manurewa (October 2024)	Provider Response	Document
Team Briefing Minutes @ Karakia (24 May 2023; 25 May 2023; 26 May 2023; 1 June 2023; 10 June 2023; 15 August 2023)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Manurewa Marae Board of Trustee Hui - Agenda (17 September 2024; 15 October 2024)	Provider Response	Document
Manurewa Marae Board of Trustee Hui - Meeting Minutes (06 August 2024; 17 September 2024; 15 October 2024)	Provider Response	Document
Manurewa Marae CEO Progress Report (06 August 2024)	Provider Response	Document
Manurewa Marae CEO Progress Report (undated)	Provider Response	Document
Manurewa Marae Operational Updates (undated)	Provider Response	Document
Manurewa Marae Senior Leadership Hui (13 May 2023; 12 April 2024; 04 June 2024)	Provider Response	Document
Confidentiality and Privacy Policy (Review Date: August 2024)	Provider Response	Document
Information Technology Systems Usage and Security Policy (Review Date: February	Provider Response	Document

2022)		
User Code and Password Policy (Review Date: February 2022)	Provider Response	Document

Standard: Health and safety level 2

Name of Evidence	Evidence source	Type of Evidence
Transporting Policy (Review Date: June 2024)	Provider Response	Document
Defusing a Violent Situation (Review Date: July 2024)	Provider Response	Document
Home Visiting Policy (Review Date: June 2024)	Provider Response	Document
Open Disclosure Policy (Review Date: June 2024)	Provider Response	Document
Health and Safety Manual Manurewa Marae (Review Date: January 2021)	Provider Response	Document
Risk Management Policy (Review Date: February 2022)	Provider Response	Document
Health Information - Privacy Act 2022 Policy (Review Date: June 2024)	Provider Response	Document
Manurewa Marae Home Visiting Risk Assessment Form (June 2024)	Provider Response	Document
Interview with Project Manager (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Safety Online, Hazard Register (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Accident Register (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted
Lone Worker Policy (Review Date: June 2024)	Provider Response	Document
Disciplinary Policy (Review Date: August 2022)	Provider Response	Document
Protected Disclosures Policy (Review Date: July 2021)	Provider Response	Document
Team Briefing Minutes @ Karakia (24 May 2023; 25 May 2023; 26 May 2023; 1 June 2023; 10 June 2023; 15 August 2023)	Manurewa Marae Trust Board 2008 Incorporated	Documents sighted

Manurewa Marae Operational Updates (undated)	Provider Response	Document
Fire Drill Register (template) (Review Date: July 2024)	Provider Response	Document
Te Manu Aute Whare Oranga Emergency Response Plan (undated)	Provider Response	Document
Health and Safety Checklist (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Observation
Continuous Quality Improvement Policy - Draft (undated)	Provider Response	Document
Vehicle Register (undated)	Provider Response	Document
Building Warrant of Fitness (expired 26 June 2024)	Provider Response	Document
Code of Conduct Tikanga Whanaunga (August 2024)	Provider Response	Document
Vehicle Use Policy (Review Date: June 2024)	Provider Response	Document

Standard: Quality improvement level 2

Name of Evidence	Evidence source	Type of Evidence
Audit Policy - Draft (undated)	Provider Response	Document
Consent and Confidentiality Policy (Review Date: July 2024)	Provider Response	Document
Risk Management Policy (Review Date: February 2022)	Provider Response	Document
Manurewa Marae Senior Leadership Hui (13 May 2023; 12 April 2024; 04 June 2024)	Provider Response	Document
Manurewa Marae Change Plan Updates Hui (12 April 2024)	Provider Response	Document
Continuous Quality Improvement Policy - Draft (undated)	Provider Response	Document
Review Pathway Policy - Draft (split across the Standards)	Provider Response	Document
Rangatahi O Te Naaiane, Proposal Kaupapa 2.0 (1 October 2024)	Provider Response	Document
Rangatahi O Te Naaiane Comprehensive Kaupapa Report (1 October 2024)	Provider Response	Document
Rangatahi O Te Naaiane Survey (May 2024; 14 November 2024)	Provider Response	Documents sighted

Interview with Project Manager (14 November 2024)	Provider Response	Other
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Standard: Resolution of complaints related to service provision level 2

