

# Level 4 accreditation application

## Who can become accredited?

Any organisation that delivers social services and meets the Level 4 Social Sector Accreditation Standards can apply to be accredited by Social Services Accreditation as a Level 4 accredited provider.

The Ministry of Social Development's Social Services Accreditation accredits providers on behalf of: Work and Income; Ministry of Housing and Urban Development; Ministry for Youth Development, Oranga Tamariki—Ministry for Children; Ministry of Justice; and Department of Corrections.

Accreditation is an on-going process and we will review your organisation from time to time to ensure the Social Sector Accreditation Standards are being met. Generally a Level 4 accreditation assessment does not require a site visit. However, in some cases Social Services Accreditation may require a site visit to obtain further evidence.

Social Services Accreditation will prioritise applications where an organisation is contracted or there is intent to fund by any of the above agencies. If your organisation is not contracted or there is no intent by any of the above agencies to contract with your organisation, your application may take longer for us to process.

**Note:** Accreditation does not guarantee funding from any government agency.

## Contact us

If you have questions about the application process or want to check if your organisation is already accredited, please contact us at [Social\\_Services\\_Accreditation@msd.govt.nz](mailto:Social_Services_Accreditation@msd.govt.nz)

## How to apply

Complete this application form and provide all the information requested. If you don't have all the information we need, talk with us and we may be able to help.

Once you have completed this application you can either email a signed copy with the attached documents to [Social\\_Services\\_Accreditation@msd.govt.nz](mailto:Social_Services_Accreditation@msd.govt.nz) or post it to:



Social Services Accreditation  
PO Box 1556  
Wellington 6140

## What you will find in this application

- An application form
- Obligations section
- Information sharing arrangements
- Privacy statement
- Signature page
- Checklist

## How to fill in this application

### Tick the small square boxes

For example, if your answer to a question is 'Yes', tick the box next to the word 'Yes'.

No

Yes

If you do not have enough room to write the answer to a question, use another piece of paper or attach a document with the form.

### If you see:

#### Go to question #

go to the question number given.

### If we do not give you the question number to go to, answer the next question.

We use the following to show when we need documents, and to help you:



Documents you need to attach to the application.



Information about a question.

Fill out the application form carefully, and attach all of the required documents. This will help us to process your application faster.

There is a checklist on page 18. Use it to tick off all the documents you need to attach.

This part of the application form:

- includes a signature page for you to sign
- explains how we protect the information given to us, and what we can do with it.

## Obligations

It is important that you let us know about any changes that may affect your organisation's accreditation status.

### Change of Circumstances

You must tell Social Services Accreditation as soon as possible if there is:

- a change in financial viability
- a change of ownership
- a change of legal status
- a change of address(es)
- a change of contact details
- a change to programmes/service(s)
- a serious incident involving a client or staff member (please see [worksafe.govt.nz](https://www.worksafe.govt.nz))
- any other changes that mean your organisation may not be meeting the Level 4 Social Sector Accreditation Standards

### What happens if your organisation doesn't meet its obligations?

If your organisation is accredited you will need to inform Social Services Accreditation of any changes to your organisation as this may affect your accreditation status.

If your organisation fails to meet the Social Sector Accreditation Standards we may suspend or revoke your organisation's accreditation status. If your organisation no longer wants to be accredited we may relinquish your accreditation status. If your organisation does want to relinquish its accreditation status please write to us at [Social\\_Services\\_Accreditation@msd.govt.nz](mailto:Social_Services_Accreditation@msd.govt.nz)

You have the right to review or dispute any decision we make regarding your organisation's accreditation.

## Information sharing arrangements

We may share your organisational information with other government agencies with the aim of reducing your compliance requirements. We share information with government agencies that contract social services.

We are subject to the Official Information Act 1982. Any information from this form requested under the Act will be treated accordingly.

## Privacy Statement

The Ministry of Social Development includes Social Services Accreditation, Work and Income, Senior Services, StudyLink and other service lines.

The Privacy Act 1993 applies to any personal information collected by the MSD. The individuals whom the personal information is about have the right to request access to all information the Ministry holds about them and to request correction of that information.

Personal information collected in this form will only be used for the purpose of assessing the application for accreditation.

Social Services Accreditation will not ask you to send personal information regarding a client to be sent to us for the purpose of accreditation.

