

KIWISPORT INVESTMENT PLAN FOR AUCKLAND



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INTRODUCTION

KiwiSport is a national initiative that was launched in 2009 by the Prime Minister.

KiwiSport aims to:

- Increase the number of school-aged children participating in organised sport during school, after school and by strengthening links with sports clubs.
- Increase the availability and accessibility of sport opportunities for all school-aged children to participate in organised sport.
- Support children in developing skills that will enable them to participate effectively in organised sport.

This is the plan that has been accepted by Sport New Zealand. To date investment has been confirmed by the Sport NZ Board **through until 31 December 2020**.

UPDATE OF THE AUCKLAND KIWISPORT INVESTMENT PLAN

An update of the 2015 KiwiSport Plan was undertaken by Sport NZ in April 2018. Active in conjunction with Regional Sports Trusts (RST's) and CLM Community Sport, provided feedback to Sport NZ in order to update the plan from 2018 through to 2020.

PRIORITIES FOR AUCKLAND KIWISPORT REGIONAL FUND

Key priorities were reviewed and updated (highlighted in red) accordingly in April 2018.

The following priorities are broadly consistent with recommendations from previous KiwiSport consultation, although some regions reduced the number of priorities.

Regional Priorities

Following the external consultation, Active's KiwiSport regional priority areas for the region are:

- Linking Schools and Clubs together to form meaningful partnerships that enable participation
- Improve capacity and capability of deliverers. This includes but is not limited to volunteers, coaches and teachers
- Improve sport accessibility. This includes but is not limited to local competitions and facility access
- **More opportunities provided to girls and young women**

Local Priorities (based on boundaries as defined in Appendix 4)

Following significant external community consultation, the local priority outcomes (in no particular order) are:

Central Auckland Community:

- Improve Fundamental Movement Skills
- Create school/club Links
- Increase in volunteers (emphasis on coaching)

Counties Manukau Community:

- Low cost opportunities for sport
- Local or cluster delivery to avoid transport costs
- Increase club/school links
- Coaching - recruitment, retention and development
- Training of volunteers
- Funding opportunities for emerging sports versus targeted and traditional sports

Harbour Community:

- **Recruitment** and development of skilled coaches, volunteers and teachers
- Creation of local competitions **to address the issue of time/cost/travel**

Waitakere Community:

- **Reduce the access barrier to sport opportunities, specifically regarding transport of young people**
- **Reduce the access barrier to sport opportunities, specifically regarding timing (outside of curriculum)**
- **Increase school/club/community links**
- **Professional development to develop coaches, officials, managers and leaders for local opportunity sustainability**
- **The high cost of sport so that sporting opportunities are easier to access longer term**

FUND ALLOCATION

As Sport NZ's agent in Auckland, Aktive is responsible for the KiwiSport fund. To date investment has been confirmed by the Sport NZ Board **through until December 2020**.

As part of the consultation stakeholders and participants were asked what % of the total fund should be allocated to regional and local funds. As a consequence of the consultation Aktive has recommended that the Auckland KiwiSport fund for Auckland be allocated in a number of ways.

Distribution of the investment for Auckland will be split into regional and local investment. The regional process will be administered by Aktive and local process will be administered by each RST/CLM for their community. Due to the variances in the communities, there are variances for allocating the local investment.

The percentage of distribution of the total investment for Auckland will be as follows:

- Regional investment: 20% - administered by Aktive
- Local investment: 80% - administered by RSTs/CLM. This 80% will be distributed to the RSTs and is calculated via the number and percentage of young people in the communities they serve (please refer to Appendix 4).

Organisation	% Pop. Young people	% of RPF allocated	Auckland Regional Partnership Fund (RPF) \$2,941,181 confirmed until 2020
Aktive-Auckland Sport & Recreation	100%	20%	\$588,236
Local Investment			
CLM	37%	29.6%	\$868,568
Harbour Sport	22%	17.6%	\$540,304
Sport Auckland	26%	20.8%	\$606,912
Sport Waitakere	15%	12%	\$337,159
TOTAL		100%	\$2,941,181

Across Auckland all funding will be contestable investment. The Contestable Investment process will involve the lead organisation developing a project and submitting it via the relevant application form provided. Please refer to the contestable approval process pg. 11

The table on the following page outlines the investment type, the split of regional and local, and criteria for each fund for Auckland.

