MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

28 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 12 June and 27 June 2025, requesting information about Barnardos New Zealand Incorporated (Barnardos). As advised on 26 June and 10 July 2025 parts of your request were transferred to the Ministry of Justice (MoJ) to respond to as the information more closely connects to MOJ's functions.

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

Request made on 12 June 2025

Specifically, I seek:

1. *Accreditation/Authorisation in 2017 (Hamilton)*
    - *A copy of any accreditation, approval, or licence held by Barnardos to provide supervised contact services in Hamilton during 2017;*

I have found one document in scope of this part of your request.

On behalf of the MoJ, Te Kāhui Kāhu accredited Barnardos in 2017. One of the services Te Kāhui Kāhu accredited Barnardos was for supervised contact. I have enclosed a copy of the assessment report with this letter. Please note this is only a draft version of the report so there may be some inaccuracies. We do not have a copy of the finalised report on file and the assessment system used in 2017 has since been decommissioned and is unable to re-generate copies of finalised reports.

It should be noted accreditation does not automatically authorise a provider to deliver supervised contact services. Rather, the ability to become or remain accredited is a prerequisite for entering into a contract with a funding agency. Providers must be accredited to be eligible for funding, but accreditation alone does not grant service delivery rights.

Barnardos was also approved under section 403 of the Oranga Tamariki Act 1989 in 2017. This does authorise a provider to deliver supervised contact. The approval is noted in the same assessment report.

- *The name of the accrediting/approving authority and the level or type of accreditation;*

Te Kāhui Kāhu is the delegated authority to approve providers under section 403 of the Oranga Tamariki Act 1989.

- *Any conditions or terms attached to their approval at that time;*

No conditions were attached to the section 403 approval of Barnardos.

- *The effective dates of the accreditation or licence, and when it expired or was withdrawn (if applicable).*

Barnardos remains an accredited provider, and an approved section 403 provider.

Request made on 27 June 2025

3. Approving Authority:

Please clarify whether the Ministry of Social Development was the agency responsible for approving and/or accrediting Barnardos (or any of its branches) to provide supervised contact services during the period of 2017–2018, and if so, under what framework or policy.

The Family Court determines which organisations can provide supervised contact for specific cases.

Section 58 of the Care of Children Act 2005 defines an approved supervised contact provider as a provider who is:

a) approved –
   i. by the chief executive as a community service under section 403 of the Oranga Tamariki Act 1989; or
   ii. by the Secretary; or
   iii. by an officer of the court appointed under section 8(2) of the Family Court Act 1980; **and**
b) nominated by the court or Registrar for the particular case

Barnardos met criteria (a) because they are approved as a community service under section 403 of the Oranga Tamariki Act 1989 and because they were approved by the Secretary for Justice as they held accreditation and a contract for supervised contact services. However, it was the Family Court/Registrars' decision to nominate Barnardos to provide services for supervised contact.

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

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Provider Name: Barnardos New Zealand Inc.

Provider RDA Number: 13284

Assessment Number: Enter RDA assessment number

Date: March 2017

EXECUTIVE SUMMARY

Barnardos NZ has been assessed as partially meeting the standards for accreditation. All of the level 2 community standards, and the level 1 specialist care standards were assessed at national resource centre or regions.

Core Standards	Result	Core Standards	Result
Client centred services	STANDARD EXCEEDED	Governance and management structures and systems	STANDARD MET
Community wellbeing	STANDARD EXCEEDED	Financial management and systems	STANDARD MET
Cultural competence	STANDARD MET	Resolution of complaints related to service provision	STANDARD MET
Staffing	STANDARD MET	Quality improvement	STANDARD MET
Health and safety	STANDARD MET	Client services and programmes	STANDARD PARTIALLY MET

Specialist and/or Agency Specific Standards	Result	Specialist and/or Agency Specific Standards	Result
Care services	STANDARD MET	Iwi social services	STANDARD NOT ASSESSED
Voice of children	STANDARD NOT ASSESSED	Outdoor pursuits and camp programmes for children and young people.	STANDARD NOT ASSESSED

CORRECTIVE ACTION PLAN

CRITICAL ACTIONS

Standard	Criteria	Action	Completion Date
		No critical actions have been identified during this review.	

