

New Zealand Government

# Social Sector Accreditation Standards

## Level 4

### Introduction

These standards for accreditation are produced by the New Zealand Government for the accreditation of providers funded to deliver social services.

### The purpose of standards for accreditation

As part of a quality assurance role, the New Zealand Government has established standards for accreditation which are designed to ensure organisations who deliver social services have the capacity and capability to deliver quality services against a consistent set of standards.

Accreditation supports government agencies to make decisions relating to the funding and contracting of organisations to deliver social services.

Accreditation does not guarantee that a government agency will negotiate, enter into or maintain a contract to fund an organisation.

The standards are defined and key criteria must be met. The standards are also produced with guidelines which are designed to help service providers determine how they might demonstrate compliance with the standards. The assessment of providers against the standards takes into consideration a range of factors including the specifications of the contracts for service delivery, the legal status of a provider, the size of the organisation and the nature of the services delivered.

The standards are regularly reviewed and updated as part of ensuring the content remains current. Information relating to the latest version of the standards and the accreditation process in general is available from the Ministry of Social Development (MSD). Please ensure you are working with the most recent version of the standards. These can be downloaded from the MSD website at [www.msd.govt.nz](http://www.msd.govt.nz), or you can email the Social Services Accreditation directly at [Social\\_Services\\_Accreditation@msd.govt.nz](mailto:Social_Services_Accreditation@msd.govt.nz)

## Client-centred services

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

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

Evidence may include:

- client participation in development, review and continuous improvement
- programme responsiveness to client's ethnic, cultural and spiritual values and beliefs, their physical needs and the trends of clients
- client-centred practice training, education and staff development

# 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.

### Guidance:

Relevant legislation includes, but is not limited to; the Vulnerable Children Act 2014, Employment Relations Act 2000, Minimum Wage Act 1983, Holidays Act 2003, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 1993, and the Protected Disclosures Act 2000.

Evidence may be found in policies and procedures relating to the following:

- recruitment, induction, training and professional development
- equal employment opportunity
- wages, leave and working conditions
- training programmes
- support and/or supervision
- performance review and management
- standards of conduct and disciplinary procedures
- conditions and procedures for termination, early retirement and resignation
- responses to bullying or harassment.

## 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.

### Guidance:

Human resource policies and procedures will include:

- a definition of staff that covers all positions stated in this criterion
- the definition of volunteer includes the members of governance and management committees.

## 3. All staff have a written agreement of service.

### Guidance:

Evidence will include templates the organisation uses for individual employment agreements and position descriptions, including, but not limited to:

- position descriptions
- employment agreements/contracts
- volunteer agreements

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

**Guidance:**

Human resource policies and procedures will include:

- the recruiting and vetting of all staff, volunteers and governance members
- formal, recorded processes for verifying references and credentials
- formal, recorded processes for screening for criminal convictions through the New Zealand Police Vetting Service or the Ministry of Justice, at least every three years.

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

Policies and procedures will include a formal, recorded process for considering the results of vetting. Where the vetting process raises serious concerns, eg a police vet returns a criminal history, decisions will be made at an appropriate level of governance in response to all relevant evidence.

All decisions relating to the appointment of a staff member with a conviction will be documented. This will include evidence of the staff or governance member's agreement to any management plan, restrictions, controls, increased supervision or vetting strategies proposed for the appointment.

The organisation will provide evidence that all children's workers meet the following safety checking requirements:

- confirmation of identity
- at least two referee checks
- qualifications checks
- a work history, in chronological order, for the last five years.
- a formal risk assessment.

- 6. The organisation effectively manages any staff with a conviction, including members of governance.**

- 7. Unless a core worker exemption is held, an organisation does not employ any core children's worker who has a conviction for a specified offence under schedule 2 of the Vulnerable Children Act 2014.**

# Health and safety

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

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

### Guidance:

The organisation will have written health and safety policies and procedures in place which align with the Health and Safety at Work Act 2015.

Health and safety policies include:

- hazard identification processes
- regular, recorded maintenance inspections of all places of work and facilities
- the organisation uses to provide its services, including maintenance reports to management and governance
- evidence of effective worker engagement and participation in health and safety matters
- a detailed business continuity and disaster recovery plan
- appropriate safety and emergency plans

The organisation will understand and fulfil its statutory and/or regulatory obligations in relation to essential notification reporting.

This may include, but is not limited to, notifying:

- WorkSafe New Zealand, as well as government agencies, of any notifiable injury, illness or incident (as defined in the Health and Safety at Work Act 2015). Notification to WorkSafe New Zealand must be made in accordance with the provisions of the Health and Safety at Work Act 2015.
- any purchasing agency of an incident, hazard or risk concerning health and safety. Written notification must be made to the purchasing agency/ies within reasonable time of this incident, hazard or risk occurring or being recognised.
- New Zealand Police of any criminal event.

The organisation will, as reasonably practicable, consult, co-operate and co-ordinate activities with the purchasing agency/ies with regard to the health and safety of workers engaged to perform a service, and the safety of the general public.

## Governance and management structure and systems

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

**Guidance:**

The organisation will have documentation in place which clearly defines its legal status.

Evidence may include the:

- certificate of incorporation
- trust deed
- constitution
- charters
- company registration
- organisation's rules.

Sole traders must provide confirmation of identity, for example:

- verified copy of a passport
- verified copy of a driver's licence
- description of how the business operates and evidence of risk management planning.

### 2. The organisation collects, records, stores and uses information in keeping with the relevant legislation.

**Guidance:**

Relevant legislation may include, but is not limited to, the Privacy Act 1993, Public Records Act 2005, Domestic Violence Act 1995, Health (Retention of Health Information) Regulations 1996, the Tax Administration Act 1994, the Goods and Services Tax Act 1985, and the Electronic Transactions Act 2002.

# Financial management and systems

## 1. The organisation is financially viable.

### Guidance:

Accounts and reports will show:

- the organisation is solvent
- the organisation is able to pay its debts as they become due in the normal course of business
- the value of the organisation's assets is greater than the value of its liabilities
- processes are in place to ensure the organisation remains financially viable.

## 2. The organisation has financial management systems appropriate to the size and complexity of the organisation.

### Guidance:

Financial management systems will align with the organisation's trust deed, constitution, rules or other founding documentation and relevant legislation.

All government funding is required to be shown as separate line items in the organisation's financial statements.

## 3. The organisation has adequate insurance cover for the size and complexity of the organisation.

### Guidance:

The organisation will provide evidence it has an appropriate and current level of insurance. This may include, but is not limited to, indemnity for staff, including governance, asset and property insurance and business continuity insurance.

## Resolution of complaints related to service provision

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

#### Guidance:

The organisation will ensure:

- people are kept safe through the complaint's process and complaints are resolved in a reasonable timeframe
- clients and staff have been informed of the complaints process and know how to make a formal complaint
- complaints inform or lead to service improvements