

Child Sex Offenders – Recording and Placement

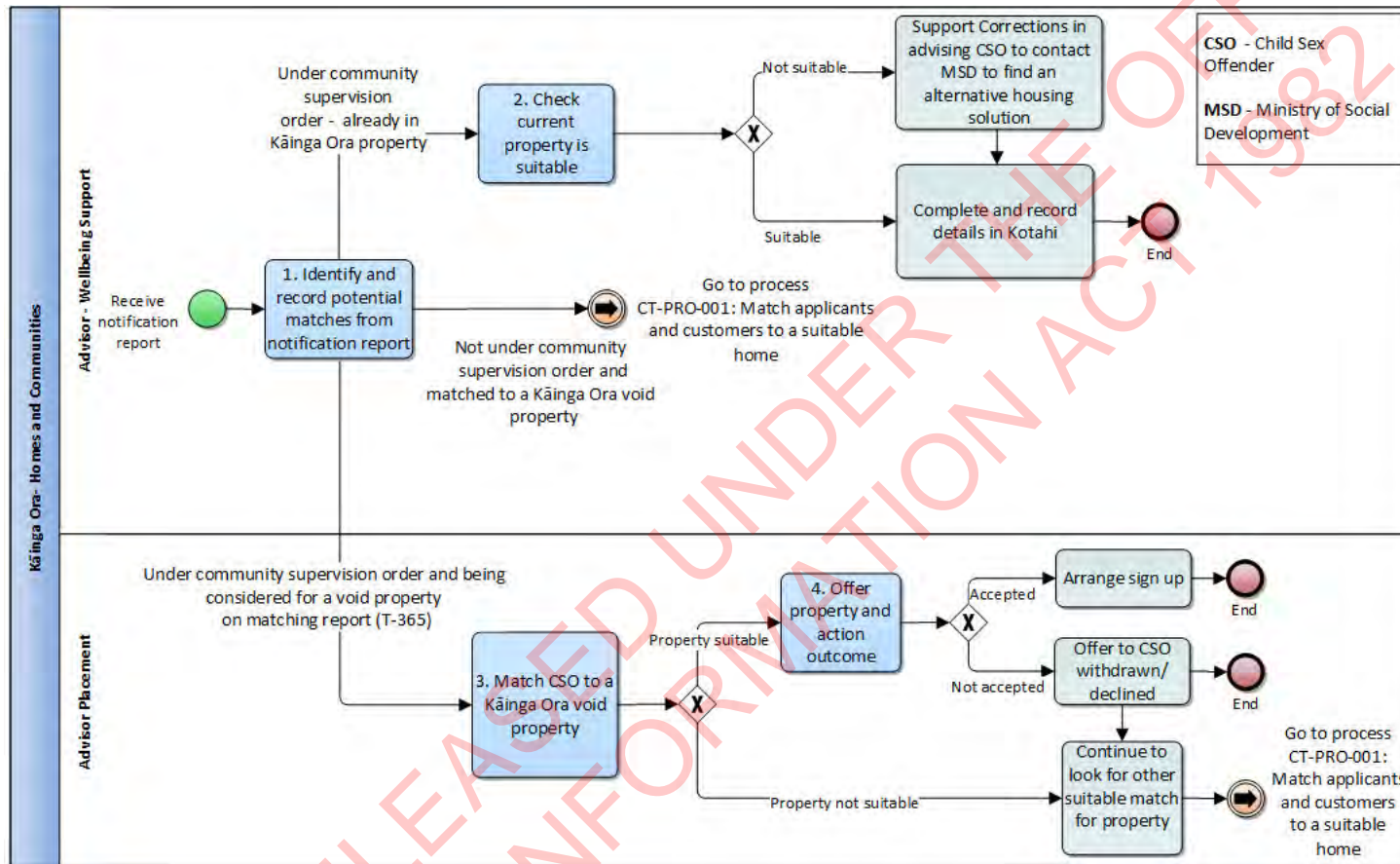
CT-PRO-301

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Process map

Child Sex Offenders – Recording and Placement



Process overview

Kāinga Ora – Homes and Communities (Kāinga Ora) works closely with the Department of Corrections to:

- check our records for child sex offenders ([CSO](#)) who are serving a current community supervision order and who are living in our properties, and to review the suitability of their current location
- update the status of the child sex offender when informed of changes by Corrections
- find, from the social housing register, potentially suitable properties for confirmed child sex offenders who are serving a current community supervision order.