CONTESTABLE INVESTMENT

Title of Contestable Fund	Outcome/Priority being addressed	RPF Amount Allocated (\$)	No and dates of funding rounds	Term of Projects (min-max)	Max RPF value that can be applied for (\$)	Minimum partnership contribution criteria	Who can apply	Region
REGIONAL INVESTMENT								
Auckland Regional KiwiSport <i>(administered by Aktive)</i>	One or more regional priorities/ One or more KiwiSport priorities	8% of Total RPF Fund	One funding round per annum as of 1 July 2019	Min 1yr – Max 3yrs	N/A	No minimum requirement although projects will not be 100% KiwiSport funded	NSOs, RSOs, Regional Organisations	ALL
LOCAL INVESTMENT								
FastFund <i>(administered by RSTs)</i>	One or more local priorities/ One or more KiwiSport priorities	8% of Total RPF Fund	Open all year until all the investment is allocated.	Max 1yr	\$5,000	No minimum requirement although projects will not be 100% KiwiSport funded.	NSOs, RSOs, Clubs, Schools, Trusts, Private Providers, Community Groups	ALL
Local Community Fund <i>(administered by RSTs/CLM)</i>	One or more local priorities/ One or more KiwiSport priorities	48% of Total RPF Fund	Two funding rounds per annum	Max 3yrs	over \$5,000	In North Harbour Community: <ul style="list-style-type: none"> Schools must contribute equivalent of 50% of their direct fund. Sports and other partners must contribute 10% of local community fund invested. All other areas cash contribution must be made by one or more partners projects will not be 100% KiwiSport funded.	NSOs, RSOs, Clubs, Schools, Trusts, Private Providers, Community Groups	ALL

TIME FRAMES

Funding rounds have now been aligned across the region. Local rounds (based on RST Boundaries, refer Appendix 4) will follow on from regional rounds of funding. This will minimise any potential duplication, whilst also allowing codes who are unsuccessful at the regional level to apply to a local round.

The Auckland Regional KiwiSport Fund will be move to one round per annum as of 1 July 2019.

Where there are two rounds the contestable funds will be split equally between round 1 and round 2, however for projects that the KiwiSport Advisory Group deems to be “significant,” the option will exist to utilise funds set aside for the next funding round. If any funds are not fully utilised, they will be rolled over into the following round. FastFund projects (applications under \$5,000) will run year-round from 1 March or until funds are exhausted.

Refer below for more specific dates to end of 2019:

			AUCKLAND KIWISPORT FUNDS CONTESTABLE	
			2018	2019
ROUND 1				
Regional round 1 Opens				1-Jan-19
Local round 1 Opens				1-Jan-19
Regional round 1 Closes				28-Mar-19
Local Round 1 Closes				16-May-19
ROUND 2				
Regional round 2 Opens	1-Jun-18			N/A
Local round 2 Opens	1-Jun-18			1-Jun-19
Regional round 2 Closes	30-Aug-18			N/A
Local Round 2 Closes	27-Sep-18			19-Sep-19

KIWISPORT ADVISORY GROUP

Active and each RST will have a KiwiSport Advisory Group. These groups exist to provide a robust independent decision-making process that will make transparent decisions around KiwiSport investment. It is important therefore that these advisory groups are structured to uphold those principles.

Each advisory group will have a one over one approval process to confirm the membership of these groups: Active will approve local KiwiSport advisory groups, Sport NZ will approve the regional advisory group.

The purpose of these groups is to make recommendations for the distribution of the KiwiSport Fund and to ensure that the projects utilising the KiwiSport funding meet the agreed priorities and outcomes of KiwiSport.

