

Improvement Analysis ChildFund New Zealand June 2020

People and partners have gained capacities that last beyond your immediate intervention (E4)

The MFAT's programme approach incorporates funding for capacity building and institutional strengthening. The panel would welcome a more elaborated response on how the capacity building is provided, on which topics, and how it is monitored and sustained.

Staff development and Safe working environment (H2 and H3)

A method of assessing employee satisfaction has been adopted, which measures how likely staff are to recommend ChildFund New Zealand as a place to work. A chart is displayed on the report, which shows a significant drop on the score in November 2019. In the next report, the panel would appreciate a description on how this assessment may inform decisions.

It is noted that a staff development system is being created. An assessment of the current staff skills will inform a developmental plan.

An external consultant review on health and safety operational practices suggested that ChildFund New Zealand's strengths are "in the level of reporting provided to the Board and positive workforce engagement (mainly for employees travelling overseas) and culture and behaviour". Areas for improvement included the documentation of systems, and the development of a robust emergency response plan.

It is noted that the COVID-19 crisis has tested the travel safety procedure, and the 24/7 medical and travel security assistance provided by a specialised organisation.

In the next report, the panel suggests to include a more comprehensive description of what policies are in place and how these policies prevent harassment in the workplace. Are there any non hierarchical mechanisms to report on harassment in the workplace?



Protecting confidentiality and anonymity of those involved in complaints (J5)

This section was not submitted. In the next report, the panel suggests this section provides information on whistleblowing policy, process and examples on how it works in practice.