



Application form

Level 1 social services accreditation

Last updated: August 2021

Applying for social services accreditation

Te Kāhui Kāhu assesses service providers against the [Social Sector Accreditation Standards](#). This assures government and communities that providers can deliver safe, quality services on behalf of government.

Further information can be found on our [website](#). Please read and become familiar with the standards that will be applied to your organisation.

Accreditation is a two-part process:

1. An organisation submits a complete application, including supporting documentation.
2. Accreditation assessors check routine business operations and service delivery, to ensure the organisation is applying its organisational policies and procedures. This often includes a site visit.

Level 1 accreditation

Oranga Tamariki, Ministry for Children is responsible for assessing and approving new care partners and services under section 396 of the Oranga Tamariki Act 1989. Applications to become a care partner should be made to Oranga Tamariki's [Partnering for Outcomes National Quality Hub](#).

Once a provider's application to become a care partner has been accepted, Partnering for Outcomes National Quality Hub will confirm that the provider is ready and eligible to start the Level 1 accreditation process with Te Kāhui Kāhu.

Completing and submitting this application

For a complete application, ensure that you:

- complete all parts and sections of the application form
- fill out the final declaration
- include all required documentation, which is identified throughout the form.

Email the complete application, including documentation, to: ✉ accreditation@tekahuikahu.govt.nz. We will acknowledge within 10 working days that we have received it.

If you can't submit the application by email, contact us for alternative ways of submitting it.

Incoming emails have a 10Mb size restriction. If your application exceeds this limit, you can send the files via multiple emails. Zipping files is recommended.

If you submit your application without all required documentation, we will inform you that it is incomplete. You will have 20 working days to submit any outstanding documentation before the application is declined.

Privacy statement

Te Kāhui Kāhu meets the requirements of the Privacy Act 2020. We apply the principles of the Privacy Act to all personal information we collect.

Visit our [website](#) for more information about how we adhere to the Privacy Act and the privacy principles.

Next: [Part A](#)

Part A: General information

1. What is your organisation's legal name?

2. Does your organisation trade or advertise under any other name?

Yes No

If Yes, list all other names your organisation is known as:

3. What is your organisation's New Zealand Business Number (NZBN)?

If you are not sure if your organisation has an NZBN, please visit nzbn.govt.nz.

4. What is your organisation's legal status? Indicate all options that apply:

Charitable trust

Incorporation number:

Incorporated society

Incorporation number:

Registered charity

Registration number:

Limited liability company

Company number:

Named individual operating as a sole trader

with staff

without staff

Partnership

Organisation set up under statute

Other

Please detail:

Include documentation that supports your organisation's legal status. For example, certificate of incorporation, trust deed, constitution, charter, or organisational rules.

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5. Is your organisation a franchise, or affiliated with any other organisation?

Yes No

If Yes, please detail below the name and nature of the affiliation:

6. What is your organisation's street address?

Number and street name

Suburb

City

Postcode

Programmes and/or services delivered from this site

7. If different to the street address, what is your organisation's postal address?

Street address or PO Box

Suburb

City

Postcode

8. If your organisation delivers programmes or services from more than one site, list each additional site below.

We do not assess care service sites or care home sites unless they also deliver level 2 or 3 community services.

Please list any sites used for business operations and the delivery of non-care community services.

Additional site

Site name and street address

Suburb

City

Postcode

Programmes and/or services delivered from this site

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Additional site

Site name and street address

Suburb

City

Postcode

Programmes and/or services delivered from this site

Additional site

Site name and street address

Suburb

City

Postcode

Programmes and/or services delivered from this site

If your organisation delivers programmes, or level 2 or 3 services from further sites, include a document with these site details.

9. What is your organisation's website?

10. What is your organisation's primary email address?

11. Who are the main contacts managing your organisation's accreditation?

Primary contact

Name

Role

Contact number

Email address

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Secondary contact

Name

Role

Contact number

Email address

12. Provide a brief outline of the services that you want accreditation for:

13. Choose a reason below for why you are applying for accreditation. My organisation:

has a government contract for services

won a tender to deliver a new service, or services

is required under legislation to be accredited

Visit our [website](#) to find out more about applying under legislation.