The Regional KiwiSport Advisory Group will consist of:

- Auckland Council Officer
- Active-Auckland Sport & Recreation
- College Sport Auckland
- CLM Community Sport
- Harbour Sport
- Sport Auckland
- Sport Waitakere
- Independent Chair

The Local KiwiSport Advisory Group's will consist of a combination of representatives made up from the following organisations:

- Education e.g. principals, sport coordinators, College Sport
- RST
- Sport organisations e.g. NSOs/RSOs
- Auckland Council e.g. Local Board Chair, officer
- Facility Providers
- Youth
- Independent Chair

All meetings will be recorded via meeting minutes to ensure that Active and Sport NZ has accurate records of any decisions or conclusions made.

Disclosure of Conflicts

Each KiwiSport Advisory Group will perform their tasks honestly, impartially and in good faith. Members should avoid situations that might compromise their integrity or otherwise lead to conflicts of interest.

The Regional and Local KiwiSport Advisory Group members will complete a conflict register (Appendix 6) at each meeting. Each meeting agenda will include a disclosure of conflicts section arising as a result of the items on the agenda. In the case where a member is conflicted, the Chair will request the member to stand aside whilst the issue is discussed. In the case of the Chair being conflicted, he or she will temporarily stand aside, and the Advisory Group will appoint a Chair for this section of the meeting.

CONTESTABLE APPROVAL PROCESS

The regional and local contestable approval process is broken down into two groups: applications over \$5,000 (Local Community Fund, Auckland Regional KiwiSport Fund) and applications under \$5,000 (FastFund). The FastFund is only available at a local level.

Should RSTs/CLM seek access to KiwiSport funding for the deployment of their own initiatives, they would be required to make the same application as a community organisation:

1. Their application would first need to be endorsed by their own board, before
2. Being submitted to their independent Advisory Group for consideration.
3. If approved in principle by the local Advisory Group, this would be followed by one-over-one approval being sought from Aktive's Board.

This process would be consistent with Regional KiwiSport Funding, i.e. should Aktive seek access to the fund, it would require Aktive Board approval to apply, ahead of submission for consideration by the Regional Advisory Group. If approved, it would finally require one-over-one approval from Sport NZ.

Local Community Fund & Auckland Regional KiwiSport Fund (over \$5,000)

INFORMATION

- Local Community Fund have 2 rounds per year and as of the 1st July 2019 the Auckland Regional KiwiSport Fund will have 1 round per year.
- Applications must be on the Local Community Fund/ Auckland Regional KiwiSport Fund expression of interest/full application forms, provided online.
- The relevant KiwiSport Advisory Group will make recommendations for distribution to the RST Board or the Aktive Board.
- Applicants will be notified of the outcome within 25 working days of closing date of applications.
- If the project application is successful, baseline data, delivery plans and investment schedules will need to be supplied PRIOR to the project commencing.

CRITERIA

- All projects must show partnerships.
- Cash and in-kind contribution are required, and projects will not be 100% KiwiSport funded.
- Projects must be endorsed from the relevant regional sport organisation (RSO) and/or national sport organisation (NSO).
- Projects must meet one or more of the KiwiSport Outcomes
- Projects must address one or more of the Local/ Regional Community priorities

CONTESTABLE APPLICATION AND APPROVAL PROCESS

ACTION
Eligibility Test completed and submitted
If Eligibility is approved Expression of Interest form provided
Close of Expression of Interest
Relationship Manager (RM) appointed. RM will notify the applicant to progress to the full application should the project meet criteria
Close of Application
KiwiSport Advisory Group to receive applications
KiwiSport Advisory Group to meet to make recommendations on distribution of funds
Aktive Board approve or decline recommendations
All applicants will be notified of outcome
If approved, contract conditions drawn up prior to project starting
Project delivery begins

