

**Provider Legal Name:**  
Ember Services Limited

**Site Visit:** Not required for Level 4 assessments

**Completed Date:** 28 October 2021

**NZBN Number:**  
9429030171121

**RDA Number:**  
61255

**Assessment Number:**  
111190

## EXECUTIVE SUMMARY

Ember Services Limited, has been assessed as partially meeting the standards for accreditation. Six of the Level 4 Social Sector Accreditation Standards were assessed; four were met and two were partially met.

SSAS Standards	Outcome	SSAS Standards	Outcome
Client-centred services (L4)	Standard met	Governance and management structure and systems (L4)	Standard partially met
Staffing (L4)	Standard met	Financial management and systems (L4)	Standard met
Health and safety (L4)	Standard partially met	Resolution of complaints related to service provision (L4)	Standard met

## Corrective action plan

### Critical actions

No critical actions have been identified during the assessment.

### Required actions

Standard	Criteria	Action	Due by
Health and safety (L4)	1	Update the essential notification process to include notifying the funding agencies in the event of a serious illness, injury, or incident.	next review
Governance and management structure and systems (L4)	2	Update the privacy and consumer records policy to show that personal information is collected for a clear and lawful purpose, that extra care will be taken when collecting information from children or young people, that all privacy matters will be responded to, and that serious privacy breaches will be reported to the Privacy Commissioner.	next review

## Strengths identified at review

Strengths were not applicable to this assessment.

## Recommendations

### Governance and management structure and systems (criteria 1)

The Privacy Act 1993 has been superseded by the Privacy Act 2020, Child, Youth and Family is now Oranga Tamariki – Ministry for Children, and the Department of Labour is now the Ministry of Business, Innovation, and Employment. It is recommended that all templates and policies are updated to reflect these changes.

## Accreditation status

### **Confirmation of Accreditation at Level 4 with required actions**

## The conditions of accreditation

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

- Employment and training services approval (Level 4)
- Miscellaneous sector support and development (Level 4)

## 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 Ember Services Limited's next review in 24 months' time.

## OVERVIEW

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

Ember Services Limited (Ember) is a registered New Zealand Limited Liability Company (2013, and Charity (2015) based in Auckland across sixteen sites. The organisation receives funding from Ministry of Social Development, Ministry of Health, and Waitematā District Health Board. The focus of this assessment are the provisions of employment training services approval and miscellaneous sector support and development via the organisation's contract with Ministry of Social Development.

In July 2019, Ember Services Limited was established through the merger of Connect Supporting Recovery Incorporated and Framework Trust. The two organisations found they had similar values and philosophies with a different range of services and by merging they could extend their collective reach. Ember's services span community

support, residential support, peer support, supported employment, and consumer network support.

Ember believes in providing innovative, person-centred solutions for people experiencing mental distress, people with addiction issues, and people with intellectual disabilities. The organisation's vision is an Aotearoa where all people are supported to be who and what they want to be and a society that better understands and responds to mental distress, addiction, and intellectual disability. Ember aims to support people to live the life they choose and challenge the barriers that hold them back.

A desk-based assessment was completed on the policies, procedures and supporting evidence provided by Ember Services Limited. Four standards were met, and two were partially met. Two required actions and one recommendation were identified during this assessment.

This is an Inter-Agency assessment.

RELEASED UNDER THE OFFICIAL INFORMATION ACT  
**FINAL REPORT**

## KEY FINDINGS

### SSAS Standard: Client-centred services (L4)

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

- Reviewed Level 4 pre-assessment questionnaire 2021
- Reviewed Client Pathway Documentation Policy 2019
- Reviewed Client Pathway Goal Setting and Reviews 2021
- Reviewed Client Pathway Introduction Policy 2019
- Reviewed Consumer Involvement and Participation 2021
- Reviewed Consumer Rights Policy 2021
- Reviewed Community Participation Induction Booklet 2021
- Reviewed Employment Assessment and Plan 2021
- Reviewed Maori Health Action Plan 2020-2023

#### Exceptions

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

#### Outcome

Standard met

### SSAS Standard: Staffing (L4)

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 criminal conviction check.

