

**Provider Legal Name:**

Far North Disabilities Resource Centre Incorporated

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

**Completed Date:** 24 July 2020

**NZBN Number:**

9429042626046

**RDA Number:**

1413

**Assessment Number:**

108430

## EXECUTIVE SUMMARY

Far North Disabilities Resource Centre Incorporated, has been assessed as not meeting the standards for accreditation. Six standards were assessed. Three standards were fully met, one was partially met and two were not met.

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

## Corrective action plan

### Critical actions

Standard	Criteria	Action	Due by	Completed
Staffing (L4)	4	The organisation must evidence that it uses a clear, transparent and open process for recruiting and background checking suitable staff, including members of the organisation's governance body. Background checking of staff is to include, but is not limited to, a New Zealand Police vet or Ministry of Justice criminal record check. The organisation must evidence that it follows a robust decision-making process in responding to the results of vetting, including safety checking. The organisation must evidence that it effectively manages any staff with a	11/09/20	18/09/20

		conviction, including members of governance.		
Health and safety (L4)	1	The organisation must have written health and safety policies and procedures in place which align with the Health and Safety at Work Act 2015. These must 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. These must also include evidence of effective worker engagement and participation in health and safety matters, as well as a detailed business continuity and disaster recovery plan. The organisation must also evidence its understanding and fulfilment of its statutory and/or regulatory obligations in relation to essential notification reporting. This includes notifying WorkSafe New Zealand, as well as any government agencies of any notifiable injury, illness or incident. This also includes notifying any purchasing agencies of an incident, hazard or risk concerning health and safety and notifying the New Zealand Police of any criminal event.	11/09/20	18/09/20

#### Required actions

No required actions have been identified during the assessment.

#### Strengths identified at review

No strengths were identified in this assessment.

#### Recommendations

No recommendations were identified in this assessment.

#### Accreditation status

**Confirmation of Accreditation at Level 4**

## The conditions of accreditation

Far North Disabilities Resource Centre Incorporated has been accredited by Social Services Accreditation to deliver the following services:

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

## Action plan

Two critical actions will need to be met before accreditation can be confirmed. The required action will need to be completed before the next review.

## OVERVIEW

This is a review assessment of Far North Disabilities Resource Centre Incorporated's accreditation status by Social Services Accreditation.

Far North Disabilities Resource Centre Incorporated's mission is to provide each person who has a disability with the opportunity to choose a lifestyle which encourages integration with the community. This enables maximum independence and gives choices similar to those available to those who live without disabilities. The Resource Centre assists people to access appropriate services and resources, as well as providing information to those with either physical, intellectual or neurological disabilities or disorders.

A desk-based assessment was completed on the policies, procedures and supporting evidence provided by Far North Disabilities Resource Centre Incorporated. Two critical actions and one required action were found in this assessment. This assessment has not yet met all the criteria for Level 4 approval.

This is a Ministry of Social Development assessment.

## 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

- Far North Disabilities Resource Centre Incorporated Areas of Concern
- Far North Disabilities Resource Centre Incorporated Client Centred Services
- Far North Disabilities Resource Centre Incorporated Client Input into Services
- Far North Disabilities Resource Centre Incorporated Community Participation
- Far North Disabilities Resource Centre Incorporated Mission Statement
- Far North Disabilities Resource Centre Incorporated Policy on Maori Inclusion
- Far North Disabilities Resource Centre Incorporated Quality Philosophy and Approach
- Far North Disabilities Resource Centre Incorporated Service Evaluation Form
- Far North Disabilities Resource Centre Incorporated Rules, 26 September 2007

#### 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

- Far North Disabilities Resource Centre Incorporated Appraisals Policy
- Far North Disabilities Resource Centre Incorporated Behaviour Management Plan
- Far North Disabilities Resource Centre Incorporated Induction for New Staff
- Far North Disabilities Resource Centre Incorporated Contract for Assistant for Outdoor Activities
- Far North Disabilities Resource Centre Incorporated Contract for Assistant Tutor
- Far North Disabilities Resource Centre Incorporated Contract for Operations Manager
- Far North Disabilities Resource Centre Incorporated Contract for Contract Manager
- Far North Disabilities Resource Centre Incorporated Human Resource Practices
- Far North Disabilities Resource Centre Incorporated Job Description Operations Manager
- Far North Disabilities Resource Centre Incorporated The Privacy Act – Implications for Staff
- Far North Disabilities Resource Centre Incorporated Staff Vacancies

#### Exceptions

<i>Criteria</i>	<i>Findings</i>	<i>Type of finding</i>
4	Information about vetting is outdated and does not include all members of governance and volunteers. There is no decision-making process in responding to results of vetting or process for effectively managing any staff with a conviction included in evidence.	Critical Action

#### 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

- Far North Disabilities Resource Centre Incorporated OSH Report, June 2019
- Far North Disabilities Resource Centre Incorporated Procedure for Home Visits
- Far North Disabilities Resource Centre Incorporated Behaviour Management Plan

- Far North Disabilities Resource Centre Incorporated Methods of Addressing Adverse Client Behaviour
- Far North Disabilities Resource Centre Incorporated Policy on Medication of Clients
- Far North Disabilities Resource Centre Incorporated Drug Report Sheet
- Far North Disabilities Resource Centre Incorporated In Case of Fire Poster
- Far North Disabilities Resource Centre Incorporated In Case of an Earthquake Poster
- Far North Disabilities Resource Centre Incorporated Hazard Form

#### Exceptions

<i>Criteria</i>	<i>Findings</i>	<i>Type of finding</i>
1	No hazard identification processes, maintenance inspection evidence, worker engagement evidence, business continuity and disaster recovery plan were included in the documents provided. No evidence of essential notification processes were included in the documents provided.	Critical Action

#### Outcome

Standard 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

- Far North Disabilities Resource Centre Incorporated Board Members (Society)
- Far North Disabilities Resource Centre Incorporated Rules, 26 September 2007
- Certificate of Incorporation, 30 October 1995
- Far North Disabilities Resource Centre Incorporated Organisational Structure/Legal Status
- Far North Disabilities Resource Centre Incorporated Performance Report for the year ended 30 June 2019

#### Exceptions

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

Outcome

Standard 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

- Far North Disabilities Resource Centre Incorporated Rules, 26 September 2007
- Far North Disabilities Resource Centre Incorporated Financial Signatories August 2019 to August 2020
- Crombie Lockwood SmartPAK Public Liability Insurance from 18/11/19 to 18/11/20
- Far North Disabilities Resource Centre Incorporated Performance Report for the year ended 30 June 2019

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

- Far North Disabilities Resource Centre Incorporated Complaints Policy

Exceptions

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

Outcome

Standard partially met

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT  
**REEMAN**  
**REEPORFT**