The purpose of this business process is to manage the recording and placement of confirmed child sex offenders under a current community supervision order in a Kāinga Ora property. This is actioned in line with the Agreement for Sharing Information about Child Sex Offenders document.

1. Identify and record potential matches from the Corrections report

Role: Advisor Wellbeing Support

When to use

Use this procedure to identify, from the Indicative Notification Report (see [Appendix C: Indicative Notification Report](#)), a potential CSO match with a person who currently lives in or wants to be placed in a Kāinga Ora home.

Note:

The match can be with anyone who currently lives in the home – not just the tenant/signatory.

You must start this process every Friday. If you are away, make sure a regional colleague or the Manager Housing and Wellbeing Support starts the process for you.

Notes:

- The **Key Details** field in Kotahi will display the CSO assessment (**D1**, **D2**, or **D3**) assigned to a person. (Pending assessments have a **P**, for example, **D1P** or **D2P**.)

Key Details



Information D1

- Corrections will only supply disclosure information for a CSO who is currently living in, or being considered for, a Kāinga Ora home. If a name on the notification report is for a person who has a record in Kotahi but it is [historic](#), get verbal confirmation of their status from Corrections, create a child sex offender assessment against their name in Kotahi and [enter detailed notes](#). No disclosure information will be required or provided.
- To assist with the steps in Kotahi, see [User guide for recording and placement of child sex offenders \(CT-USG-103\)](#).

Step 1 The Indicative Notification Report is available every Friday from 11:30 AM. Review this report as soon as possible after it is available in the secure inbox (HS National Office CSO notification). Check for any potential matches to a CSO with a community supervision order status that is either current or not current.

Notes:

- You can print the notification report to aid the identification process, but it is important to make sure this information remains confidential. **Do not share the report.** Any printed copies must be shredded or placed in secure document destruction bins.
- Do not save the report to local folders or delete it from the mailbox.
- If the weekly notification report is not available, log an urgent call with the Service Desk. Send an email to all other Advisors – Wellbeing Support advising that the notification report is not available and that you have logged a fault with the Service Desk.

Step 2 [Search Kotahi](#) to see if the personal details provided in the notification report match any Kotahi person information. This includes searching on full name, address and date of birth separately.

Notes:

- If a customer has a [duplicate record](#), create an assessment for both records. For the primary record (this is the most recent/complete record), complete the assessment and include a comment noting the duplicate person reference number. For the duplicate record(s), it is sufficient to make notes referring to assessment number XXXX as the primary CSO assessment for details. The duplicate record must have the key details assessment outcome, for example, D1).
- Remember to use the wildcard (%) in the search.

Step 3 Carry out the following:

- Create a person file in Objective for each person who is included in the notification report. For details, see [Appendix B Storing documents in Objective](#)
- Record the status by recording a **CSO** assessment type in Kotahi.
- If there is:
 - **no CSO assessment type or a CSO assessment type and the status is CLO (closed),**
 - [create CSO assessment](#) and answer the first question for the assessment item response
 - [calculate the assessment outcome](#)
 - go to step 6
 - **a CSO assessment type and the status is PEN (pending),**
 - [check why CSO assessment is pending](#)
 - go to step 5
 - **a current CSO assessment type, go to next step.**

Step 4 Phone the local Corrections contact immediately to verify the status of the person's community supervision order. When Corrections confirms the status, make [detailed notes](#) in Kotahi and go to next step.