Name of Evidence	Evidence source	Type of Evidence
Consent and Confidentiality Policy (Review Date: July 2024)	Provider Response	Document
Interview with Chief Executive Officer (14 November 2024)	Manurewa Marae Trust Board 2008 Incorporated	Other
Manurewa Marae Board of Trustee Hui - Meeting Minutes (06 August 2024)	Provider Response	Document
Complaints Policy (April 2017)	Provider Response	Documents sighted
Informed Consent Policy (June 2024)	Provider Response	Document
Client Compliments and Complaints Policy (July 2022)	Provider Response	Document
Manurewa Marae Trust Board Charter 2012	Provider Response	Document
Client Rights Policy (Review Date: June 2024)	Provider Response	Document
Discussion with Project Manager (14 October 2024)	Provider Response	Other

Standard: Staffing level 2

Name of Evidence	Evidence source	Type of Evidence
Performance Management Policy (November 2015)	Provider Response	Document
Lone Worker Policy (Review Date: June 2024)	Provider Response	Document
Disciplinary Policy (Review Date: August 2022)	Provider Response	Document
Staff Training Register (14 November 2024)	Provider Response	Document
Manurewa Marae Checklist for Employment Decision template (undated)	Provider Response	Document
Telephone Reference Checking template (reviewed February 2020)	Provider Response	Document

Pre-Screening and Safety Policy (February 2022)	Provider Response	Document
Child Protection Policy (Review Date: July 2024)	Provider Response	Document
Selection and Recruitment (February 2022)	Provider Response	Document
Risk Assessment and Staff Management Plan template (undated)	Provider Response	Document
Lalaga Training and Consultancy Ltd Tax Invoice (4 April 2023; 30 May 2023)	Provider Response	Document
Manurewa Marae Trust Board 2008 Incorporated, Individual Employment Agreement template (undated)	Provider Response	Document
Four Staff Files (14 November 2024)	Provider Response	Documents sighted
Code of Conduct Tikanga Whanaunga (August 2024)	Provider Response	Document
www.charities.govt.nz (accessed 4 November 2024)	Provider Response	Observation
Manurewa Marae Senior Leadership Hui (13 May 2023; 12 April 2024; 04 June 2024)	Provider Response	Document
Discussion with Project Manager (14 November 2024)	Provider Response	Other

Assessment report

TE POU MATAKANA LIMITED

T/A Te Pou Matakana Limited

Your NZBN number: 9429041125687

Date we completed our assessment: 29 September, 2023

The Te Kāhui Kāhu team have assessed your organisation on the date shown above to check whether you meet the accreditation standards that apply to you.

This report presents our findings, including what you're doing well and any actions you may need to take. You'll also find a summary of the evidence we used to assess your organisation against each standard.

Assessment status

Accredited with required actions

Conditions of Accreditation

Te Pou Matakana Limited has been accredited to deliver the following services:

Your Service Name	Service Category
Low-Level co-ordination services	Family Violence Response Co-ordination

Next assessment

Your next assessment review will be in 24 months.

Background detail about your accreditation

This information may be useful for your records.

Provider overview

Te Pou Matakana Limited trades as the Whānau Ora Commissioning Agency. They commission non-government organisations to deliver services and support by using a culturally based and whānau-centred approach to wellbeing within the Te Ika-a-Māui (North Island). They have been delivering this service 2014.

Assessment overview

This accreditation review of Te Pou Matakana Limited was assessed against the Level 4 Social Sector Accreditation Standards. The organisation has held accreditation since 2020.

The organisation's commissioning activities are allocated to regions based on the distribution of the Māori descent population by Māori electoral regions, using Census data.

Their aim is to achieve whānau outcomes that focuses on putting whānau/family at the centre to achieve outcomes for whānau in areas such as education, employment, health, housing, cultural identity and improved standards of living. Community-based Whānau Ora partners sit in the communities they support. This ensures that local knowledge is used by local advocates who can support communities based on the needs in the specific areas.

A desk-based assessment was completed on the policies, procedures and supporting evidence provided by Te Pou Matakana Limited directly into the online system.

This accreditation review has identified four required actions, these are to be completed as soon as possible and will be assessed at their next accreditation review. The organisation has met two standards and has partially met four standards. The next accreditation review will be conducted in 24 months.

Your accreditation assessment standards

Your organisation was assessed against the below standard(s) for accreditation as a social service. This table shows

- The social sector accreditation standards that apply and,
- How TE POU MATAKANA LIMITED did in each of the standards.

Standards that have a status of partially met, or not met have actions that must be taken. These can be found in the 'What you need to do next' section.

Standard Name	Status	Assessor Notes
Client-centred services level 4	Met	The organisation's policies and procedures demonstrate compliance with this standard.
Financial management and systems level 4	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There is one area identified as requiring further action, corrective actions have been raised accordingly.
Governance and management structure and systems level 4	Met	The organisation's policies and procedures demonstrate compliance with this standard.
Health and safety level 4	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There is one area identified as requiring further action, corrective actions have been raised accordingly.
Resolution of complaints related to service provision level 4	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There is one area identified as requiring further action, corrective actions have been raised accordingly.
Staffing level 4	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There is one area identified as requiring further action, corrective actions have been raised accordingly.