If you are not applying under legislation, include a copy of your *Outcome Agreement*, or confirmation email.

14. Please indicate the size of your workforce:

Paid staff

Contractors

Volunteers (including governance)

15. List all current contracted services funded by government agencies:

Funding agency

Programme/service name

Brief service description

Contract manager or key contact

Key contact email address

If your organisation is contracted by multiple government agencies, and/or for multiple programmes or services, include a document with all additional agency details and programmes/services.

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16. Does your organisation hold accreditation or certification with another external monitoring agency, or agencies?

Yes No

If Yes, please provide contact details for the agencies, below:

External monitoring agency

Agency name

Contact email address

Type of accreditation or certification

External monitoring agency

Agency name

Contact email address

Type of accreditation or certification

If your organisation is evaluated by more agencies, include documentation that includes agency names and contact email addresses, and the types of accreditation or certification granted to your organisation.

Next: [Part B](#)

Part B: Meeting the standards

Please read, and familiarise yourself with the current [Level 1 Social Sector Accreditation Standards](#).

How to fill out this part

Prompts for completing Part B are included under each section below. Please include as much information as possible to show your organisation's alignment to the accreditation standards.

If any section is unanswered, the application may be considered incomplete.

Use your organisational knowledge and judgement for which documents best meet the accreditation standards. If a document is included as evidence for more than one standard, reference it under each section but include only one copy of the document.

For guidance on what evidence to include, please refer to the respective standard.

If you have a specific question that cannot be answered by referring to the standards themselves, [email us](#).

Client-centred services

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

How does your organisation demonstrate client-centred practices in service development and delivery?

Include any relevant documentation to evidence how your organisation meets the *Client-centred services* standard.

Community wellbeing

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.

How does your organisation demonstrate the principles of community wellbeing, and where the wellbeing of all is upheld?

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Supporting documentation for the *Community wellbeing* standard must include the following:

- Child protection policies and procedures.
- Processes for dealing with safety concerns for clients or associated community members.
- Evidence of promoting awareness of the unacceptability of abuse.
- Client consent procedures, including limited ability to give consent.

Is there any further information you would like to provide in relation to the *Community wellbeing* standard?

Cultural competence

The organisation provides services that are culturally appropriate to clients.

How does your organisation recognise, respect, and respond to the ethnic, cultural, and spiritual needs of clients?

Supporting documentation for the *Cultural competence* standard must include the following:

- Policies and procedures that ensure work with clients is carried out in a culturally competent manner.
- Client ethnicity records.
- Evidence of links with, and referrals to, other services to provide culturally competent services.

Is there any further information you would like to provide in relation to the *Cultural competence* standard?

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Staffing

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

The definition of *staff member* is anyone the organisation relies on to deliver its services. This includes caregivers, volunteers, contractors, and paid staff members. Refer to criterion 2 of the *Staffing* standard.

How does your organisation ensure it has the staffing capability and capacity to safely deliver services?

Supporting documentation for the *Staffing* standard must include the following:

- Human resource policies and procedures, including:
 - definitions of staff and volunteers (including members of governance and management committees)
 - recruitment and selection processes for caregivers and care staff that meet the requirements of the Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018, and any additional requirements for care staff under the Children's Act 2014 that may be applicable
 - identification of children's workers under the Children's Act 2014 (this includes safety checks and risk assessments for children's workers)
 - use of vetting agencies (including the New Zealand Police Vetting Service, NGO Caregiver vetting, and Ministry of Justice), and the process for considering the results of vetting.
- Templates used for staff code of conduct and confidentiality agreements, and employment agreements.

Is there any further information you would like to provide in relation to the *Staffing* standard?

Health and safety

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

How does your organisation ensure clients, staff, and visitors are protected from risk?

All places of work and service locations must be covered by the organisational documentation.

