








Criterion Description		Levels	1 & 2	3	4
 <p>Client Centred Services The organisation treats people with respect and delivers services in a manner that has regard for their dignity, privacy and independence.</p>	1. The organisation promotes client-centred practice as central to its service development and delivery. 1.1 The organisation involves its clients and stakeholders in planning, implementation, and evaluation at all levels of the service to ensure services are current and responsive.		●	●	●
	2. The organisation provides services that are accessible to people with disability.		●		
	3. The organisation provides services that are free from any discrimination, coercion, harassment, and sexual, financial or other exploitation.		●		
	4. The organisation recognises and facilitates the right of people to advocacy and/or support persons of their choice.		●		
 <p>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.</p>	1. The organisation provides services in a manner consistent with section 4A 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. 2.1 The process specifically includes guidelines on how the organisation makes referrals under section 15 of the Oranga Tamariki Act.		●	●	
	3. The organisation promotes awareness of the unacceptability of abuse, ways in which abuse may be prevented, the need to report all cases of abuse and how to respond to all types of abuse. Abuse includes physical, emotional or sexual harm; ill-treatment; neglect or deprivation, either passive or active.		●		
	4. The organisation promotes awareness of where a conflict between the needs of a client and others might arise, and uses a process to respond to such conflicts.		●		
	5. The organisation has a procedure to identify clients who may have limited ability to give informed consent. This procedure ensures that such clients are able to exercise the ability they have to the fullest extent possible.		●		
	6. When it is confirmed that a client has limited ability to give informed consent, the organisation acts appropriately. For those organisations that must comply with the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, this will mean following the principles of Right 7.		●		
 <p>Cultural Competence The organisation provides services that are culturally appropriate to clients.</p>	1. The organisation provides services that recognise and respect clients' ethnic, cultural and spiritual values and beliefs. 1.1 The organisation provides services which meet the specific needs of Māori. 1.2 The organisation provides services that meet the specific needs of Pacific peoples		●		
	2. The organisation consults with, and where appropriate makes referrals to and negotiates protocols with, Māori, Pacific peoples and other cultural and specific interest services.		●		
 <p>Staffing The organisation has the staffing capability and capacity to deliver services safely.</p>	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 members 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 a core children's worker who has a conviction for a specified offence under Schedule 2 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.		●	●	●
	9. The organisation uses an effective performance management system for all staff.		●		
 <p>Health and safety The organisation ensures clients, staff and visitors are protected from risk. * At level 4 Criterion 1 is replaced with - The organisation ensures clients, staff and visitors are protected from risk.</p>	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. If applicable, the organisation ensures the safety of any children being supervised in the place of work while their parents or caregivers receive services.		●		
	4. 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.		●	●	
	5. The organisation responds effectively to adverse events in the place of work.		●	●	
	6. The organisation has a business continuity and disaster recovery plan in place.		●		
	7. The organisation ensures that where an intervention, discipline or control is required or used, staff use appropriate methods that protect the physical and emotional safety of clients.		●		
	8. The organisation reflects continuous quality improvement principles in identifying and managing risk.		●		

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 <p>Governance and management structure and systems</p> <p>The organisation has a clearly defined and effective governance and management structure and systems.</p> <p>* At level 4 Criterion 2 is replaced with- The organisation has clearly defined and effective governance and management structure and systems.</p>	<p>1. The organisation has a defined and current legal status.</p> <p>2. The organisation has an appropriate and clearly defined governance and management structure, the written record of which shows authorities, delegations, responsibilities and accountabilities.</p> <p>3. The organisation is governed and managed by people with appropriate skills, qualifications and personal attributes.</p> <p>4. The organisation has a process for identifying and managing perceived, actual or potential conflicts of interest, including between governance and management roles.</p> <p>5. The organisation's management systems, policies and procedures are consistent with:</p> <p>5.1 relevant legislation</p> <p>5.2 its legal status, constitution, rules, charter, or Act of Parliament</p> <p>5.3 the aims, philosophy and scope of its activities</p> <p>5.4 its management structure</p> <p>5.5 contractual obligations</p> <p>6. The organisation collects, records, stores, and uses information in keeping with the relevant legislation.</p> <p>6.1 The organisation will follow policies and procedures for the collection, use and retention of personal information.</p> <p>6.2 The organisation will have appropriate information technology and cyber-security safety measures in place to protect the privacy and security of information.</p> <p>6.3 The organisation will ensure staff members understand privacy requirements.</p>	●	●	●*		
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 <p>Financial management and systems</p> <p>The organisation is financially viable and manages its finances competently.</p>	<p>1. The organisation is financially viable.</p> <p>2. The organisation has an effective financial management system appropriate to the size and complexity of the organisation.</p> <p>3. The organisation undertakes forward financial planning to show that it will remain financially viable.</p> <p>4. The organisation has adequate insurance cover for the size and complexity of the organisation.</p> <p>5. The organisation has arrangements for the regular independent audit, or in some cases review, of financial accounts.</p>	●	●	●		
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 <p>Resolution of complaints</p> <p>The organisation uses an effective process to resolve complaints about service provision.</p> <p>* At level 4 Criterion 1 is replaced with- The organisation uses an effective process to resolve complaints about service provision.</p>	<p>1. The organisation has a 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.</p> <p>2. The organisation ensures its clients and staff are aware of the complaints process.</p> <p>3. The organisation seeks to resolve complaints effectively and makes improvements to the service as a result.</p> <p>3.1 The organisation must record the application of the complaints process and the resolution achieved.</p> <p>3.2 The organisation will provide evidence it has made appropriate improvements based on the analysis of complaints received.</p>	●	●	●*		
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 <p>Quality improvement</p> <p>The organisation aims for excellence and manages the quality and risk of services.</p> <p>* At level 3 Criterion 1 is replaced with- The organisation regularly monitors and makes improvement to its services.</p>	<p>1. The organisation regularly monitors:</p> <p>1.1 the organisation's individual policies and procedures</p> <p>1.2 its systems as a whole</p> <p>1.3 the performance of the organisation</p> <p>1.4 client outcomes</p> <p>2. The organisation uses a process to analyse monitoring and performance data for the purpose of improvement.</p> <p>3. The organisation makes appropriate improvements, including risk mitigation, based on the analysis of this monitoring.</p>	●	●*	●		
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 <p>Client services and programmes</p> <p>The organisation collects appropriate information and ensures the needs of the client match the criteria for service.</p>	<p>1. The organisation collects appropriate information and ensures the needs of the client match the criteria for service.</p> <p>2. The organisation completes a comprehensive and timely assessment.</p> <p>2.1 The organisation ensures it has necessary consents.</p> <p>3. The organisation develops timely, effective plans for all client services and programmes:</p> <p>3.1 plans meet the needs of the client and the objectives of the service or programme</p> <p>3.2 plans identify and mitigate safety risk to clients and others</p> <p>3.3 where appropriate, plans include client's family and others</p> <p>3.4 the plan clearly states the client's goals, and services used to help the client achieve their goals</p> <p>3.5 plans are adequately resourced</p> <p>3.6 the organisation completes regular, formal, recorded reviews of progress against the plan and outcomes achieved</p> <p>4. Conclusion of services to clients is planned and prepared for.</p> <p>4.1 Safety risk of clients transitioning from the service are considered and managed.</p> <p>5. The organisation ensures that client files and programme records are sufficient and document each stage of service provision.</p>	●	●	●		
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