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What you need to do next

Your organisation needs to take the following actions. Some actions are more urgent than others.

Critical actions

No Critical Actions were identified in this assessment.

Required actions

Required actions are improvements you must make to fix something that's less serious — that is, not a serious safety hazard or risk. You must take these actions before your next assessment.

Standard: Financial management and systems level 4

Finding	Action
The organisation has not provided evidence that they currently hold adequate insurance cover for the size and complexity of the organisation.	The organisation is required to provide evidence that they currently hold adequate insurance cover for the size and complexity of the organisation.

Standard: Health and safety level 4

Finding	Action
The organisation has not provided a hazard identification process, regular recorded maintenance inspections or appropriate safety and emergency plans. They have also not provided a policy and procedure of how the organisation will understand and fulfil its statutory and/or regulatory obligations in relation to essential notification and reporting.	The organisation is required to provide a hazard identification process, regular recorded maintenance inspections or appropriate safety and emergency plans. They have also required to provide a policy and procedure of how the organisation will understand and fulfil its statutory and/or regulatory obligations in relation to essential notification and reporting.

Standard: Resolution of complaints related to service provision level 4

Finding	Action
The organisation's Complaints Policy does not hold information of how people are kept safe during the complaints process and how clients and staff are informed of the complaints process and know how to make a formal complaint.	The organisation's Complaints Policy is required to hold information of how people are kept safe during the complaints process and how clients and staff are informed of the complaints process and know how to make a formal complaint.

Standard: Staffing level 4

Finding	Action
The organisation's Selection and Recruitment Policy does not hold a definition of staff.	The organisation's Selection and Recruitment Policy is required to hold a definition of staff. This is anyone the organisation relies on to deliver their services. This includes volunteers, contractors as well as paid staff.

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How we assessed your organisation against each standard

This section sets out the evidence we considered when assessing your organisation against each of the standards that apply to you.

Evidence:

The evidence we considered when assessing your organisation against the standard.

Standard: Client-centred services level 4

Name of Evidence	Evidence source	Type of Evidence
The Whānau Ora Battalion Annual Report 2021/22	Te Pou Matakana Limited	Other
Te Kauhau Ora Whānau Ora Commissioning Agency Code of Conduct (undated)	Provider Response	Document
Whānau Ora Commissioning Agency Overview (undated)	Provider Response	Document
Whānau Ora Website (accessed 30 August 2023)	Te Pou Matakana Limited	Other

Standard: Financial management and systems level 4

Name of Evidence	Evidence source	Type of Evidence
Financial Management Policy (Approved April 2022)	Provider Response	Document
Ministry of Social Development, Outcome Agreement Variation 331124_1 (01 July 2021)	Te Pou Matakana Limited	Document
Ministry of Social Development, Outcome Agreement Number 330735 (01 March 2021)	Te Pou Matakana Limited	Document
Delegated Authorities (Approved February 2023)	Provider Response	Document
Reserve Policy (Approved May 2019)	Provider Response	Document
The Whānau Ora Battalion Annual Report 2021/22	Te Pou Matakana Limited	Other

Te Pou Matakana Limited, T/A Whānau Ora Commissioning Agency, Financial Statements for the year ended 30 June 2022, KPMG Independent Auditor's Report (13 September 2022)	Provider Response	Document
Fraud Policy (Approved May 2022)	Provider Response	Document

Standard: Governance and management structure and systems level 4

Name of Evidence	Evidence source	Type of Evidence
Constitution of Te Pou Matakana Limited (undated)	Provider Response	Document
Ministry of Social Development, Outcome Agreement Number 330735 (01 March 2021)	Te Pou Matakana Limited	Document
Ministry of Social Development, Outcome Agreement Variation 331124_1 (01 July 2021)	Te Pou Matakana Limited	Document
Control of Records Policy (Approved May 2019)	Provider Response	Document
Charities Services Website (accessed 30 August 2023)	Te Pou Matakana Limited	Documents sighted
Privacy and Confidentiality Policy (Approved June 2022)	Provider Response	Document
Te Kauhau Ora Whānau Ora Commissioning Agency Code of Conduct (undated)	Provider Response	Document
Whānau Ora Website (accessed 30 August 2023)	Te Pou Matakana Limited	Documents sighted
Governance Policy (Draft - October 2019)	Provider Response	Document
Confirmed Minutes WOCA Directors Hui (24 November 2023)	Provider Response	Document
The Whānau Ora Battalion Annual Report 2021/22	Te Pou Matakana Limited	Other