If you are asked to provide client information to us let us know at [Social\\_Services\\_Accreditation@msd.govt.nz](mailto:Social_Services_Accreditation@msd.govt.nz)

We will ask questions about your organisation's staff, volunteers including members of governance. This is to ensure your organisation has completed the appropriate vetting/safety checking process, and can meet the Social Sector Accreditation Standards.

# Part A

## Organisation and Contact Details

### 1. What is your organisation's New Zealand Business Number (NZBN)?

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If you are not sure what your organisation's NZBN is visit the NZBN register to find this. If you are a Sole Trader and you do not have an NZBN you may need to apply for a NZBN.

[www.nzbn.govt.nz](http://www.nzbn.govt.nz)

### 2. What is your organisation's legal status?

Charitable Trust

Charity ID \_\_\_\_\_

Incorporated Society

Company

Sole Trader – If you are a Sole Trader ensure you complete the Sole Trader section on page 15.

Partnership



Attach documentation that supports your organisation's legal status. For example; Trust deed, Constitution, charters, organisational rules.

### 3. What is your organisation's legal name?

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### 4. Does your organisation trade under any other name(s)?

Yes

No

If yes, list all other names your organisation is known as.

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### 5. Is your organisation affiliated with any other organisation or does it belong to a franchise?

Yes

No

If yes, please write below the name and nature of the arrangement

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**6. What is your organisation's Head office street address?**

Street number: \_\_\_\_\_  
Street name: \_\_\_\_\_  
Suburb: \_\_\_\_\_  
City: \_\_\_\_\_  
Postal Code: \_\_\_\_\_

**7. What is your organisation's postal address (if different)?**

Street number: \_\_\_\_\_  
Street name: \_\_\_\_\_  
Suburb: \_\_\_\_\_  
City: \_\_\_\_\_  
Postal Code: \_\_\_\_\_

**8. If your organisation delivers programmes and services from more than one site, list these below.**

Site name: \_\_\_\_\_  
Street number: \_\_\_\_\_  
Street name: \_\_\_\_\_  
Suburb: \_\_\_\_\_  
City: \_\_\_\_\_  
Postal Code: \_\_\_\_\_



If you run out of room use another piece of paper or attach a document with the form.

**9. Does your organisation have a website?**

Yes

No

If yes, what is your organisation's website address?

\_\_\_\_\_

**10. What is your organisation's email address?**

\_\_\_\_\_

**11. Who is the main contact for your organisation’s accreditation?**

**Primary contact:**

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Contact email: \_\_\_\_\_

Job title: \_\_\_\_\_

**Secondary Contact:**

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Contact email: \_\_\_\_\_

Job title: \_\_\_\_\_

**12. What is the target client group for your organisation’s programme(s) or service(s)?**

For example: children, youth, elderly, ethnicity etc.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**13. How many staff does your organisation employ?**

Paid staff \_\_\_\_\_

Volunteers \_\_\_\_\_

**14. Does your organisation receive funding or have a contract with any of the below organisations?  
Select which organisation(s).**



This information helps us better understand your organisation’s financial position and helps us prioritise our assessments.



If you need more room to describe the programme/service description, use another piece of paper or attach a document with the form.

**The Ministry of Social Development**

Programme/  
Service name: \_\_\_\_\_

Short description: \_\_\_\_\_

Agency key contact: \_\_\_\_\_

**Ministry of Justice**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_

**The Department of Corrections**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_

**Ministry of Housing and Urban Development**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_

**Oranga Tamariki—Ministry for Children**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_

**Ministry of Health**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_

**Ministry of Education**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_

**Te Puni Kōkiri**  
Programme/  
Service name: \_\_\_\_\_  
Short description: \_\_\_\_\_  
Agency key contact: \_\_\_\_\_



**Accident Compensation Corporation**

Programme/  
Service name: \_\_\_\_\_

Short description: \_\_\_\_\_

Agency key contact: \_\_\_\_\_

**Ministry of Business Innovation and Employment**

Programme/  
Service name: \_\_\_\_\_

Short description: \_\_\_\_\_

Agency key contact: \_\_\_\_\_

**Ministry of Youth Development**

Programme/  
Service name: \_\_\_\_\_

Short description: \_\_\_\_\_

Agency key contact: \_\_\_\_\_

**District Health Board (specify which DHB(s))**

Programme/  
Service name: \_\_\_\_\_

Short description: \_\_\_\_\_

Agency key contact: \_\_\_\_\_

**Other [Please state]**

Programme/  
Service name: \_\_\_\_\_

Short description: \_\_\_\_\_

Agency key contact: \_\_\_\_\_



Your organisation may receive funding or have a contract with non-government organisations such as philanthropic sector.