REQUIRED ACTIONS

Standard	Criteria	Action	Completion Date
SSAS 10		There were four required actions arising from the Waikato review, one required action from the Invercargill site review, and six related to client services and programmes in Gisborne. These actions are noted in region reports, have been discussed with Barnardos and action is already underway to address them.	30 June 2017

STRENGTHS IDENTIFIED AT REVIEW

1. Barnardos NZ has a very clear focus on the wellbeing of children and family. The services and programmes are intended to improve the well being of families. The organisation has a strong governance board, and an experienced senior leadership team. Barnardos is now equipped with an on line national client service database titled "Be Connect". Barnardos, despite some challenges over meeting market expectations for remuneration, has continued to attract and retain a core of professionally qualified and experienced programme staff.

RECOMMENDATIONS

1. No recommended actions were identified

ACCREDITATION STATUS

Barnardos NZ is accredited (approved) to continue delivering services and programmes at MSD Level One.

THE CONDITIONS OF ACCREDITATION

Respite care

Full service foster, whanau care

Shared service, foster whanau care, family home care

Youth justice residential care services including residential supervision with activities programmes

Assistance to young people moving from care

Specialist care including treatment programmes as part of bed nights.

Youth services – youth justice

Family start

SAGES

Alcohol and drug community services

Counselling and/or programmes for adult, adolescent, and child perpetrators of family violence

Counselling and/or programmes for adult, adolescent, and child victims of family violence

Mental health services

SYSCO programme

Basic life skills development programmes for adults

General counselling and child, adolescent relationship family therapy

Home social work support and life skills and family programmes for children with disabilities

Social work support and community programmes for Maori youth at risk of offending

Social work support

Specialist parenting and family development programmes

Strengthening families

Child and family assessments

Day, night activity programmes, children and adolescents at risk

Social workers in schools

Supervised contact - MOJ

Family support services - MOJ

Adult safety – women's group programme and individual – MOJ

Child safety - group and individual programmes - MOJ

ACTION PLAN

The issues that arose out of scope at Gisborne will be addressed by Barnardos and approvals as a separate action. This will be completed by 30 June 2017.

OVERVIEW

This is a review assessment of Barnardos NZ accreditation status by the Ministry of Social Development, approvals team.

Barnardos is a national cross region provider of community services and care services under the provisions of section 403 and s396 of the Children and Young Persons and their Families Act 1989 (the act). The review included the national resource centre and six region sites. The region sites included the residential homes in South Auckland, Waitakere, North Shore, Whangarei, Wellington and Hamilton, and community services in Gisborne, Palmerston North, New Plymouth, Nelson and Invercargill. All MSD regions were engaged in the review. In addition to the current review, approvals had undertaken a review of the Canterbury based Te Poutama specialist care programme. This involved working alongside staff from the office of the Chief Social Worker (CSW) of Child, Youth and Family (CYF), and the residential services group of CYF. That review included several visits to Te Poutama conducted over a fifteen month period. While not part of the current review there was learning and an understanding of the operating care models of Barnardos. The outcome was a much improved and safer service than previously, with the standards of approval being met.

<u>Cross Government Perpective</u>

Barnardos contract for social service delivery to the Ministry of Justice (MOJ) for parenting through separation programmes, family violence services and supervised contact. Liaison with MOJ occurred as part of this review and in some cases joined reviews have been undertaken. The MOJ had undertaken a national monitoring and verification of their contracted services in early 2016 to support MOJ decisions about continued contract provision for their providers.

Barnardos maintain a network of Early Childhood Care centres and these are subject to review by the Ministry of Education(MOE) via the Education Review Office (ERO). The findings of those reviews are publicly available on the ERO Barnardos gained a tertiary accreditation.

website, and while not subject to approvals reviews, the ERO reviews provide an insight into the standards of operation. The MOE also contracts Barnardos for delivery of the Incredible Years programme and discussions with MOE confirmed continued satisfaction with the Barnardos programme delivery.

In the month prior to the MSD review Barnardos had submitted to a national accreditation review by the Accident Compensation Commission (ACC) , and Worksafe NZ. The scope of this review together with the report of findings was accessed to support the MSD review and confirm that Barnardos has adopted changes resulting from legislation amendments in April 2017. Discussion with the review team ex ACC identified the scope of their review and therefore limited testing was undertaken by MSD. Barnardos gained a tertiary accreditation from ACC.

Future reviews of Barnardos by MSD will seek to join up with MOE, MOJ and ACC, and the development of such a process will be discussed with Barnardos following the conclusion of this current review.