Standard: Health and safety level 4

Name of Evidence	Evidence source	Type of Evidence
Confirmed Minutes WOCA Directors Hui (24 November 2022)	Provider Response	Document
Emergency Contingency Plan (Approved June 2022)	Provider Response	Document

Health and Safety and Wellbeing (Approved November 2022)	Provider Response	Document
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Standard: Resolution of complaints related to service provision level 4

Name of Evidence	Evidence source	Type of Evidence
Complaints Policy (Approved July 2022)	Provider Response	Document

Standard: Staffing level 4

Name of Evidence	Evidence source	Type of Evidence
Selection and Recruitment Policy (Approved January 2022)	Provider Response	Document
Misconduct and Disciplinary Action Policy (Approved March 2022)	Provider Response	Document
Te Kauhau Ora Whānau Ora Commissioning Agency Code of Conduct (undated)	Provider Response	Document
Employment Agreement, Permanent Full-time (Approved July 2023)	Provider Response	Document

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Assessment report

TE WHANAU O WAIPAREIRA TRUST

T/A Te Whānau O Waipareira Trust

Your NZBN number: 9429042848837

Date we completed our assessment: 08 September, 2023

The Te Kāhui Kāhu team have assessed your organisation on the date shown above to check whether you meet the accreditation standards that apply to you.

This report presents our findings, including what you're doing well and any actions you may need to take. You'll also find a summary of the evidence we used to assess your organisation against each standard.

Assessment status

Accredited with required actions

Conditions of Accreditation

Te Whānau O Waipareira Trust has been accredited to deliver the following services:

Your Service Name	Service Category
Strengthening Families (Level 3)	Strengthening families programme
Couns &.or prog. Adult adoles. Child perps Fam. Violence (Level 2)	Family Violence Services and Programmes
One to one budget support interventions (Level 4)	Building Financial Capability
Assistance to Young People moving from care	Transition to adulthood support
Social Work Support (Level 2)	Whanau support services
Housing (Level 2)	Sustaining Tenancies
Supporting rangatahi from care/custody to independence	Supporting rangatahi from care/custody to independence
Niwareka	Family Violence Services and Programmes

Medium to High intensity wraparound support for families	Whanau support services
CSS - Community Connection Services (COVID-19)	Community Connection Services
NI - Sustaining Tenancies	Rapid Rehousing
Community Connection Services	Community Connection Services
Niwareka	Building Financial Capability

Other conditions:

Next assessment

Your next assessment review will be in 24 months.

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Your accreditation assessment standards

Your organisation was assessed against the below standard(s) for accreditation as a social service. This table shows

- The social sector accreditation standards that apply and,
- How TE WHANAU O WAIPAREIRA TRUST did in each of the standards.

Standards that have a status of partially met, or not met have actions that must be taken. These can be found in the 'What you need to do next' section.

Standard Name	Level	Status
Client services and programmes level 1	Level 1	Met
Client-centred services level 1	Level 1	Met
Community wellbeing level 1	Level 1	Met
Cultural competence level 1	Level 1	Met
Financial management and systems level 1	Level 1	Partially met
Governance and management structure and systems level 1	Level 1	Met
Health and safety level 1	Level 1	Met
Quality improvement level 1	Level 1	Met
Resolution of complaints related to service provision level 1	Level 1	Partially met
Staffing level 1	Level 1	Partially met

Your sites against the standards

As part of your assessment, the following locations were visited and assessed against the standards:

Site Visit Locations
Te Whānau O Waipareira Trust

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What you're doing well

We would like to celebrate the areas TE WHANAU O WAIPAREIRA TRUST did well at. These are areas that Te Kāhui Kāhu identified where TE WHANAU O WAIPAREIRA TRUST went above and beyond the standards and legal requirements.

Name	Type	Location	Finding
Client-centred services level 1	Strength	All Locations	Te Whānau O Waipareira Trust has demonstrated that its focus on its whānau and hapori that it serves is central to the kaupapa, tikanga and kawa of every facet of the organisation, from the mahi and planning with whānau through to the Trust Board, who are elected by the hapori, and are accountable to them. Centred in Te Ao Māori, the Trust is guided by tikanga Māori and values that put te tangata first, therefore the services are tangata-centred.

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What you need to do next

Your organisation needs to take the following actions. Some actions are more urgent than others.

Required actions

Required actions are improvements you must make to fix something that's less serious — that is, not a serious safety hazard or risk. You must take these actions before your next assessment.