**15. Is your organisation or its staff required to be registered, certified or accredited by any other body? For example, Social Worker Registration. Please also state any voluntary requirements your organisation is registered, certified or accredited by.**

Yes

No



If yes, attach the most recent confirmation letter or certificate.

**16. If your organisation is not currently contracted by any of the above agencies, is there intent to be contracted by The Ministry of Social Development; Ministry of Housing and Urban Development; Ministry for Youth Development, Oranga Tamariki—Ministry for Children; Ministry of Justice; and Department of Corrections?**

Yes

No



If yes, attach evidence of the intent to contract with your organisation.

If no, please state why your organisation wants to become accredited.

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## Iwi Community Service

**Only complete this section if your organisation:**

- is an Iwi; and
- wants to be listed by Social Services Accreditation as accredited Iwi Community Service

**1. Does your organisation have agreement from iwi to operate an Iwi Community Service?**

Yes

No

**2. Does your organisation want be recognised as an Iwi community service?**

Yes

No




If yes, attach the formal, written mandate from the Iwi granting authority.

# Part B

## Information required to meet the Level 4 Social Sector Accreditation Standards

The following sections will help us determine if your organisation meets the Level 4 Social Sector Accreditation Standards.

 **Note:** We recognise that organisations may refer to the same or similar documentation under another name or a document may cover multiple questions, policies and procedures. For example: SSA asks for a Code of Conduct; your organisation may call this Organisational Rules. To ensure the documents you are submitting are what we are asking for, check the Level 4 Social Sector Accreditation Standards, and write next to the relevant question, the name of the policy or procedure you use.

## Client-centred services and resolution of complaints related to service provision

For more information, see the Level 4 Accreditation Standards.


This section asks questions about how your organisation promotes its programmes/services to clients and how it uses feedback to improve its programmes/services.

### 1. How does your organisation promote client-centred practice with its staff?

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 If your organisation has policies and procedures that can help demonstrate this, attach these here.

### 2. Does your organisation have feedback/complaints policies and procedures?

Yes

No

 If yes, attach your organisation's feedback/complaints policy and procedure.

**Note:** We do not need to see your organisation's complaints register and will not ask for this to be sent to us.


## Staffing

This section asks questions about your organisation's staffing related policies and procedures.

### 1. Does your organisation have a Code of conduct?

Yes

No

 If yes, attach your organisation's Code of conduct.

**2. Does your organisation have an equal employment opportunity policy?**

Yes

No



If yes, attach your organisation's equal employment opportunity policy.

**3. Does your organisation have recruitment policies and procedures?**

Yes

No



If yes, attach your organisation's recruitment policy and procedures.

**4. Does your organisation have an induction and training policy for staff?**

Yes

No



If yes, attach your organisation's an induction and training policy.

**5. Does your organisation have conflict resolution and mediation policies and procedures?**

Yes

No



If yes, attach your organisation's conflict resolution and mediation policies and procedures.

**6. Does your organisation have an hours and wages policy?**

Yes

No



If yes, attach your organisation's hours and wages policy.

**7. Do all staff members (including volunteers) have a written agreement of service?**

Yes

No



If yes, attach your organisation's definition of a staff member and a definition of a volunteer, or template written agreement of service.

**8. Does your organisation have a policy and procedure for vetting staff, including members of the organisation's governance body?**

Yes

No



If yes, attach your organisation's vetting policy and procedures.

**9. Has your organisation completed the appropriate vetting of its staff?**


Yes

No

**10. Does your organisation have a termination of employment policy and procedures?**

Yes

No


 If yes, attach your organisation's termination of employment policy and procedures.

Only complete questions 11-13 if your organisation delivers programmes/ services to children and young people under 18.

**11. Does your organisation have child protection policies and procedures?**

Yes

No


 If yes, you will need to attach your organisation's child protection policies and procedures.

 <https://www.orangatamariki.govt.nz/assets/Uploads/Safer-Organisations-safer-children.pdf>

**12. Does your organisation complete safety checking on all children's workers?**

Yes


No

 If yes, attach a copy of the vetting service request, consent form and the confirmation of registration from the New Zealand Police.

**13. If yes, have all children's workers been safety checked in the last three years?**

Yes

No

 For more information on safety checks see <https://www.orangatamariki.govt.nz/working-with-children/vulnerable-children-act-requirements/safety-checking/>


## Health and Safety

This section asks questions about your organisation's Health and Safety policies and procedures.

