

Provider Legal Name:
Workbridge Incorporated

Site Visit: Not required for Level Four Accreditation

Completed Date: 3 November 2021

NZBN Number:
9429042922728

RDA Number:
13274

Assessment Number:
111208

EXECUTIVE SUMMARY

Workbridge Incorporated, has been assessed as partially meeting the standards for accreditation. Six Level 4 Social Sector Accreditation standards have been assessed. Four standards have been fully met and two have been partially 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 partially met	Financial management and systems (L4)	Standard partially met
Health and safety (L4)	Standard met	Resolution of complaints related to service provision (L4)	Standard met

Corrective action plan

Critical actions

Standard	Criteria	Action	Due by	Completed
Staffing (L4)	1	Provide evidence of a child protection policy. This should be written to reflect the Oranga Tamariki guidance on child protection policies.	10/12/21	01/11/21

Required actions

Standard	Criteria	Action	Due by
Staffing (L4)	2	Provide a definition of staff that covers all those who the organisation relies upon to deliver its services.	next review
Financial management and systems	1	Provide evidence that the organisation has stabilised its financial position or has made significant steps towards improvement.	next review

(L4)			
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Strengths identified at review

- 1. Client-Centred Services, criteria 1:**
The code of conduct and code of practice provide a strong mandate for ensuring that client wellbeing is upheld at all times.
- 2. Governance and Management Structure and Systems, criteria 1:**
Workbridge Incorporated has a strong governance structure with several layers of accountability and strong policy foundations which ensure best practice is maintained.
- 3. Resolution of Complaints Related to Service Provision, criteria 1:**
Workbridge Incorporated has demonstrated a robust complaints procedure that offers excellent guidance to staff and accounts for a wide range of situations and outcomes.

Recommendations

Staffing, criteria 1:

Consider revising the Human resources policy to correctly reference the Privacy Act 2020 and not the superseded Privacy Act 1993.

Accreditation status

Confirmation of Accreditation at Level 4 with required actions

The conditions of accreditation

Workbridge Incorporated has been accredited by Te Kāhui Kāhu – Social Services Accreditation to deliver the following services:

- Employment and training services approval (Level 4)

Action plan

Required actions must be addressed as soon as practicable and will be assessed at the time of the next review in one year's time.

OVERVIEW

This is a review assessment of Workbridge Incorporated's accreditation status by Te Kāhui Kāhu – Social Services Accreditation.

Workbridge Incorporated is an Incorporated Society and a registered charity, operating in its current form since 1990, the organisation's first activities date back to its initial registration in 1933. Workbridge is an employment service who work alongside people with disabilities, injuries or illnesses, and want to enter the workforce but face barriers to gaining or retaining employment due to their disability or health condition. To get results for clients, staff work with clients to find them suitable employment opportunities which best suit their skills and attitudes, as well as their aspirations, dreams, and strengths.

This scheduled Level 4 review of Workbridge focused on the organisation's delivery of employment and training services contracts on behalf of the Ministry of Social Development. This review consisted of a desk-based assessment of the policies, procedures, and supporting documents provided by Workbridge. No site visit was required to be carried out as service delivery is not high risk.

A critical action was identified as Workbridge works directly with children under 18 but a child protection policy had not initially been provided. Workbridge has since provided a draft child protection policy which is due to be ratified at the next meeting of the board; this has adequately addressed the critical action. The assessment also identified some concerns around financial stability which have been discussed with the Te Kāhui Kāhu financial evaluator. Based on this discussion the decision was made to make a required action for this standard and to reduce the review frequency to one year. This will provide a better picture of how the situation is tracking as the financial standard will be a focus for the next review. A required action was also identified for the Staffing standard due to the lack of a clear definition of staff. One recommendation and several strengths were also identified in this assessment report.

This is an Inter-Agency 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

- Pre-assessment questionnaire (14 July 2021)
- Annual report for the year ended 30 June 2020
- Code of conduct (February 2021)
- Code of practice (June 2020)
- Job map practice manual (1 July 2020)

Exceptions

Criteria	Findings	Type of finding
1	Client-Centred Services, criteria 1: The code of conduct and code of practice provide a strong mandate for ensuring that client wellbeing is upheld at all times.	Strength

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

- Code of conduct (February 2021)
- Code of practice (June 2020)
- Human resources policy (22 September 2020)
- Job map practice manual (1 July 2020)
- Role description: manager stakeholder relations
- Role description: manager strategic partnerships
- Role description: chief operating officer
- Individual employment agreement template (2016)
- Criminal record checks policy (28 July 2017)
- Child protection policy draft (1 September 2020)

Exceptions

Criteria	Findings	Type of finding
1	No child protection policy has been evidenced despite Workbridge Incorporated working directly with children. This is a requirement under the Children's Act 2014. Addressed 1 November.	Critical Action
1	Human resources policy currently references outdated legislation (the Privacy Act 1993).	Recommendation
2	No definition of staff has been evidenced.	Required Action

Outcome

Standard partially 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

- Evacuation drills register (2021)
- Human resources policy (22 September 2020)
- Meeting minutes for health and safety meeting (30 June 2021)
- Hazard/Risk register (2021)
- Health and safety manual (March 2021)
- Pandemic business continuity plan (2019)

Exceptions

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

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

- Pre-assessment questionnaire (14 July 2021)
- Annual report for the year ended 30 June 2020
- Certificate of incorporation, New Zealand Companies Office (12 October 1933)
- Code of conduct (February 2021)
- Constitution and rules (updated 2018)
- Minutes of the council meeting (22 April 2021)
- Minutes of the senior leadership meeting (10 June 2021)
- Minutes of the board meeting (9 March 2021)
- Code of practice (June 2020)
- Creating, maintaining and storing files procedure (12 June 2017)
- Email with manager stakeholder relations (7 October 2021)

Exceptions

Criteria	Findings	Type of finding
1	Governance and Management Structure and Systems, criteria 1: Workbridge Incorporated has a strong governance structure with several layers of accountability and strong policy foundations which ensure best practice is maintained.	Strength

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

- Annual report for the year ended 30 June 2020
- Statement of financial position as at 31 May 2021
- Minutes of the board meeting (9 March 2021)
- Pre-assessment questionnaire (14 July 2021)
- Audit policy (7 December 2019)
- Constitution and rules (updated 2018)
- Financial services procedure (1 December 2019)
- Certificate of insurance, 1 April 2021 to 1 April 2022 QBE Insurance (30 June 2021)

Exceptions

Criteria	Findings	Type of finding
1	The organisation's financial situation has deteriorated drastically. Assets are still considerable and enough to support activities however losses in subsequent years would undermine this so close monitoring is required.	Required Action

Outcome

Standard partially 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

- Email with manager stakeholder relations (7 October 2021)
- Pre-assessment questionnaire (14 July 2021)

- Complaint handling flowchart
- External complaints policy (3 May 2020)
- External complaints procedure (February 2021)

Exceptions

<i>Criteria</i>	<i>Findings</i>	<i>Type of finding</i>
1	<p>Resolution of Complaints Related to Service Provision, criteria 1: Workbridge Incorporated has demonstrated a robust complaints procedure that offers excellent guidance to staff and accounts for a wide range of situations and outcomes.</p>	Strength

Outcome

Standard met

RELEASED UNDER THE OFFICIAL INFORMATION ACT

REPORT