Standard	Type	Finding	Action	Location
Financial management and systems level 1	Required action	The organisation's audited financial statements do not show all government funding received as separate line items in financial reporting.	The organisation's audited financial statements are required to show all government funding received as separate line items.	Te Whānau O Waipareira Trust
Resolution of complaints related to service provision level 1	Required action	The organisation's Complaints Policy does not include information on where the complainant can be referred externally if they are not satisfied with the outcome of the complaint.	Update the Complaints Policy to include information on where the complainant can be referred externally if they are not satisfied with the outcome of the complaint.	All Locations
Staffing level 1	Required action	Te Whānau O Waipareira Trust kaimahi in the accredited services have not have had an effective performance development process in place since the last assessment review. It is acknowledged that the Covid-19 pandemic response was a contributing factor in this.	The organisation is to fully implement their updated performance management process for all kaimahi as per their Performance Management Policy and Professional Development Policy, and have records in place at the next review.	All Locations

Recommended actions

Recommendations are improvements you can make if you wish. We offer these recommendations to help you strengthen your practice, but they don't affect the outcome of your assessment.

Recommendation	Type	Finding	Action	Location
Community wellbeing level 1	Recommendation	Te Whānau O Waipareira's tamaiki protection policies - Tamariki and Rangatahi Protection Policy, Keeping Kaimahi and Whanau Safe in the Workplace Policy and the Kaimahi Suspected Tamariki/Rangatahi Abuse and Neglect Procedure - all refer to the Vulnerable Children's Act 2014. This legislation was replaced by the Children's Act 2014.	It is recommended the organisation update its Tamariki and Rangatahi Protection Policy, Keeping Kaimahi and Whanau Safe in the Workplace Policy and the Kaimahi Suspected Tamariki/Rangatahi Abuse and Neglect Procedure to refer only to the current legislation, the Children's Act 2014.	All Locations

How we assessed your organisation against each standard

This section sets out the evidence we considered when assessing your organisation against each of the standards that apply to you.

Standard summary

Standard Name	Level	Status	Assessor Notes
Client services and programmes level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Client-centred services level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Community wellbeing level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Cultural competence level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Financial management and systems level 1	Level 1	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There was one area identified as requiring further action, a corrective action has been raised accordingly.
Governance and management structure and systems level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Health and safety level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Quality improvement level 1	Level 1	Met	The organisation has demonstrated compliance with this standard.
Resolution of complaints related to service provision level 1	Level 1	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There was one area identified as requiring further action, a corrective action has been raised accordingly.
Staffing level 1	Level 1	Partially met	The organisation was able to demonstrate compliance for most of the requirements of this standard. There was one area identified as requiring further action, a corrective action has been raised accordingly.

Evidence

The evidence we considered when assessing your organisation against the standard.

Standard Name	Name of Evidence	Evidence source	Type of Evidence
Client services and programmes level 1	Whānau Tahi Service Pathway 2.0 - Service Delivery (2020)	Provider Response	Documents sighted
Client services and programmes level 1	Whānau Tahi Service Pathway 1.0 - Entry To Whānau Tahi (2020)	Provider Response	Documents sighted
Client services and programmes level 1	Sample of six client files assessed - Sustaining Tenancies, Niwareka and Transition to Adulthood services (2 August 2023)	Whānau House	Documents sighted
Client services and programmes level 1	Audiovisual/Photographic/Media Consent Form (Review date November 2021)	Provider Response	Document
Client services and programmes level 1	Informed Consent Policy (July 2019)	Provider Response	Document
Client services and programmes level 1	Whanau Services Exit Form (Review date September 2021)	Provider Response	Documents sighted
Client services and programmes level 1	Whānau Tahi Service Pathway 3.0 - Exiting from the Service (2020)	Provider Response	Documents sighted
Client-centred services level 1	Interview with Sustaining Tenancies - Senior Housing Kaiarahi (3 August 2023)	Te Whānau O Waipareira Trust	Other
Client-centred services level 1	Te Whānau O Waipareira Trust Website (accessed 30 May 2023)	Provider Response	Other
Client-centred services level 1	Te Kauhau Ora O Waipareira - Code of Conduct (undated)	Provider Response	Document
Client-centred services level 1	Professional Boundaries Policy (September 2020)	Provider Response	Document
Client-centred services level 1	Deed of Trust, Te Whānau O Waipareira Trust (16 December 2008)	Provider Response	Document
Client-centred services level 1	Measuring Whānau Satisfaction Policy (Review November 2020)	Provider Response	Document
Client-centred services level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Te Whānau O Waipareira Trust	Other
Client-centred services level 1	Interview with Niwareka / Community Connector Kaimahi (9 August 2023)	Te Whānau O Waipareira Trust	Other

