

Practice Audit and Provincial Practice Evaluation Policy

MCFD Core Policy	Quality Assurance Policy
Effective Date	June 1, 2026
Amendment Date	May 4, 2026
Last Review Date:	May 7, 2026

A: Policy

The purpose of the *Practice Audit and Provincial Practice Evaluation Policy* is to establish the expectations, requirements and operational standards for the systematic assessment of services and practices provided by the Ministry of Children and Family Development (MCFD) and Indigenous Child and Family Service Agencies (ICFSAs).

The Provincial Director of Child Welfare (PDCW) and the Indigenous Child Welfare Director (ICWD) hold statutory authority under the *CFCSA* to administrate and oversee services delivered under the *CFCSA*. The practice audits and provincial practice evaluations are carried out by delegated staff, who act on behalf of the PDCW and/or ICWD. While these delegated staff (i.e. Quality Assurance Branch and Indigenous Practice Oversight and System Improvement Branch) perform the work within the scope of their delegated authority, the PDCW/ICWD remain accountable for all decisions and actions.

The policy ensures that practice audits and evaluations support continuous improvement in service quality, enhance public accountability, and strengthen outcomes for children, youth, and families.

Outcomes:

- Evaluations of practice provide effective quality assurance and oversight that informs continuous improvements in practice, policy, training and service delivery.
- Children, youth, young adults and families receive quality, culturally safe, and restorative services and programs.
- Publicly posted evaluation results promote public accountability.

Policy statements:

1. Practice audits and provincial practice evaluations are conducted across services delivered by the MCFD and ICFSAs. The practice audits, provincial practice evaluations and special audits, examine compliance with legislation, policy and operational standards and systematically monitor and measure the outcomes and impact of services.

- (a) Provincial practice evaluations and ICFSAs practice audits occur every three (3) years.
- (b) Special audits may be initiated at any time by the PDCW and/or ICWD.

B: Procedures

1. Establishing evaluation schedules
2. Defining evaluation criteria
3. Conducting evaluations

4. Reporting and actioning results

C: Procedures | Detailed

1. Establishing evaluation schedules

- (a) There are three types of evaluations:
 - (i) Provincial practice evaluations assess MCFD services at the provincial level, with results also available by the service delivery area;
 - (ii) Practice audits assess services delivered by ICFSA;
 - (iii) Special audits assess a specific practice, service, or location.
- (b) Provincial practice evaluations and practice audits occur on a three-year cycle, or more often as needed.
- (c) Notify MCFD Executive Directors of Service or ICFSA Executive Directors in writing of the provincial practice evaluation and practice audit cycle.
- (d) In circumstances, where the PDCW and/or ICWD determine a special audit will be conducted, methodologies and critical measures for the respective audit are established.

2. Defining evaluation criteria

- (a) Collaborate with the relevant MCFD or ICFSA leadership, staff and other subject matter experts (e.g., lived experience contributors, Indigenous partners, affected communities and social groups), to inform the evaluation and audit criteria.

3. Conducting evaluation

- (a) Notify all MCFD Executive Directors of Service of the evaluation start date and criteria in writing at least 30 days in advance for provincial practice evaluations.
- (b) Notify ICFSA Executive Directors in writing of practice audits 30 days in advance of the start date.
- (c) Notify the involved Executive Directors or ICFSA Executive Directors in writing of a special audit 14 days in advance of the initiation.
- (d) Review relevant electronic and physical records to decide what information to include in the evaluation.
- (e) Where appropriate, the voices of service delivery staff, community partners and individuals accessing the services will be collected for inclusion in the evaluation.
- (f) Share interim results with the relevant MCFD Executive Directors of Service or ICFSA Executive Directors throughout the evaluation process.
- (g) If a child or youth's safety is identified as being at risk, immediately report in writing to the relevant MCFD Team Leader or Director of Operations or ICFSA Manager or Director.
 - (i) Verification is requested and provided to confirm what action was taken to address the identified concerns.

4. Reporting and Actioning Results

- (a) The written report follows the defined objectives, scope, and methodology, including data collection and analysis.
- (b) Share interim findings, as part of the administrative fairness process, with the relevant MCFD Executive Directors of Service or ICFSA Executive Directors to discuss the findings, address any issues, and inform the action plan.
- (c) Develop an action plan in collaboration with MCFD leadership or ICFSA Executive Directors to address the findings and is included in the final report.
- (d) Record, monitor and verify actions for implementation and completion.

- (e) Final reports are approved by the PDCW and/or ICWD.
- (f) Send the final report to relevant MCFD Executive Directors of Service or ICFSA Executive Directors.
- (g) Provincial practice evaluation and practice audit reports are posted publicly on the government website. Public posting of special audit reports is decided by the PDCW and/or ICWD, on a case-by-case basis, balancing public accountability with confidentiality. Identifying data may be anonymized in special audits.

D: Related Resources

Type of Resource	Resource
Legislation/Regulation	Child, Family and Community Service Act
Legislation/Regulation	An Act respecting First Nations, Inuit and Metis children, youth and families , Canada Federal Act

E: Table of Changes

Amendment Date	Cliff #	Section	Change Type	Notes
20260417	#298032	Policy and Procedure	New terms and language added; requirements for public accountability amended	<ul style="list-style-type: none"> • Provide additional clarity and minor language changes, including updated term (practice audit and evaluation), reference to Indigenous Child and Family Service Agencies (ICFSA) and inclusion of services for young adults. • Changes to recognize the authority of the ICWD, clarify PDCW and/or ICWD's approval for posting special audit reports and removal of PDCW reference, except where decisions explicitly require PDCW and/or ICWD involvement.

F: Glossary

Term	Definition
Quality Assurance	<p>Quality Assurance is a key legislated responsibility of the Director that ensures services delivered to children, youth, young adults and families are consistent, high-quality, and responsive to their needs. "Quality Assurance" is an umbrella term that includes all activities designed to monitor, assess, and improve the quality and effectiveness of services.</p> <p>Quality Assurance activities, such as child and family practice reviews, practice audits and evaluations, complaints, and caregiver reviews, are carried out by delegated staff. These delegated roles include staff in the</p>

Quality Assurance Branch and Indigenous Practice Oversight and System Improvement Branch.

Quality Assurance policies can be found on the Ministry's public facing website <https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/reporting-monitoring/accountability>

G: List of Acronyms

Acronym in Policy	Full Term
PDCW	Provincial Director of Child Welfare
ICWD	Indigenous Child Welfare Director
ICFSA	Indigenous Child and Family Service Agency

H: Metadata

Description	This Policy describes the policy framework and standards for conducting practice audits and provincial practice evaluation of services delivered by the Ministry and Indigenous Child and Family Service Agencies (ICFSA).
Keywords	Practice Audits, Provincial Practice Evaluation, Special Audits, Practice Audits and Evaluation, ICFSA Practice Audit, Quality Assurance
Synonyms	Audit, Oversight