**CONTESTABLE APPROVAL PROCESS – APPLICATIONS OVER \$5,000
(Eligibility Criteria has been met)**

AUCKLAND REGIONAL KIWISPORT FUND	LOCAL COMMUNITY FUND
EXPRESSION OF INTEREST (EOI) SUBMITTED TO AKTIVE BY LEAD AGENCY	EXPRESSION OF INTEREST (EOI) SUBMITTED TO RST BY LEAD AGENCY
AKTIVE RELATIONSHIP MANAGER (RM) APPOINTED	RST RELATIONSHIP MANAGER (RM) APPOINTED
FINAL APPLICATION DEVELOPED AND SUBMITTED BY LEAD AGENCY (WITH SUPPORT FROM RM)	FINAL APPLICATION DEVELOPED AND SUBMITTED BY LEAD AGENCY (WITH SUPPORT FROM RM)
APPLICATIONS CONSIDERED BY THE REGIONAL KIWISPORT ADVISORY GROUP	APPLICATIONS CONSIDERED BY THE LOCAL KIWISPORT ADVISORY GROUP
RECOMMENDATION MADE TO AKTIVE BOARD	RECOMMENDATION MADE TO AKTIVE/RST BOARD
AKTIVE BOARD APPROVED/DECLINED RECOMMENDATION	AKTIVE/RST BOARD APPROVED/DECLINED RECOMMENDATION
CONTRACT DEVELOPED AND SIGNED. LEAD AGENCY IMPLEMENTS PROJECT AND REPORTS.	CONTRACT DEVELOPED AND SIGNED. LEAD AGENCY IMPLEMENTS PROJECT AND REPORTS.

FastFund (under \$5000) (Active/RSTs/CLM Only)

INFORMATION

- FastFund is open all year around until the fund is exhausted.
- Applications must be complete on online FastFund application form.
- KiwiSport **Active/RST/CLM Leads** will make recommendations for distribution.
- Applicant notified by RST of the outcome within 23 days of submitting the application.

CRITERIA

- Maximum amount to be funded is \$5000 (excl GST).
- All projects must show partnerships.
- Cash and in-kind contribution are required, and projects will not be 100% KiwiSport funded.
- Projects must be delivered within one year of application date.
- Project must be endorsed from the RSO and/or NSO.
- Projects must meet one or more of the KiwiSport Outcomes.
- Projects must address one or more of the Local Community priorities.
- Can only apply once per year (per area).

FASTFUND APPLICATION AND APPROVAL PROCESS

ACTION
Eligibility Test completed and submitted
If Eligibility is approved Expression of Interest form sent
Close of Expression of Interest
Relationship Manager (RM) appointed. RM will notify the applicant to progress to the full application should the project meet criteria
Closing date for full application
KiwiSport Working Group to receive applications
KiwiSport Working Group approves/declines. Recommendation on distribution of funds to RST Board
RST Board approve or decline recommendation
Applicant will be notified of outcome
If approved, contract conditions drawn up prior to project starting
Project delivery begins

FASTFUND APPROVAL PROCESS – APPLICATIONS UNDER \$5,000

FASTFUND APPROVAL PROCESS

FASTFUND APPLICATION SUBMITTED BY LEAD AGENCY TO RST WHERE PROJECT WILL BE DELIVERED

FASTFUND RECOMMENDATION BY AKTIVE/RST KIWISPORT LEADS

RST/CLM RELATIONSHIP MANAGER (RM) APPOINTMENT

APPROVED: CONTRACT DEVELOPED AND SIGNED. LEAD AGENCY IMPLEMENTS PROJECT AND REPORTS

INELIGIBLE PROJECTS

KiwiSport funds cannot be used for any of the following:

1. Applications for facility and/or amenity development
2. One-off events
3. Projects that do not involve partnerships
4. Projects that do not have support of the relevant NSO(s) or RSO(s)
5. Projects that are retrospective in nature
6. At a regional level, projects that are currently receiving other KiwiSport funding from any of the RSTs. (Applicants can apply for different projects or extension of projects across the Auckland region e.g. project began in one region and applicant wants to expand it to other regions.)
7. Projects that cannot demonstrate clear cash contributions from partners.
8. Projects that are predominantly social marketing campaigns
9. Projects that are predominantly nutrition or physical activity focused
10. Sponsorship
11. Funding cannot be used for administration or coordination expenses including but not limited to salaries, office and stationery expenses, vehicle or mileage, phone, computer

CONTRACTING PAYMENTS

Active will mirror the Sport NZ payment schedule and allocate the local investment to RSTs once received. Investment schedules will be developed with RSTs as part of the investment process.