Note:

It is the responsibility of Corrections to determine the status of a child sex offender.

Step 5 Using the status confirmed by Corrections, update the CSO assessment type in Kotahi. At this stage, the assessment will have the **D1P** or **D2P** status.

If the child sex offender's confirmed status in Kotahi is:

- **CSO (current community supervision order), that is, D1P assessment status**, go to step 6
- **NSO (no supervision order), that is, D2P assessment status**,
 - [update assessment item response for current CSO assessment](#)
 - [answer questions for the assessment item response type](#) and then [calculate the assessment outcome](#)
After you update the questions and recalculate the assessment, you will get the **D2** status.
 - this procedure ends
- **neither CSO nor NSO (that is, an [invalid match](#))**:
 - [update assessment item responses for current CSO assessment](#)
 - [answer questions for the assessment item response type](#) and then [calculate the assessment outcome](#)
After you update the questions and recalculate the assessment, you will get the **D3** status
 - this procedure ends.

Step 6 Check to see if the person has a [live record](#) in Kotahi.

Note:

At this stage, the assessment will have the **D1P** status. After you update the questions and recalculate the assessment, you will get the **D1** status.

If:

- **no**, go to the next step.
- **yes**,
 - [answer questions for the assessment item response](#) in Kotahi, up to the point of sending [Disclosure of information by the Department of Corrections to Kāinga Ora \(T- 441\)](#) to Corrections
 - [calculate the assessment outcome](#) in Kotahi
 - email (via SEEMail – go to Appendix [A: How to use SEEMail](#)) the local Corrections contact (T-

441).

Note: If the local Corrections contact is not known, use: Out of scope

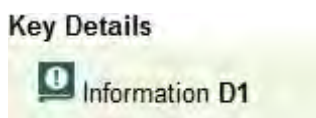
- if T-441 is not returned within five working days, email letter [Request for information from Department of Corrections \(17-030\)](#) to Corrections using SEEMail
- when T-441 is received and fully completed, go to next step.

Note:

If a CSO has vacated a Kāinga Ora tenancy (such as deceased tenant, stock transfer or general vacated tenancy), the assessment against the person in Kotahi must remain current; that is, if the assessment is at NSO (**D2**) status, it will stay a current assessment. If it is at CSO (**D1**), the assessment will stay as is until we receive notification that the person is no longer under a community supervision order. We will then complete a new NSO assessment that remains current.

Step 7 In Kotahi, [answer questions for the assessment item response type](#), then [calculate the assessment outcome](#).

- The **Key Details** field displays an assessment outcome of **D1**.



What happens next?

- If the person is under a community supervision order, and is currently living in a Kāinga Ora property, inform the Manager Housing and Wellbeing Support (using a secure method) and go to [2. Check the property is suitable](#)
- If the person is under a community supervision order and is being considered for a match to a Kāinga Ora void property, refer to the Advisor Placement (using a secure method) who manages [3. Match CSO to a Kāinga Ora void property](#)
- If the person is not under a community supervision order, and is matched to a Kāinga Ora void property, proceed as per business process [Match applicants and customers to a suitable home \(CT-PRO-001\)](#)

2. Check the current property is suitable

Role: Advisor Wellbeing Support

When to use

Use this procedure to determine if a person currently living in a Kāinga Ora home (as a tenant, boarder, partner, dependent or household member) is in a suitable location given their current community supervision order status.

This procedure applies only if a person is identified as a CSO from the Indicative Notification Report (see Appendix C) from Corrections.

