

<b>Program Area:</b> Quality Assurance, Ministry of Children and Family Development	<b>Policy</b>
<b>Implementation Date:</b> 2016 June 01	<b>Policy Number or Section:</b> Quality Assurance
<b>Amendment Date:</b>	

## AUDIT POLICY

### Audits

Practice audits are conducted by the Provincial Director of Child Welfare (PDCW) across the Ministry of Children and Family Development (MCFD) service lines and the services of Delegated Aboriginal Agencies (DAAs) delivered under the *Child, Family and Community Service Act* (CFCSA). These quality assurance audits examine compliance with legislation, policy, and operational standards; providing a systematic approach to the evaluation and improvement of services.

### Outcomes

- Audits provide effective quality assurance oversight that informs continuous improvements in practice, policy, and service delivery.
- Children, youth, and families receive quality, culturally safe, and restorative services and programs.
- Compliance with legislation, policy, and standards is demonstrated to the public.

### Standards

1. Regular practice audits occur in service delivery areas (SDAs) and Delegated Aboriginal Agencies (DAAs) every three years.
2. Special audits may be initiated at any time by the PDCW.

### Procedures

### Planning Considerations

- The PDCW determines the schedule for regular audits and communicates this information to representatives in the respective SDAs and DAAs.
- In circumstances where the PDCW determines that a special audit will be conducted, the PDCW establishes the methodologies and critical measures for the respective audit.

### **Terms of Reference**

- The PDCW establishes the Terms of Reference for regular practice and special audits.
- Terms of Reference include the:
  - Objectives, scope, methodology, and time frame of the audit;
  - Service line to be examined; and
  - Critical measures applied in conducting the audit.
- While the PDCW establishes the specific purpose and Terms of Reference for each special audit, additional terms for special audits conducted in DAAs may be recommended by the director of the respective agency.

### **Conducting Regular Audits**

- A minimum of thirty days before a regular audit is conducted the PDCW provides the selected SDA or Delegated Aboriginal Agency (DAA) Director with written notification of the audit date and the Terms of Reference.
- The PDCW schedules an initial meeting or teleconference with the applicable employees in the SDA or DAA to discuss the Terms of Reference.
- If the PDCW identifies circumstances during a regular audit where a child or youth may be in need of protection, they will immediately report this matter in writing to the applicable supervisor and/or manager.

### **Conducting Special Audits**

- Where applicable, the PDCW will provide written notification of a special audit to the applicable SDA or DAA Director at least fourteen days before the audit is conducted.
- The written notice includes the date of the special audit and the Terms of Reference.
- The PDCW schedules an initial meeting or teleconference with the applicable employees to discuss the Terms of Reference.
- If the PDCW identifies circumstances during a special audit where a child or youth may be in need of protection, they will immediately report this matter in writing to the applicable supervisor and/or manager.

### **Reporting**

- The content of the written practice audit report is aligned with the objectives, scope, and methodology that are specified in the Terms of Reference, including how the data is gathered and analyzed.
- The PDCW provides applicable employees in the selected SDA or DAA with a draft of the practice audit report to facilitate a discussion of the findings, address inaccuracies or omissions in the report, and to inform the action plan.

- The PDCW collaborates with the applicable employees to develop an action plan that addresses the issues identified in the audit.
- The action plan is included in the final practice audit report and this report is approved by the PDCW.
- The PDCW ensures that the activities in the action plan are recorded and monitored for completion.
- Regular and special audit reports are posted on the government website for public access. Identifying data may be anonymized in special audits.

## References

### Program Areas

#### **Adoption Services**

*Adoption Act*

*Child, Family and Community Service Act*

#### **Child Safety, Family Support and Children in Care Services**

*Child, Family and Community Service Act*

*Family Law Act*

#### **Early Years Services**

*Child Care BC Act*

*Community Care and Assisted Living Act*

*Child Care Subsidy Act*

Child Care Subsidy Regulation

Child Care Licensing Regulation

#### **Services for Children and Youth with Special Needs (CYSN)**

*Child, Family and Community Service Act*

#### **Child and Youth Mental Health Services (CYMH)**

*BC Mental Health Act*

*Child, Family and Community Service Act*

*Freedom of Information and Protection of Privacy Act*

*Infants Act*

*Representative for Children and Youth Act*

#### **Youth Justice Services**

*Youth Criminal Justice Act (Canada)*

*Youth Criminal Justice Act of BC*

*Criminal Code of Canada*

*Child, Family and Community Service Act*

*Forensic Psychiatry Act*

*Mental Health Act*

#### **UN Conventions**

United Nations Convention on the Rights of the Child

United Nations Convention on the Rights of Persons with Disabilities

United Nations Declaration on the Rights of Indigenous Peoples

#### **Policies**

Advocacy Protocol between MCFD and the Representative for Children and Youth

#### **Literature**

Child Rights in Practice: Practitioner Resource (January 2012) MCFD

Hearing the Voices of Children and Youth (January 2010) Ombudsperson and Representative for Children and Youth Report

Aboriginal Policy and Practice Framework in British Columbia