Auckland Regional KiwiSport Fund

Successful applicants will be asked to sign an investment schedule with Active outlining the initiative and timelines to achieve key milestones. The investment schedule will outline key stages in the initiative where Active will meet with the lead organisation to assess the effectiveness of the initiative. Frequency of reporting and monitoring will be agreed by both parties based on the scale and nature of the project.

FastFund

Successful applicants will be asked to sign an investment schedule with Active/RSTs/CLM outlining the initiative and timelines to achieve key milestones. **Frequency of reporting and monitoring will be agreed by both parties based on the scale and nature of the project.**

Local Community Fund

Successful applicants will be asked to sign an investment schedule with Active/RSTs/CLM outlining the initiative and timelines to achieve key milestones. The investment schedule will outline key stages in the initiative where the RST will meet with the lead organisation to assess the effectiveness of the initiative. Frequency of reporting and monitoring will be agreed by both parties based on the scale and nature of the project.

TERM

Active and RSTs/CLM are willing to fund programmes or projects over a three-year time frame to ensure a level of security and sustainability for the project and to enable a bigger difference across the region.

COMMUNICATING

Active and the RSTs/CLM will inform Auckland stakeholders about KiwiSport through:

- Website
- E-newsletters
- Local Board presentations
- Face to face meetings
- Media Releases
- Schools- cluster meetings, visits
- NSOs, RSOs, Clubs

Active and the RSTs/CLM will communicate regarding successful KiwiSport investment in the following ways:

- Website
- E-Newsletters
- Annual Reports

Approved and declined decisions will made available to the public on Active and RSTs website within 2 weeks of board approval.

MONITORING AND REPORTING

Monitoring is an essential tool that provides benefits to Aktive, RSTs, CLM, project deliverers and Sport NZ in delivering more effective services. Aktive places importance on ensuring that the KiwiSport initiatives within the region are delivered to a high standard and meet the expected outcomes. To ensure this, we will put in place the following monitoring process:

- Aktive and RSTs to play a role in project scoping (where timing allows)
- Evidence of all partner involvement is provided with the submission and clearly outlines expectations
- Project approved by Regional or Local KiwiSport Advisory Group
- Lead organisation to submit reports on project progress as agreed in the contract
- RSTs/CLM to observe delivery at least once during the project
- Evaluation and final report completed by lead partner

COMPLAINTS PROCEDURE

Aktive has a new complaints process that will be used at both regional and local level. (refer Appendix 5). Aktive will record all complaints and comments received about KiwiSport services and procedures and the subsequent action taken. A record of all complaints will be kept for three years from the date on which the complaint was received. The number of complaints, their nature and the speed with which they are dealt with, will be monitored regularly.

MANAGING POOR PERFORMANCE

Through the process outlined above, Aktive expects instances of poor performance to be negligible. However, it is important to have a process that can manage projects that are not tracking as planned. This is outlined below:

- 1. Identify problem:** At the point where it has become apparent that a project is slipping, or poor performance has been identified the relationship manager will immediately meet with the project lead and other key project partners.
- 2. Action plan developed:** An action plan will be developed at this meeting to determine the necessary steps to get the project back on track in the shortest time frame.
- 3. Monitor:** Regular meetings between the relationship manager and the project lead will be held to ensure the action plan is being followed until the project is deemed to be back on track by the KiwiSport Advisory Committee. Further payments may be withheld until a minimum standard is reached.
- 4. Failure to fix:** Should the project fail to resume on a successful path, then the Regional or Local KiwiSport Advisory Group will review whether to re-scope the project or terminate the project. For projects that are terminated, Aktive or the RST has the right to request that the RPF contribution to the project to be refunded.

RISK MANAGEMENT

Classification: Show Stopper (high severity, high probability), Insure (high severity, low probability), Manage (low severity, high probability), Ignore (low severity, low probability)