Client-centred services level 1	Te Whānau O Waipareira Trust Website (accessed 30 May 2023)	Provider Response	Other
Community wellbeing level 1	Professional Boundaries Policy (September 2020)	Provider Response	Document
Community wellbeing level 1	WOCG meeting minutes (20 June 2023)	Te Whānau O Waipareira Trust	Documents sighted
Community wellbeing level 1	Conflict of Interest Policy (September 2020)	Provider Response	Document
Community wellbeing level 1	Interview with Niwareka/Community Connector Kaimahi (9 August 2023)	Provider Response	Other
Community wellbeing level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Provider Response	Other
Community wellbeing level 1	Interview with Sustaining Tenancies - Senior Housing Kaiarahi (3 August 2023)	Te Whānau O Waipareira Trust	Other
Community wellbeing level 1	Keeping Kaimahi and Whānau Safe in the Workplace (October 2019)	Provider Response	Document
Community wellbeing level 1	Informed Consent Policy (July 2019)	Provider Response	Document
Community wellbeing level 1	Tamariki and Rangatahi Protection Policy (December 2020)	Provider Response	Document
Community wellbeing level 1	Harassment Policy (February 2019)	Provider Response	Document
Community wellbeing level 1	Kaimahi Suspected Tamariki/Rangatahi Abuse and Neglect Procedure (January 2020)	Provider Response	Document
Community wellbeing level 1	Informed Consent Policy (July 2019)	Provider Response	Document
Cultural competence level 1	Te Whānau O Waipareira Trust Annual Report 2021-2022	Provider Response	Document
Cultural competence level 1	Interview with Sustaining Tenancies - Senior Housing Kaiarahi (3 August 2023)	Te Whānau O Waipareira Trust	Other
Cultural competence level 1	Interview with Niwareka/Community Connector (9 August 2023)	Provider Response	Other
Cultural competence level 1	Deed of Trust, Te Whānau O Waipareira Trust (16 December 2008)	Provider Response	Document
Cultural competence level 1	Interview with Sustaining Tenancies - Senior Housing Kaiarahi (3 August 2023)	Te Whānau O Waipareira Trust	Other
Cultural competence level 1	Te Kauhau Ora O Waipareira - Code of Conduct (undated)	Provider Response	Document
Cultural competence level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Te Whānau O	Other

		Waipareira Trust	
Financial management and systems level 1	Te Whānau o Waipareira 2023 budget for contracted services	Provider Response	Document
Financial management and systems level 1	Te Whānau O Waipareira Trust Group, Annual Report for the year ended 30 June 2022, KMPG, Independent Auditor's Report (22 September 2022)	Provider Response	Document
Financial management and systems level 1	Deed of Trust, Te Whanau O Waipareira Trust (16 December 2008)	Provider Response	Document
Financial management and systems level 1	Staff Loan Policy (September 2021)	Provider Response	Document
Financial management and systems level 1	Credit Card Policy (Sept 2019)	Provider Response	Document
Financial management and systems level 1	Delegated Authorities Policy (July 2022)	Provider Response	Document
Financial management and systems level 1	Interview with the Chief Financial Officer (2 August 2023)	Te Whānau O Waipareira Trust	Other
Financial management and systems level 1	Primesure Brokers Limited: Personal Accident Insurance, Cyber Risk Insurance, Management Liability Package Insurance (expiry date 1 July 2023)	Provider Response	Document
Financial management and systems level 1	Financial Management Policy (July 2022)	Provider Response	Document
Financial management and systems level 1	Fraud Policy (March 2022)	Provider Response	Document
Financial management and systems level 1	GST / PAYE records August 2023	Provider Response	Documents sighted
Governance and management structure and systems level 1	Cyber Security Policy (Approved by Board of Trustees January 2023)	Provider Response	Document
Governance and management structure and systems level 1	Emergency Contingency Plan (April 2022)	Provider Response	Document
Governance and management structure and systems level 1	Conflict of Interest Policy (Review September 2020)	Provider Response	Document

