

**Provider Legal Name:**

Circability Trust

**Site Visit:** 01 December 2021 Contactless Assessment completed: 13 October 2021

**Completed Date:** 20 December 2021

**NZBN Number:**

9429043318438

**RDA Number:**

58255

**Assessment Number:**

111241

**EXECUTIVE SUMMARY**

Circability Trust, has been assessed as partially meeting the standards for accreditation. Nine Level 3 Social Sector Accreditation Standards were assessed, eight were met initially and one was met after the resolution of the identified critical action.

SSAS Standards	Outcome	SSAS Standards	Outcome
Client-centred services (L3)	Standard met	Financial management and systems (L3)	Standard met
Community wellbeing (L3)	Standard met	Resolution of complaints related to service provision (L3)	Standard met
Staffing (L3)	Standard partially met	Quality improvement (L3)	Standard met
Health and safety (L3)	Standard met	Client services and programmes (L3)	Standard met
Governance and management structure and systems (L3)	Standard met		

**Corrective action plan**

**Critical actions**

Standard	Criteria	Action	Due by	Completed
Staffing (L3)	5	The organisation must provide documented evidence that all children's worker safety checking requirements, which includes the evaluation of all the information to complete the risk assessment, are completed before the employee's start date as required by the Children's Act 2014.	22/12/21	03/11/21

## Required actions

Standard	Criteria	Action	Due by
Staffing (L3)	4	The organisation must maintain all recruitment documentation to demonstrate a clear, transparent and open process for recruiting and vetting suitable staff (particularly children's workers) and governance members. Documentation for evidencing children's workers safety checking must include: copies of two identification documents, interview notes, two reference checks, qualification checks, a work history in chronological order for the last five years (CV), vetting results and evaluation of all the information by the recruiter (risk assessment).	next review

## Strengths identified at review

Strengths were not applicable to this review.

## Recommendations

There have been no recommendations made at this review.

## Accreditation status

### Confirmation of Accreditation at Level 3 with required actions

## The conditions of accreditation

Circability Trust has been accredited by Te Kāhui Kāhu Social Services Accreditation to deliver the following services:

- MYD - Opportunities for Youth - Specialist Programmes and Services L3 (Level 3)

Head office address: s 9(2)(a) . Programmes are offered from the head office and 18 venues across Auckland and Northland.

## Action plan

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

## OVERVIEW

This is a review assessment of Circability Trust's accreditation status by Te Kāhui Kāhu Social Services Accreditation.

Circability Trust was initially accredited in 2019 and this is their first review. The Trust was incorporated in 2012. The Trust delivers circus arts classes, community events and workshops for all ages and abilities. Seventy five percent of their work is in the disability sector and they offer around 42 classes in Auckland and Northland from 18 venues (school halls and community venues). The Trust receives funding from Ministry of Youth Development and also delivers a number of commercial circus classes.

The Trust was first contacted in June 2021 for their pre-assessment, which was received in July 2021. The site visit was scheduled for August 2021 however had to be postponed due to the Pandemic lockdown. The staff and client files were reviewed via Zoom on 13 October 2021 with the General Manager (GM) of the Trust. The Head office site assessment was also done via Zoom with the GM. Health and Safety section of the Level 3 Attestation form was completed, signed and sent by the GM on 2 December 2021.

The GM was well prepared for the review. The Trust has ample policies and procedures to support their operations. A critical action was identified during the staff file assessment and this was promptly resolved.

This is an Inter-Agency assessment.

## KEY FINDINGS

### SSAS Standard: Client-centred services (L3)

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

- Circability Trust website
- Circability Trust Code of Conduct, reviewed June 2021
- Circability Trust Protection of Adults with Disability Policy, reviewed June 2021
- Circability Trust Whanau Manirau, Family Circus Project Plan 2021 – 2022
- Circability Trust Registration form and information letter for parents
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

#### Exceptions

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

#### Outcome

Standard met

### SSAS Standard: Community wellbeing (L3)

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

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

#### Evidence

- Circability Trust Employment/Engagement and Vetting Process Policy, reviewed June 2021

- Circability Trust Vetting Checklist
- Circability Trust Child Protection Policy, reviewed June 2021
- Circability Trust Managing Challenging Behaviour Policy, reviewed June 2021
- Circability Trust Recording and notifying reports of concern form
- No reports of concern raised since the last review
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

## Exceptions

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

## Outcome

Standard met

## SSAS Standard: Staffing (L3)

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

1. The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.
2. The organisation includes in its definition of staff anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors, as well as paid staff members.
3. All staff have a written agreement of service.
4. The organisation uses a clear, transparent and open process for recruiting and vetting suitable staff including members of the organisation's governance body. Vetting of staff is to include, but is not limited to, a New Zealand police vet.
5. The organisation will follow a robust decision making process in responding to the results of vetting, including safety checking.
  - 5.1 The organisation effectively manages any staff with a conviction, including members of governance.
  - 5.2 Unless a core worker exemption is held, an organisation does not employ any core children's worker who has a conviction for a specified offence under schedule two of the Children's Act 2014.
6. The organisation will complete police checks, and any other relevant vetting for all staff at least every three years.
7. The organisation has sufficient, qualified and competent staff to deliver its services.
8. The organisation provides adequate induction, training, professional development and support for all staff.