The MSD review was undertaken in two parts, a review of the "corporate" standards at the national resource centre and sampling of programmes and services at regions. The national office review was undertaken during the week 28 November 2016 and covered the following standards:

- Staffing
- Health and safety
- Governance and management structure
- Financial management and systems

The continued service development and review of practice policy was discussed and sampled with senior management at Barnardos. In addition the Barnardos new online Be Connect management system was reviewed and a range of client information sampled throughout Barnardos regions.

Significant changes or issues since the last review included:

- The cessation of the Parents as First Teachers(PAFT) programme.
- The development of a Family Start service in Taranaki.
- Delivery of Bumps to Babies programme for the DHB in Manawatu.
- Change of Chief Finance Officer and Human Resources managers.
- The development of the national on line Be Connect client services case management system.
- Implementation of the provisions of the Vulnerable Children Act (VCA)
- Approval of national services by the MOJ.
- Support funding for the Whats Up Helpline and capacity to be a crisis support.
- Development of a working relationship with children's teams.
- The introduction of revised standards of approval by MSD.
- The introduction of children's teams by CYF.

The national office review findings were that Barnardos continued to maintain good standards that meet the standards for approval. This is consistent with previous review findings, and those of other crown agencies.

The region reviews have been included in individual reports but are summarised as:

- Hamilton - four required actions related to SSAS 10
- Gisborne – six required actions realted to SSAS 10
- Invercargill - one required action related to SSAS 10

The remaining sites were clear:

- Whangarei
- Auckland
- New Plymouth
- Palmerston North
- Nelson

These findings represent a consistent maintaining of standards nationally. The required actions noted above relate to one standard which Barnardos are addressing.

KEY FINDINGS

CORE STANDARD: CLIENT-CENTRED SERVICES

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

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

   1.1. The organisation involves its clients and stakeholders in planning, implementation, and evaluation at all levels of the service to ensure services are current and responsive.

2. The organisation provides services that are accessible to people with disability.
3. The organisation provides services that are free from any discrimination, coercion, harassment, and sexual, financial or other exploitation.
4. The organisation recognises and facilitates the right of people to advocacy and/or support persons of their choice.

EVIDENCE

- Barnardos strategic plan
- The constitution
- Client intake information
- Reviews of "What We Do For Clients", and the "Differences We Make" commissioned by Barnardos

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: COMMUNITY WELLBEING

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

1. The organisation provides services in a manner consistent with Section 6 of the Children, Young Persons, and Their Families Act 1989 (CYP&FA), where services reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration.
2. The organisation has a process for dealing with allegations of abuse and situations that raise concerns about the safety of a client or associated community member.

   2.1. The process specifically includes guidelines on how the organisation makes referrals under Section 15 of the CYP&FA.
3. The organisation promotes awareness of the unacceptability of abuse, ways in which abuse may be prevented, the need to report all cases of abuse and how to respond to all types of abuse. Abuse includes physical, emotional or sexual harm; ill-treatment; neglect or deprivation, either passive or active.
4. The organisation promotes awareness of where a conflict between the needs of a client and others might arise, and uses a process to respond to such conflicts.
5. The organisation has a procedure to identify clients who may have limited ability to give informed consent. This procedure ensures that such clients are able to exercise the ability they have to the fullest extent possible.
6. When it is confirmed that a client has a limited ability to give informed consent, the organisation acts appropriately. For those organisations that must comply with the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, this will mean following the Principles of Right 7.

EVIDENCE

- The mission statement and objectives of Barnardos
- Policies and procedures
- The implementation of the VCA
- Children safety plans
- Intake and assessment and consenting for service provision
- Sampling of region sites
- Records of notifications and liaison with CYF care and protection.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD EXCEEDED

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: CULTURAL COMPETENCE

The organisation provides services that are culturally appropriate to clients.

1. The organisation provides services that recognise and respect clients' ethnic, cultural and spiritual values and beliefs.

   1.1. The organisation provides services that meet the specific needs of Māori.

   1.2. The organisation provides services that meet the specific needs of Pacific peoples.

2. The organisation consults with, and where appropriate makes referrals to and negotiates protocols with, Māori, Pacific peoples and other cultural and specific interest services.

EVIDENCE

- The constitution of Barnardos
- Staff profiles and training
- The staff training programme
- Policies and procedures
- Sampling of region service delivery
- Barnardos customer satisfaction survey(s).