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

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

#### Evidence

- Reviewed Business Risk Management Policy 2017
- Reviewed Child Protection Policy 2017
- Reviewed Code of Ethics and Conduct 2020
- Reviewed Developmental Evaluation Report on RIDSAS Day Services 2021
- Reviewed Employee Assistance Programme Policy 2020
- Reviewed Induction Checklist 2017
- Reviewed Leave Policy 2020
- Reviewed Performance Management Policy 2009
- Reviewed Recruitment and Selection Policy and Procedures 2006
- Reviewed Collective Employment Agreement 2020
- Reviewed Supervision Policy 2004
- Reviewed Workforce Development Policy (undated)
- Reviewed Fraud Policy 2021
- Reviewed Level 4 pre-assessment questionnaire 2021

#### Exceptions

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

#### Outcome

Standard met

#### **SSAS Standard: Health and safety (L4)**

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

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

#### Evidence

- Reviewed Level 4 pre-assessment questionnaire 2021
- Reviewed Trial Evacuation Drill Record March 2021
- Reviewed Health and Safety Committee Meeting Minutes May 2021
- Reviewed Trial Evacuation Drill Record May 2021
- Reviewed Business Risk Management Policy 2017
- Reviewed Ember Services Limited – Piri Pono Certification 2020
- Reviewed Serious Incident Review (SIR) Meeting Minutes 2021
- Reviewed Client Contact Guidelines 2020
- Reviewed Pandemic Plan 2020
- Reviewed Emergency Evacuation Policy and Procedures 2004
- Reviewed Defining Serious Incidents 2020
- Reviewed Fraud Policy 2021
- Reviewed Hazard and Risk Management Policy 2020
- Reviewed Hazard Identification and General Maintenance Template (2021)

- Reviewed Health, Safety, and Wellbeing Policy 2020
- Reviewed Health and Safety Committee 2021
- Reviewed Incident/Accident/Event Policy 2021
- Reviewed Infection Control Policy 2021
- Reviewed Service Plan – Level 3 (undated)
- Reviewed Service Plan – Level 2 (undated)
- Reviewed Outcome of Investigation Letter 2020
- Reviewed Safety in the Community Policy 2008
- Reviewed Service Plan Working at Level 3 and 4 – Employment Contract (undated)
- Reviewed Wellbeing Policy 2020
- Reviewed Business Continuity Plan 2021

## Exceptions

Criteria	Findings	Type of finding
1	The essential notification process does not include notifying the funding agencies in the event of a serious illness, injury, or incident.	Required Action

## Outcome

Standard partially met

## SSAS Standard: Governance and management structure and systems (L4)

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

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

- New Zealand Business Number website (9429030171121)
- Charities Services website (CC51808)
- Reviewed Level 4 pre-assessment questionnaire 2021
- Reviewed Business Risk Management Policy 2017
- Reviewed Board Identified Risk Matrix (undated)
- Reviewed Organisational Chart 2021
- Reviewed Board Meeting Minutes March 2021
- Reviewed Board Meeting Minutes April 2021
- Reviewed Board Meeting Minutes May 2021
- Reviewed Document Management Policy 2021
- Reviewed Developmental Evaluation Report on RIDSAS Day Services 2021
- Reviewed Ember Key Personnel (undated)
- Reviewed Health and Safety Committee 2021

- Reviewed Induction Checklist 2017
- Reviewed Client Pathway Documentation Policy 2019
- Reviewed Code of Ethics and Conduct 2020
- Reviewed Community Participation Induction Booklet 2021
- Reviewed Privacy and Consumer Records Policy 2021
- Reviewed Records Management Policy 2021
- Reviewed Emergency Evacuation Policy and Procedures 2004
- Reviewed LifeData Security Specifications (undated)
- Reviewed Use of Information Technology 2021

## Exceptions

Criteria	Findings	Type of finding
1	Organisational templates and policies reference outdated legislation and organisations – Privacy Act 1993, Child, Youth and Family, and Department of Labour.	Recommendation
2	The privacy and consumer records policy does not fully align with the Privacy Act 2020. It does not show that personal information is collected for a clear and lawful purpose, that extra care will be taken when collecting information from children or young people, that all privacy matters will be responded to, or that serious privacy breaches will be reported to the Privacy Commissioner.	Required Action

## Outcome

Standard partially met

## SSAS Standard: Financial management and systems (L4)

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.

## Evidence

- Reviewed Financial Statement for Year Ended 30 June 2020
- Reviewed Level 4 pre-assessment questionnaire 2021
- Reviewed Business Risk Management Policy 2017
- Reviewed Accounting Procedures 2021
- Reviewed Fraud Policy 2021
- Reviewed Insurance Invoices – Aon Insurance (expires 01/07/22)
- Reviewed Insurance Payment Confirmation 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 (L4)**

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

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

## Evidence

- Reviewed Level 4 pre-assessment questionnaire 2021
- Reviewed Serious Incident Review (SIR) Meeting Minutes 2021
- Reviewed Consumer Complaint and Open Disclosure Policy 2021
- Reviewed Collective Employment Agreement 2020

## Exceptions

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

## Outcome

Standard met