Note:

To assist with the steps in Kotahi, see [User guide for recording and placement of child sex offenders \(CT-USG-103\)](#)

Step 1 Carry out the following:

- complete forms [Accommodation approval – Offender living in a Kāinga Ora tenancy \(T-439\)](#) and, for your information, [Disclosure of information by Kāinga Ora to the Department of Corrections \(T-442\)](#). Email both documents to Corrections via SEEMail (see [Appendix A](#)). They must complete their section of T-439 and return it to us within five working days
- [answer questions for the CSO Identification assessment item response](#) in Kotahi – making sure to record [detailed comments](#)

Step 2 Has Corrections returned form T-439 within five working days? If:

- **yes**, go to next step
- **no**, email (via SEEMail – see [Appendix A](#)) letter [Request for information from Department of Corrections \(17-030\)](#) to the local Corrections contact person or local Corrections service manager.

Step 3 When you receive the completed T-439 from Corrections, action as follows. If Corrections advise the property is:

- **suitable**, go to next step
- **not suitable**,
 - we will support Corrections to advise the person to find an alternative housing solution. For example, contact with MSD, consider boarding with a family, or look at private rental/boarding options.

If the CSO and the household are happy to move, and Corrections supports the proposal, an application can be taken to be place on the Business Initiated Transfer register – see [Manage tenant transfer \(CT-728\)](#)
 - as an FYI, inform the Manager Housing and Wellbeing Support that Corrections advises the property where the CSO is living is not suitable
 - complete Kotahi actions as per step 4
 - go to step 5.

Step 4 Carry out the following:

- as an FYI, inform the Manager Housing and Wellbeing Support that Corrections advises the property where the CSO is living is suitable
- [answer questions for the CSO Identification assessment item response](#) in Kotahi – making sure to record [detailed comments](#)
- [calculate the assessment outcome](#) in Kotahi
- make sure the correct assessment outcome is displayed (**D1**) and the status is **CUR** (current).

Step 5 Always save updated forms/information from Corrections into the CSO's folder in the secure location in Objective (see Appendix B).

What happens next?

- Final responsibility rests with Corrections regarding the suitability of the Kāinga Ora property where the person is currently living.
- If the current property is deemed suitable by Corrections, this process ends.

Note:

We cannot inform the community a CSO is living in or moving into the area – this is Correction's role.

In future, we must notify Corrections when we become aware:

- there are any changes in the household composition during the time the CSO lives at a Kāinga Ora property
- a request is made to accommodate additional occupants under 16 years of age at the property
- of changes in the tenancy that may increase risk to others, subject to Privacy Act 2020 obligations and any other legislative restrictions
- of any change or intention to change the CSO's accommodation, for example, a transfer request, vacation or abandonment.

We notify Corrections of any future changes using the form [Disclosure of information by Kāinga Ora to the Department of Corrections \(T-442\)](#).

If a person currently under a community supervision order is being considered for a match to a Kāinga Ora void property, go to [3. Match CSO to a Kāinga Ora void property](#)

3. Match CSO to a Kāinga Ora void property

Role: Advisor Placement

When to use

Use this procedure when a person (applicant, customer/signatory or household member) currently under a community supervision order is being considered for a match to a Kāinga Ora void property.

Note:

To assist with the steps in Kotahi, see [User guide for recording and placement of child sex offenders \(CT-USG-103\)](#).

Step 1 Consider the Coordinator Placement's match of a person currently under a community supervision order to a Kāinga Ora void property. See details on the T-365 context report.

Step 2 Do we hold a completed T-441 from Corrections to consider if the CSO's circumstances make the potential match suitable or unsuitable? If:

- **yes and match appears suitable**, go to step 3
- **yes but match appears unsuitable due to information we know about the locality and the CSO (via the T-441)**, ask the Coordinator Placement to treat it as Withdrawn in Kotahi
- **no**, SEEMail (see [Appendix A](#)) a request to Corrections to supply more information. Refer to [2. Check the property is suitable](#) and follow steps 1 to 3. On receipt of information from Corrections, decide if match is suitable (go to step 3 below) or not suitable.

Step 3 If match may be suitable, phone your local Corrections contact to confirm the CSO's community supervision status and discuss the potential suitability of the property for that person.