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: STAFFING

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

1. The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.
2. The organisation includes in its definition of staff anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors, as well as paid staff members.
3. All staff have a written agreement of service.
4. The organisation uses a clear, transparent and open process for recruiting and vetting suitable staff including members of the organisation's governance body. Vetting of staff is to include, but is not limited to, a New Zealand Police vet.
5. The organisation will follow a robust decision-making process in responding to the results of vetting, including safety checking.

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

   5.2. Unless a core worker exemption is held, an organisation does not employ a core children's worker who has a conviction for a specified offence under schedule 2 of the Vulnerable Children Act 2014.
6. The organisation will complete Police checks, and any other relevant vetting for all staff at least every three years.

7. The organisation has sufficient, qualified and competent staff to deliver its services.
8. The organisation provides adequate induction, training, professional development and support for all staff.
9. The organisation uses an effective performance management system for all staff.

EVIDENCE

- The Barnardos constitution
- Policies and procedures related to human resource management
- Collective employment agreements, individual agreements and staff contracts
- Service entitlements and balance sheet entries
- Police vetting system check and validation of safety and vetting results
- Implementation of the VCA by Barnardos
- HR projects and initiatives discussed with the Barnardos manager of human resources
- Staff training and develop programmes
- Performance appraisal reviews and confirmation of current status
- Check for any staff grievances, dismissals or code of conduct issues
- Remuneration range of rates
- Organisation chart sampling including payroll and contract costing

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: HEALTH AND SAFETY

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

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

EVIDENCE

- The Barnardos policies and procedures
- Barnardos response and change as a result of the change in legislation in April 2016
- The findings of the ACC/Worksafe review of Barnardos conducted in October 2016 resulting in tertiary level accreditation
- Discussion with the ACC/Worksafe assessor(s)
- Staff training and induction programme for health and safety
- Sighting of premises at sample sites including WOF and emergency and evacuation procedures
- Identification of incidents and accidents and how they are reported, recorded and responded to
- Barnardos business continuity plan

- Review of policies, and site reviews at residential homes and secure residence Te Pouttama) and the use of restraint
- Discussions with Barnardos and CYF programme staff about young persons and staff safety.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: GOVERNANCE AND MANAGEMENT STRUCTURE AND SYSTEMS

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

1. The organisation has a defined and current legal status.
2. The organisation has an appropriate and clearly defined governance and management structure, the written record of which shows authorities, delegations, responsibilities and accountabilities.
3. The organisation is governed and managed by people with appropriate skills, qualifications and personal attributes.
4. The organisation has a process for identifying and managing perceived, actual or potential conflicts of interest, including between governance and management roles.
5. The organisation's management systems, policies and procedures are consistent with:

    5.1. relevant legislation

    5.2. its legal status, constitution, rules, charter or Act of Parliament

5.3. the aims, philosophy and scope of its activities

5.4. its management structure

5.5. contractual obligations

6. The organisation collects, records, stores and uses information in keeping with relevant legislation.

EVIDENCE

- The Barnardos constitution
- The licence agreement with Barnardos United Kingdom
- Policies and procedures including governance guidelines
- Profiles of board members and discussion of their appointment cycles
- Minutes of AGM and sampling of board minutes
- Evidencing conflict of interest policy
- Discussion with chair of the board.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: FINANCIAL MANAGEMENT AND SYSTEMS

The organisation is financially viable and manages its finances competently.

1. The organisation is financially viable.
2. The organisation has an effective financial management system appropriate to the size and complexity of the organisation.

3. The organisation undertakes forward financial planning to show that it will remain financially viable.
4. The organisation has adequate insurance cover for the size and complexity of the organisation.
5. The organisation has arrangements for the regular independent audit, or in some cases review, of financial accounts.

EVIDENCE

The constitution of Barnardos

The financial policies and procedures

The annual audited financial statements

Cost centre structure and reporting system

Specific review of the care residential service at Te Poutama

Delegations and authorities

Insurance and indemnities

Discussion about funding levels via crown contracts and long term viability with CEO, general manager and chief finance officer

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: RESOLUTION OF COMPLAINTS RELATED TO SERVICE PROVISION

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

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

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

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

EVIDENCE

- The policies and procedures relating to complaints
- Printed material provided to clients at intake and held on file
- Records and reporting of complaints
- Resolution and outcomes
- Barnardos independent customer satisfaction survey(s).