Governance and management structure and systems level 1	Governance Policy (July 2021)	Provider Response	Document
Governance and management structure and systems level 1	Charities Services Website (accessed 30 May 2023)	Provider Response	Other
Governance and management structure and systems level 1	Privacy and Confidentiality Policy (January 2023)	Provider Response	Document
Governance and management structure and systems level 1	Delegated Authorities Policy (July 2022)	Provider Response	Document
Governance and management structure and systems level 1	Deed of Trust, Te Whānau O Waipareira Trust (16 December 2008)	Provider Response	Document
Governance and management structure and systems level 1	Te Whānau O Waipareira Trust Board Police vetting (as at August 2023)	Te Whānau O Waipareira Trust	Documents sighted
Health and safety level 1	Employee Participation in Health and Safety (July 2022)	Provider Response	Document
Health and safety level 1	Hazard Management Policy (April 2022)	Provider Response	Document
Health and safety level 1	Online interview with Niwareka /Community Connector Kaimahi (9 August 2023)	Provider Response	Other
Health and safety level 1	Quality Improvement Framework System Report (30 July 2023 - 26 June 2023)	Te Whānau O Waipareira Trust	Document
Health and safety level 1	Kaimahi Safe Practice Policy (October 2020) - Managing Dissatisfied Whanau	Provider Response	Document
Health and safety level 1	Emergency Contingency Plan (Approved Board of Trustees July 2022)	Provider Response	Document
Health and safety level 1	Interview with Operations Coordinator (3 August 2023)	Te Whānau O Waipareira Trust	Other
Health and safety level 1	Interview with Sustaining Tenancies - Senior Housing Kaiarahi (3 August 2023)	Whānau House	Other
Health and safety level 1	Trial Evacuation reports - Whānau Centre (27 October 2022, 11 April 2023)	Provider Response	Document
Health and safety level 1	Kaimahi Safe Practice Policy - Children in the workplace (October 2020)	Provider Response	Document
Health and safety level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Te Whānau O	Other

		Waipareira Trust	
Health and safety level 1	Te Whānau o Waipareira Health and Safety Operations Report (April 2023)	Provider Response	Document
Health and safety level 1	Accident and Incident Reporting Policy (July 2022)	Provider Response	Document
Health and safety level 1	Trial Evacuation reports - Whānau Tahī (27 October 2022, 11 April 2023)	Provider Response	Document
Health and safety level 1	Keeping Kaimahi and Whānau Safe in the Workplace (Review date: October 2019)	Provider Response	Document
Health and safety level 1	Te Whānau o Waipareira WOCG Escalation Risk Assessment Guidelines (June 2021)	Provider Response	Document
Health and safety level 1	Professional Boundaries Policy (September 2020)	Provider Response	Document
Health and safety level 1	Te Whānau o Waipareira Quality Plan and Objectives 2023 - 2024	Provider Response	Document
Health and safety level 1	Health Safety and Wellbeing policy (July 2022)	Provider Response	Document
Quality improvement level 1	Measuring Whānau Satisfaction Policy (November 2020)	Provider Response	Document
Quality improvement level 1	Interview with Niwareka/Community Connector Kaimahi (9 August 2023)	Provider Response	Other
Quality improvement level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Provider Response	Other
Quality improvement level 1	Quality Management Summary Report: (April /May 2023)	Provider Response	Document
Quality improvement level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Te Whānau O Waipareira Trust	Other
Quality improvement level 1	Whānau Voice Collection Report - survey feedback comments from whānau (sighted online 25 August 2023)	Provider Response	Documents sighted
Resolution of complaints related to service provision level 1	Complaints Policy (July 2022)	Provider Response	Document
Resolution of complaints related to service provision level 1	Interview with Transition to Adulthood Kaimahi (3 August 2023)	Provider Response	Other
Resolution of complaints related to service provision level 1	Whānau Ora consent form (2019)	Provider Response	Document

Resolution of complaints related to service provision level 1	Sample of four kaimahi personnel files (2 August 2023)	Te Whānau O Waipareira Trust	Documents sighted
Resolution of complaints related to service provision level 1	Disciplinary Policy (March 2022)	Provider Response	Document
Resolution of complaints related to service provision level 1	Interview with Niwareka/Community Connector Kaimahi (9 August 2023)	Provider Response	Other
Resolution of complaints related to service provision level 1	Measuring Whānau Satisfaction Policy (November 2020)	Provider Response	Document
Resolution of complaints related to service provision level 1	Quality Management Summary Report: (April /May 2023)	Provider Response	Document
Staffing level 1	Email correspondence regarding appointment of two kaimahi (4 August 2023 and 9 August 2023)	Provider Response	Documents sighted
Staffing level 1	Protected Disclosures Policy (April 2022)	Provider Response	Document
Staffing level 1	Professional Development Policy (November 2021)	Provider Response	Document
Staffing level 1	Induction / Orientation Policy (July 2019)	Provider Response	Document
Staffing level 1	Dress Code Policy (March 2022)	Provider Response	Document
Staffing level 1	Performance Management Policy (March 2022)	Provider Response	Document
Staffing level 1	Supervision Policy (November 2018)	Provider Response	Document
Staffing level 1	Selection/Recruitment Policy (Approved Board of Trustees January 2022)	Provider Response	Document
Staffing level 1	Interview with Human Resources Kaiarahi (2 August 2023)	Te Whānau O Waipareira Trust	Other
Staffing level 1	Sample of four kaimahi personnel files (2 August 2023)	Te Whānau O Waipareira Trust	Documents sighted
Staffing level 1	Professional Boundaries Policy (September 2020)	Provider Response	Document
Staffing level 1	Mobile Phone Policy (September 2019)	Provider Response	Document

Background detail about your accreditation

This section details the conditions and overview of your accreditation. This information may be useful for your records.