## Evidence

- Circability Trust Employment/Engagement and Vetting Process Policy, reviewed June 2021
- Circability Trust Vetting Checklist
- Circability Trust Child Protection Policy, reviewed June 2021
- Circability Trust Code of Conduct, reviewed June 2021
- Circability Trust Induction and Review Policy, reviewed June 2021
- Review of 11 staff and four Board of Trustee files
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

## Exceptions

<i>Criteria</i>	<i>Findings</i>	<i>Type of finding</i>
4	CV, interview notes and reference checks were not documented for children's workers who were employed since 2019.	Required Action
5	Risk Assessment for a staff member was not available on their staff file. Risk Assessment for staff member was received via email on 3 November 2021.	Critical Action

## Outcome

Standard partially met

## SSAS Standard: Health and safety (L3)

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

1. The organisation ensures its place of work, and any place of work it uses or relies on for service delivery, comply with all legal and regulatory requirements.
2. The organisation will, as reasonably practicable, provide and maintain a working environment for its workers and members of the public that is safe and without risk to health.
3. 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.
4. The organisation responds effectively to adverse events in the place of work.

## Evidence

- Circability Trust Health and Safety Policy, reviewed June 2021
- Health and Safety section of the Level 3 Attestation form signed by GM, received 2 December 2021
- Circability Trust 2021, Health and Safety Reporting form

- Circability Trust Hazards Register and Responsibilities, reviewed June 2021
- Building WOF expiry: 16 July 2022
- Fire extinguisher checked: 27 July 2021
- First Aid kit restocked: 27 July 2021
- Exits displayed
- Circability Trust Accidents, Incidents and near misses records for January 2020 to July 2021
- Circability Trust Fire drill held: 16 May 2021 and 20 May 2021
- First Aid Certificate held by MP, expires 16 December 2022
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

#### Exceptions

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

#### Outcome

Standard met

### **SSAS Standard: Governance and management structure and systems (L3)**

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

1. The organisation has clearly defined and effective governance and management structure and systems.
2. The organisation collects, records, stores and uses information in keeping with the relevant legislation.

#### Evidence

- Circability Trust Governance and Finance Policy, reviewed June 2021
- Circability Trust Deed of Trust
- Circability Trust, Privacy Policy, reviewed June 2021
- Circability Trust Process Chart for Finance, Operations and Programmes Teams, updated March 2021
- Circability Trust, AGM meeting minutes: 15 December 2020
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

#### Exceptions

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

Outcome

Standard met

### **SSAS Standard: Financial management and systems (L3)**

The organisation is financially viable and manages its finances competently.

1. The organisation is financially viable.
2. The organisation has financial management systems appropriate to the size and complexity of the organisation.
3. The organisation has adequate insurance cover for the size and complexity of the organisation.
4. The organisation has arrangements for the regular independent audit, or in some cases review, of financial accounts.

Evidence

- Circability Trust Governance and Finance Policy, reviewed June 2021
- Circability Trust Process Chart for Finance, Operations and Programmes Teams, updated March 2021
- Circability Trust Performance and Independent Audit Report for the year ended 30 June 2020
- Profit and Loss statement for 13 months for the period ended 31 October 2021
- July – December 2021 Cashflow forecast – recorded a surplus
- Insurance coverage through AMP General Insurance NZ Limited till 10 December 2021

Exceptions

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

Outcome

Standard met

### **SSAS Standard: Resolution of complaints related to service provision (L3)**

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

1. The organisation has a formal 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.



## Evidence

- Circability Trust Complaints Policy, reviewed June 2021
- No complaints received since the last assessment
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

## Exceptions

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

## Outcome

Standard met

### **SSAS Standard: Quality improvement (L3)**

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

1. The organisation regularly monitors and makes improvements to its services.

## Evidence

- Circability Trust Quality Improvement Policy, reviewed June 2021
- Circability Trust Feedback form
- Circability Trust Policy Review Schedule
- Support letters from: Waitakere College, Wairua Valley Special School, Wilson School, Homai Primary School
- Parent feedback received in July 2021
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

## Exceptions

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

## Outcome

Standard met

### **SSAS Standard: Client services and programmes (L3)**

The organisation provides client services and/or programmes that meet clients' 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.
  - 1.1 The organisation ensures it has necessary consents.
2. The organisation develops timely, effective plans for all client services and programmes.

#### Evidence

- Circability Trust Registration form and information letter for parents
- Circability Trust, Privacy Policy, reviewed June 2021
- Ten client files reviewed for the MYD funded programme
- Circability Trust, Whanau Manirau, Family Circus Project Plan 2021 – 2022
- Circability Trust Board meeting minutes: 26 January 2021, 23 March 2021
- Circability Trust, staff meeting minutes: 12 March 2021, 21 May 2021 and 7 May 2021
- Discussion with GM via Zoom: 13 October 2021

#### Exceptions

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

#### Outcome

Standard met