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: QUALITY IMPROVEMENT

The organisation aims for excellence and manages the quality and risk of services.

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

EVIDENCE

- The Barnardos strategic and business plans
- Service enhancement and information profiling from introduction of the Be Connect system
- Review and enhancements to care services at Te Poutama and other residences (Hamilton)
- Board meeting reporting and board review and monitoring of service levels
- Discussions with the chair, CEO, the general manager and managers of HR, finance and business support.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: CLIENT SERVICES AND PROGRAMMES

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

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

EVIDENCE

- Barnardos policies and procedures
- Service development for existing and new services
- Review of the LEAP system information profiles, records and reporting
- The findings of region reviews of Barnardos sites.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD EXCEEDED

Criteria	Findings	Type of Finding
	There were a number of required actions identified at three region sites.	Required Action

SPECIALIST STANDARD: CARE SERVICES

The organisation ensures that all placements meet the full range of needs of the child or young person and follow the requirements of the Children, Young Persons, and Their Families Act 1989 (CYP&FA).

1. Iwi or Cultural Authority appoints a Convenor; Child and Family Support Service appoints a Director of Service.
2. All information on children or young people's files must be completed prior to acceptance.
3. The organisation ensures that the environment meets the child or young person's assessed needs and takes into account the right of the child or young person to privacy, a sense of security and belonging.
4. The organisation selects appropriate caregivers/staff.

   4.1. Unless an exemption is held, an organisation does not engage any caregiver who has a conviction for a specified offence under schedule two of the Vulnerable Children Act 2014.
5. The organisation matches the child or young person with the appropriate placement/caregiver.

   5.1. All services ensure that children or young people in their care are placed with their family/whānau/ hapu/iwi whenever possible.
6. Caregivers/staff are supported to provide a safe and secure placement.
7. The organisation ensures that any residence or group homes are adequately staffed and resourced.

EVIDENCE

- Identification of contract specifications for care services
- Reports and monitoring by community investment
- Specific reviews and engagement with the Te Poutama service in 2015 and 2016 undertaken in conjunction with staff from the office of the CSW, residential services, and learning and development

- Review findings by the Children's Commission.
- Approvals reviews of residential and specialist care service undertaken at region sites in the greater Auckland region, Waikato and Wellington
- Monitoring and follow up of any exceptions reported during the past two years.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

SPECIALIST STANDARD: VOICE OF CHILDREN

The experience and aspirations of children and young people underpin service delivery.

1. I feel safe and supported.
2. I know what is happening and why.
3. I am connected to my whānau/family.
4. I have access to everyday activities.
5. I am supported to achieve my goals.

EVIDENCE

Succinctly outline the evidence used to test this standard including documents sighted, positions interviewed, tests applied etc.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD NOT ASSESSED

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

SPECIALIST STANDARD: IWI SOCIAL SERVICE

The organisation ensures it meets all requirements to operate as an Iwi Social Service.

1. Agreement from iwi to operate an Iwi Social Service.
2. Appointment of a convenor.

EVIDENCE

– Succinctly outline the evidence used to test this standard including documents sighted, positions interviewed, tests applied etc.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

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EXCEPTIONS

STANDARD NOT ASSESSED

Criteria	Findings	Type of Finding

	No exceptions to this standard were identified at this review.	

SPECIALIST STANDARD: OUTDOOR PURSUITS AND CAMP PROGRAMMES FOR CHILDREN AND YOUNG PEOPLE

The organisation safely plans and delivers wilderness-based and adventure-based, and other such programme and camps in line with industry standards.

1. The organisation ensures the safety and wellbeing of children and young people on the programme:
    1.1. The physical location of the programme is appropriate and safe for the age, background and capabilities of those participating.
    1.2. Appropriate staff members know where the participants are at all times during the programme.
    1.3. Activities are managed by suitably qualified and experienced staff.

EVIDENCE

– Succinctly outline the evidence used to test this standard including documents sighted, positions interviewed, tests applied etc.

FIELD NOTES

Use this section to show your testing sheets and any notes relating to your desk audit, site visit, field investigations and interviews.

Note: if you are handwriting your audit workbook, then insert your audit workbook to the field notes section of the first standard assessed. Use your guide for assistance.

EXCEPTIONS

STANDARD NOT ASSESSED

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	