IDENTIFIED RISK	CLASSIFICATION	MITIGATION
Project partners not found	Show Stopper	Aktive and leader partner/s to utilise existing relationships and networks to encourage partnerships for the successful delivery of each project.
Unqualified deliverers working into schools	Insure	Reference and Police checks to be completed where appropriate. Comprehensive job descriptions outlining specific requirements for role.
Project does not meet expected outcomes	Insure	All projects to follow the monitoring process to ensure they are on track to meet expected outcomes.
Schools don't have time/resources to assist with project development/delivery	Insure	Evidence of all partner's involvement to be provided with submission prior to project approval
Disgruntled RSOs/schools who do not receive funding disengage from other Aktive/RST services	Insure	Clearly communicate KiwiSport process including requirements and considerations. Meet face-to-face with groups who may be at risk of becoming disengaged to further explain process. Complaints policy established and used if sports wish to challenge decision. (see appendix 5)
Lack of engagement from all RST's/CLM	Insure	All RSTs/CLM do not fully engage in Greater Auckland KiwiSport resulting in poor performance of the investment fund. Mitigation: Aktive has a strong relationship including regular meetings/communications at multiple levels e.g. Board, Chief Executive, Young People's Manager.

IDENTIFIED RISK	CLASSIFICATION	MITIGATION
The community do not support a Regional fund	Insure	Aktive have consulted, as have RST's/CLM. All RSTs/CLM stated that they would be investing in an Auckland Regional KiwiSport Fund in their summary to the community.
Uneven distribution of investment across the region	Insure	Delivery will be based on the amount of contribution made by each region. The delivery structure will be clearly outlined in the application and contract.
Organisations access funding through Auckland Regional KiwiSport and Local KiwiSport funds leading to double-dipping	Manage	1) Local rounds will follow the regional round 2) KiwiSport Managers from all RSTs will review all Auckland Regional KiwiSport applications and be involved in the contracting process. It is important that there is strong communication at multiple levels across the KiwiSport applications in Auckland.
Over-subscription to fund	Manage	Ensure that all communications set realistic expectations and develop a protocol and robust processes for notifying unsuccessful applicants.
Organisations do not have capacity to deliver across the greater geographical region	Manage	Contracts will identify geographical priorities (and can be multi-year). Strong contract management with identified Relationship Managers
Community do not agree with funding decisions	Insure	Robust and transparent system in place for decision-making. Follow-up support for unsuccessful applicants. Complaints policy established and used if sports wish to challenge decision.

IDENTIFIED RISK	CLASSIFICATION	MITIGATION
Negative media coverage (due to political nature of KiwiSport)	Manage	Communication strategy to proactively promote KS success online and to media - supplying media releases, photos etc. - of "good news" stories on a regular basis
Community concerned about transparency of the non-contestable fund	Manage	Plan endorsed by Sport NZ; 2) 1-over-1 approval process: regional projects approved by Sport NZ; local projects approved by Aktive. 3) transparent communication
Police Vetting / Clearance checks take too long	Manage	Police Vetting/ Clearance checks takes up to 20 days. Relationship Managers to make applicants aware of this when EOI comes through to ensure plenty of time for organisations to comply.
RSOs fail to provide monitoring & evaluation data	Manage	Provide user-friendly reporting processes; Alignment of data requirements across all RPF investments; Timelines documented in contracts; Contracts confer ability on Aktive or RST/CLM to withhold funding or terminate for failure to report adequately
Staff change-over at partner organisations results in a lack of understanding/commitment to initiative	Manage	Aktive and RSTs/CLM maintain relationship with contracted sports organisations to ensure continuity in delivery of projects
A dispute / disagreement occurs between partners and threatens the future progress of the initiative	Insure	Conflict resolution process clearly articulated

APPENDIX 1

APPROVAL REQUIREMENTS AND CONSIDERATIONS

Requirements	
Child Protection	Project has all aspects of child protection covered. Refer Appendix two
Funding	Funding partners secured
Impact	Identify how the project will increase the number of school-aged children participating in organised sport
KiwiSport Objectives	Meets one or more of the objectives of KiwiSport
Partnerships	Partnerships identified with NSOs, RSOs, schools, clubs, facility providers, holiday programmes, etc.
Planning	Lead organisation has a current strategic and/or business plan
Regional/Local Priorities	Meets one or more of Aktive's regional or RSTs/CLM priorities
Risks	Risks to the successful delivery of the project identified, alongside strategies to manage these risks
Targets	Clear, measurable targets set
Coaching Requirements	Refer Appendix three

APPENDIX 2

CHILD PROTECTION IN SPORT

The lead organisation will be required when delivering activity to children up to the age of 18, to have a Child Protection Policy and ensure that staff/volunteers are recruited to the Vulnerable Children's Act 2014 standards

<https://www.orangatamariki.govt.nz/working-with-children/vulnerable-children-act-requirements/>

Keeping children and young people safe as they participate in sport and recreation activities is one factor that helps to increase the level of enjoyment and enhances the attractiveness of sport and recreation.