Supporting documentation for the *Health and Safety* standard must include the following:

- Health and safety policies and procedures for providing a safe environment appropriate to the types of services provided, including:
 - managing hazards
 - risk assessment and management systems (RAMS)
 - accidents and incidents
 - behaviour management
 - transport
 - access to first aid
 - emergency planning
 - evacuation procedures and drills.
- Evidence of site safety systems and certification, including:
 - building warrant of fitness
 - safety system certification
 - evacuation drills
 - current RAMS.
- A copy of the organisation's business continuity and disaster recovery plan.

Is there any further information you would like to provide in relation to the *Health and Safety* standard?

Governance and management structure and systems

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

Describe your organisation's governance and management structure and systems, and what is in place to ensure they are effective:

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Supporting documentation for the *Governance and management structure and systems* standard must include the following:

- Confirmation of legal status (as required under Part A of this form).
- Organisational structure.
- Governance and management policies and procedures, including identifying and managing conflicts of interest.
- Information management and record-keeping policies and procedures, including:
 - the collection, use and retention of personal information
 - having appropriate information technology and cyber-security safety measures in place to protect the privacy and security of information
 - ensuring staff members understand privacy requirements.

Is there any further information you would like to provide in relation to the *Governance and management structure and systems* standard?

Financial management and systems

The organisation is financially viable and manages its finances competently.

Supporting documentation for the *Financial management and systems* standard must include the following:

- Financial management policies and procedures.
- Evidence of current financial viability that demonstrates that the organisation's assets are greater than its liabilities.
- Evidence of budget and financial planning for the current financial year.
- A copy of the latest audited or reviewed financial statements, if applicable.
- Evidence of current insurance coverage and insurer.

Is there any further information you would like to provide in relation to the *Financial management and systems* standard?

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Resolution of complaints related to service provision

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

Supporting documentation for the *Resolution of complaints related to service provision* standard must include the following:

- Complaints policies and procedures, including maintaining records of all complaints and resolutions, and how improvements are made to services.
- Evidence of how complaints procedures are made known to clients and staff.

Is there any further information you would like to provide in relation to the *Resolution of complaints related to service provision* standard?

Quality improvement

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

Supporting documentation for the *Quality improvement* standard must include the following:

- Evidence that policies and procedures are regularly reviewed and updated.
- Evidence that systems and performance are regularly monitored, and client outcomes evaluated.
- Evidence that demonstrates that the organisation makes appropriate improvements based on monitoring.

Is there any further information you would like to provide in relation to the *Quality improvement* standard?

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Client services and programmes

The organisation provides client services and/or programmes that meet clients' assessed needs; reflect desired outcomes and goals; and are planned, coordinated, and reviewed.

This standard only applies if you also deliver level 2 or 3 social services. See our [website](#) for more information.

Supporting documentation for the *Client services and programmes* standard must include the following:

- Service delivery policies and procedures, including:
 - intake procedures
 - client consent
 - assessment
 - risk management
 - client record-keeping
 - conclusion of service delivery
 - transport
 - and medication (if required).
- The template used to record a client's consent to enter services.

Is there any further information you would like to provide in relation to the *Client services and programmes* standard?

Other standards

If applicable, providers may be assessed against other standards.

The need to meet another standard will be determined by the contract for services. Further information can be found on our [website](#).

Next: [Part C](#)

Part C: Declaration

By ticking the boxes and signing below, you agree to meet the obligations on behalf of your organisation:

I have read, and understand, the [Level 1 Social Sector Accreditation Standards](#).

I have read and understand the obligations for meeting and maintaining accreditation, found [here](#).

I understand my responsibility to [let Te Kāhui Kāhu know](#) about changes to my organisation that could affect its accreditation status.

I have completed parts A and B, answered all of the questions that apply to my organisation's situation, and include evidence to support my answers.

I have read and understand the [Privacy Statement](#).

The information I have provided is true and correct to the best of my knowledge.

I have the authority to complete and sign this application on behalf of my organisation.

Name

Role

Signature

Date

Email the completed application form and supporting documentation to:

✉ accreditation@tekahuikahu.govt.nz