Provider overview

Te Whānau O Waipareira Trust was established by first generation urban Māori from diverse iwi and hapu whakapapa and has been providing support and solutions to whānau for over 38 years. It was incorporated as a charitable trust in 1984 and is also a founding and senior member of the National Urban Māori Authority that influences and advances Māori economic and social development.

Te Whānau O Waipareira has developed a wide range of operations and services with an indigenous social, educational, health, economic and spiritual focus that examine inequities and imbalance for Māori as a result of structural racism and seek to empower whānau through self-determination, reinforced by a Te Ao Māori approach.

Assessment overview

This is a scheduled assessment review of Te Whānau O Waipareira Trust against the Level 1 Social Sector Accreditation Standards.

The Trust currently holds contracts with Te Manatū Whakahiato Ora - Ministry of Social Development for family violence prevention services, and financial mentoring, with Oranga Tamariki - Ministry for Children for Transition to Adulthood and Whānau support services, and a Sustaining Tenancies contract with Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development. This assessment review is focused on the provision of these services, with the exception of the budgeting and financial service.

At the previous review in 2020, Te Whānau O Waipareira Trust met all of the Level 2 Social Sector Accreditation Standards. Three required actions under the Staffing standard were set at the 2020 review, and they have all been met at the time of this current review.

On 8 August 2021 Oranga Tamariki - Ministry for Children approved Te Whānau O Waipareira Trust's application to become a s.396 approved Care Partner. Further to this, on 12 August 2021 Te Kāhui Kāhu wrote to the Chief Executive of the Trust to confirm that as a result of their Care Partner status, the Trust's accreditation level would be moved to Level 1, and the next assessment (the subject of this report) would be assessed at this level.

After initial engagement between the Trust and a Mātanga Arotake (Senior Assessor) based in Tāmaki Makaurau, including a hui in March 2023, between 2 May 2023 and 23 May 23 Te Whānau O Waipareira Trust uploaded documents and responded to pre-assessment questions in the Te Kāhui Kāhu online system. A site visit was arranged for 8 and 9 June 2023. This had to be changed as the assessment review was transferred to another Mātanga Arotake from Te Kāhui Kāhu on 3 July 2023.

A site assessment was conducted by the second Mātanga Arotake from Te Kāhui Kāhu on 2 and 3 August 2023. Interviews and an onsite assessment of information and documentation were carried out. Te Whānau O Waipareira Trust was represented by the Quality and Risk Lead, Chief Financial Officer, Sustaining Tenancies Kaimahi and Transition to Adulthood Kaimahi. A further follow up interview was held online with the Niwareka / Community Connector Kaimahi on 9 August 2023.

As a conflict of interest was identified for the Mātanga Arotake following the site visit, on 16 August 2023 another Mātanga Arotake was assigned to work with Te Whānau O Waipareira Trust on the completion of the review.

On 22 August 2023, the Mātanga Arotake from Te Kāhui Kāhu interviewed the Director - Whānau Ora and the Quality and Risk Lead online on MS Teams to complete the assessment of the Governance management and systems standard. Two further and final online hui and information reviews were held with the Quality and Risk Lead on 25 and 30 August 2023 to sight final evidence for the assessment.

This assessment has demonstrated that Te Whānau O Waipareira Trust has continued to develop and deliver holistic, whānau - centred and hapori-based social services in the western suburbs of Tāmaki Makurau and further afield. The unprecedented challenge of the Covid-19 pandemic was met with an organisation-wide response and an approach in the community that has been acknowledged as consistent and providing support and assistance to many vulnerable whānau. This continues in the present day as Covid-19 is still having an ongoing impact in Aotearoa.

During the assessment three required actions - relating to Financial Management and systems, Resolution of complaints related to service provision and Staffing were identified.

Te Whānau O Waipareira Trust has met the requirements of the Level 1 Social Sector Accreditation Standards. The next assessment review will be conducted in 24 months.

The Mātanga Arotake o Te Kāhui Kāhu – Social Services Accreditation acknowledges Te Whānau O Waipareira Trust for their assistance with and patience during this assessment review. Ngā mihi nui ki a koutou o Te Whānau O Waipareira Trust, tēnā koutou katoa.

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