Ensuring that organisations and groups that receive KiwiSport funding have appropriate practices and procedures in place to keep children and young people safe is vital to the success of KiwiSport in our region.

The lead organisation will be required to provide a copy of their child protection policy and procedures.

APPENDIX 3

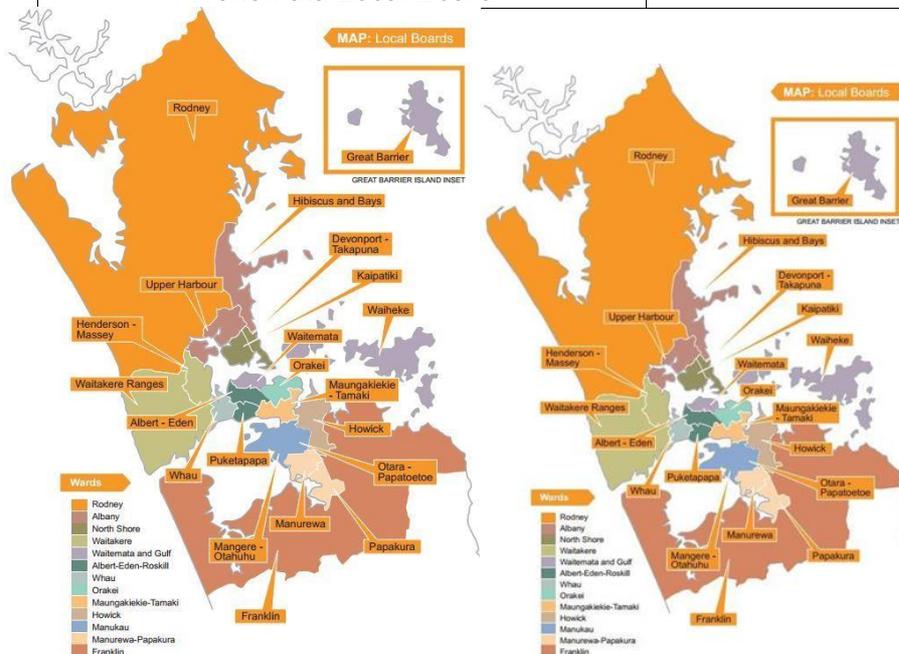
MINIMUM COACHING REQUIREMENTS

- Attend “KiwiSport Coaching **Induction** Workshop”
- All coaches to complete Sport NZ code of ethics.
<https://sportnz.org.nz/assets/Uploads/attachments/managing-sport/coaching/Coaches-Code-of-Ethics.pdf>
- Hold a coaching qualification recognised by their sport
- All coaches to complete Safety Net online module
<https://www.sporttutor.nz/pages/coursedescription.jsf?courseId=141123&catalogId=268432>
- Agree to random observation of coaching sessions based on KiwiSport coaching guidelines
- Aktive requires that all coaches are police vetted before delivering coaching sessions.

APPENDIX 4

REGIONAL BREAKDOWN

<p>COUNTIES MANUKAU (CLM) 37% OF POPULATION</p> <p>Franklin Local Board Mangere-Otahuhu Local Board Manurewa Local Board Otara-Papatoetoe Local Board Papakura Local Board</p>	<p>HARBOUR (Harbour Sport) 22% OF POPULATION</p> <p>Devonport-Takapuna Local Board Hibiscus and Bays Local Board Kaipatiki Local Board Rodney Local Board Upper Harbour Local Board</p>
<p>AUCKLAND (Sport Auckland) 26% OF POPULATION</p> <p>Albert-Eden Local Board Great Barrier Local Board Howick Local Board Maungakiekie-Tamaki Local Board Orakei Local Board Puketapapa Local Board Waiheke Local Board Waitemata Local Board</p>	<p>WAITAKERE (Sport Waitakere) 15% OF POPULATION</p> <p>Henderson-Massey Local Board Waitakere Ranges Local Board Whau Local Board</p>



APPENDIX 5

COMPLAINTS PROCEDURE

If you want to make a complaint regarding either regional or local KiwiSport, Aktive Auckland Sport & Recreation has a standard procedure for you to use and this is described below.