**1. Does your organisation have health and safety policies and procedures?**

Yes


No


 If yes, attach your organisation's health and safety policies and procedures.

**2. Does your organisation have a hazard identification register?**

Yes

No

 If yes, attach your organisation's hazard identification register.

 Ensure that any personal identifiable information has been blanked out.

**3. Does your organisation have an accident and incident register?**

Yes

No



If yes, attach your organisation's accident and incident register.



Ensure that any personal identifiable information has been blanked out.

**4. Does your organisation have a business continuity and disaster recovery plan?**

Yes

No



If yes, attach your organisation's business continuity and disaster recovery plan.

## **Governance and management structure and systems**

This section asks questions about your organisation's governance and management policies and procedures.

**1. Does your organisation have a record keeping policy and procedure?**

Yes

No



If yes, attach your organisation's record keeping policy and procedure.

**2. Does your organisation have a privacy policy?**

Yes

No



If yes, attach your organisation's privacy policy.

**3. Does your organisation have management and governance policies and procedures?**

Yes

No



If yes, attach your organisation's governance policies and procedure(s).

If you are a Sole Trader go to Sole Trader section on page 15.



If you are not a Sole Trader go to the Financial management and systems questions on page 16.

## Sole Trader

Only complete this section if you are a Sole Trader.

### 4. You will need to complete the CV Check process and;



Attach the final CV Check assessment certificate.

<https://www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/application.html>



For more information about CV Check please see: <https://cvcheck.com/nz>

## Financial management and systems

This section asks questions about your organisation's financial management policies and procedures.

### 1. We need to know if your organisation is financially viable.



To help us understand your organisation's financial viability attach your most recent:

- Balance sheet
- Income statement
- Statement of cash flows
- Profit and loss statement
- Lists of assets and liabilities
- Depreciation schedule(s)
- Lists of debtors and creditors
- Budget



If you cannot provide this information please give a reason below. For example, your organisation has only been trading for six months.

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### 2. Does your organisation have financial policies and procedures?

- Yes
- No



If yes, attach your organisation's financial policies and procedures.

**3. Does your organisation have a current insurance policy?**

Yes

No



If yes, attach your organisation's current insurance policy and insurance certificate.



To help us with our assessment the insurance policy and certificate must include the following information:

- a. Amount
- b. Date
- c. The name of the insurance company
- d. Type of insurance



## Signature page for Level 4 accreditation

By ticking the boxes and signing this application, you agree to meet the obligations on behalf of your organisation.

### Applicant

- I have read the obligations and I understand them
- I have the authority to complete and sign this application on behalf of my organisation
- I understand my responsibility to let Social Services Accreditation know about changes to my organisation that could affect its accreditation status
- All the questions that apply to my organisation's situation have been completed
- The information I have provided is true and complete
- I have read and understand the Information sharing arrangements and Privacy Statement in this application form

### Applicant's name

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### Applicant's signature

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### Applicant's title

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### Date

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## What you need to do

Checklist of documents to include with this application

- Any documentation that supports your organisation's legal status. For example; Trust deed,
- Constitution, charters, organisational rules.
- Evidence of intent to contract
- Written mandate from Iwi (if applicable)

### Client-centred services and resolution complaints see Part B

- Feedback/complaints policy and procedure(s)

### From Staffing section

Pages 12 to 14

- Code of conduct
- Equal employment opportunity policy
- Recruitment policy and procedures
- Induction and training policy
- Professional development policy
- Conflict and mediation policies and procedures
- Hours and wages policy
- The definition of a staff member
- The definition of a volunteer
- Template of employment agreement(s)
- Vetting service request and consent form (if applicable)
- Termination of employment policies
- Child protection policies and procedures (if applicable)
- Confirmation of registration from the New Zealand Police (if applicable)

### From Health and Safety section

Pages 14 to 15

- Health and Safety policies and procedures
- Hazard Identification register
- Accident and incident register
- Business continuity and disaster recovery plan
- Record keeping policies and procedures
- Privacy Policy
- Management and governance policies and procedures

### From Sole Trader only section

(Only applicable for Sole Traders)

Page 16

- CV Check assessment result

### From Financial Management section

Pages 16 to 17

- Balance sheet
- Income statement
- Statement of cash flow
- Profit and loss statement
- Lists of assets and liabilities
- Depreciation schedule
- Lists of debtors and creditors
- Statement of accounting policies
- Insurance policy and certificate of insurance