Making a complaint will not affect in any way the level of service you receive from us. For example, if your complaint is about an application for funding, this will not affect your chances of getting a grant in the future.

What is a complaint?

You can complain if you think that:

- you received unsatisfactory customer service
- the correct procedures were not followed in relation to a funding process or decision.

This procedure cannot be used for appeals against funding decisions if the Regional or Local KiwiSport Advisory Group has followed the decision-making process correctly.

How do you make a complaint?

Stage One

If you are not happy with the service you have received, contact the staff member you first dealt with. They will try to resolve your complaint immediately. If this is not possible or you are still not satisfied, you will be referred to a formal complaints' procedure.

Stage Two

If you were not satisfied with the response you initially received, you can make a formal complaint in writing to:

Aktive, Sport Waitakere, Sport Auckland, Harbour Sport or CLM

What do you include when making a formal complaint?

- Your name and postal or email address.
- Briefly what the complaint is about.
- When it happened.
- Who originally dealt with the matter.
- What action is expected to put things right.

Your complaint will be acknowledged within seven working days of receiving it and a full response issued within 14 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

If you are still not satisfied with the response at this stage, you can refer your complaint to the CEO and Board of the RST/CLM or Aktive.

MONITORING COMPLAINTS AND IMPROVING OUR RECORD

Active will record all complaints and comments received about our services and procedures and the subsequent action taken. A record of all complaints will be kept for three years from the date on which the complaint was received. The number of complaints, their nature and the speed with which they are dealt with, will be monitored regularly.

POLICY PRINCIPLES

- **Commitment** – Management and staff are committed to the right of clients to complain. Complaints are seen as an opportunity for improving service.
- **Visibility** – How to complain and to whom will be obvious to staff and customers.
- **Simple and Assisted** – The steps in the complaint's procedure will be straightforward and easy for customers to follow. Support and advice will be available to help customers complain.
- **Fair and Confidential** – All complaints will be dealt with equally, with respect. Respect includes maintaining confidentiality and a complainant's right to privacy.
- **Responsive** – All complaints will be acknowledged promptly and an approximate time frame for action given.
- **Communication** – Complainants and other affected parties will be kept informed of the progress of a complaint.

APPENDIX 6

CONFLICTS REGISTER

Name:

Organisation:

Date Advised of interest:

Interest Disclosed:

Nature of potential conflict:

Action taken/Recommendations:

Date implemented:

Reviews/ comments:

APPENDIX 7

TRANSPARENCY AND EFFICIENCY

In this plan Aktive has standardised a number of processes across the region with the aim of achieving a robust and transparent system for KiwiSport. This has been done through:

TIME FRAMES

Funding rounds have now been aligned across the region. Local rounds (based on RST/CLM Boundaries, refer Appendix 4) will follow on from regional rounds of funding. This will minimise any potential duplication, whilst also allowing codes who are unsuccessful at the regional level to apply to a local round.

FUND TERMINOLOGY

Fund names have been changed so they are consistent across the region: Auckland Regional KiwiSport Fund, FastFund, and Local Community Fund

APPROVAL PROCESS

The regional and local approval processes have been streamlined across the region.

KIWISPORT ADVISORY GROUP

Aktive and each RST/CLM will have a KiwiSport Advisory Group. These groups exist to provide a robust independent decision-making process that will make transparent decisions around KiwiSport investment.

COMPLAINTS PROCESS

Aktive has a new complaints process that will be used at both regional and local level. (refer Appendix 5). Aktive will record all complaints and comments received about KiwiSport services and procedures and the subsequent action taken. A record of all complaints will be kept for three years from the date on which the complaint was received. The number of complaints, their nature and the speed with which they are dealt with, will be monitored regularly