Step 4 Does the local Corrections contact agree the property is potentially suitable? If:

- **yes**,
 - arrange to view the property with them. Make an appointment time and diary in Outlook. The appointment time must be within 48 hours of the phone call
 - update CSO's application record in Kotahi for the initial viewing. [Answer questions for the CSO Identification assessment item response](#) and then [calculate the assessment outcome](#) in Kotahi
 - print off [Property pre-approval \(T- 438\)](#) for Corrections to sign if they agree the property is suitable
 - make [detailed notes](#) in Kotahi and go to next step.
- **no**, go to step 7.

Step 5 Meet the Corrections contact in person at the property. Following the viewing, Corrections must complete and sign Part B of [Property pre-approval \(T-438\)](#).

Step 6 Action outcome of the viewing. If:

- **suitable to offer**:
 - check that Corrections has signed and returned T-438. Make sure this is stored electronically in the secure Objective folder
 - [answer questions](#) about the pre-approval for the CSO Identification assessment item response and then [calculate the assessment outcome](#) in Kotahi; make detailed notes in Kotahi
 - make sure all information received from Corrections about the CSO is kept in their file in the secure Objective folder
 - proceed with the offer – go to [4. Offer property and action outcome](#)
- **not suitable due to reasons specified on the T-438**, go to the next step.

Step 7 If Corrections confirms the property is not suitable:

- advise the Coordinator Placement to enter the offer in Kotahi as withdrawn, not declined
- [answer questions for the CSO Identification assessment item response](#) in Kotahi about the offer withdrawal, then [calculate the assessment outcome](#) in Kotahi. Make [detailed notes](#).

What happens next?

- If both parties agree the match is suitable, the Advisor Placement proceeds with the offer to the CSO, go to [4. Offer property and action outcome](#).
- If both parties agree the match is not suitable, the Coordinator Placement continues to search for a suitable match for the property – see [Match applicants and customers to a suitable home \(CT-PRO-001\)](#)

4. Offer property and action outcome

Role: Advisor - Placement

When to use

Use this procedure when Corrections has confirmed the property is suitable to offer to a CSO (applicant, tenant or any member of the household) currently under a community supervision order and to action the outcome of the offer.

Notes:

- Before offering the property to the offender, you must have a signed copy of [Property pre-approval \(T-438\)](#) from Corrections saved electronically in the CSO's secure folder in Objective
- To assist with the steps in Kotahi, see [User guide for recording and placement of child sex offenders \(CT-USG-103\)](#)

Step 1 Before meeting with the CSO, check if they have a [customer risk profile](#) rating (CRR) under Key Details in Kotahi. (Note: this rating is different from the CSO rating). If a CRR exists and needs to be updated or a new CRR is required (based on information supplied by Corrections), action this in line with:

- 'Personal safety out of the office' section of [Staying Safe and Secure \(SS-GDL-110\)](#)
- [Manage customer risk register \(CT-PRO-300\)](#) (if applicable)

Note:

A [Safe Work Plan and Corporate Care Request \(SS-FRM-010\)](#) may be required.

Step 2 Carry out the procedures in [Match applicants and customers to a suitable home \(CT- PRO-001\)](#) as follows:

- 5.5 Offer property
- 5.6 Show property

Step 3 Did the CSO accept the property after the viewing? If:

- **yes,**
 - email the relevant Housing Support Manager to advise the offer has been accepted (Cc in the Manager Housing and Wellbeing Support)
 - call Corrections contact to advise the 'yes' offer outcome and make [detailed notes](#) in Kotahi
 - organise for the Coordinator Placement to prepare sign-up paperwork for Senior/Housing Support Manger.
- **no,**
 - advise the Coordinator Placement to enter the offer outcome in Kotahi as withdrawn or declined. Refer to Operational Policy or Guidelines about matching for more information.
 - call Corrections contact to advise the offer outcome.

The Coordinator Placement then continues to look for a suitable match for the void property.

Step 4

- [Answer questions for the CSO Identification assessment item response](#) and then [calculate the assessment outcome](#) in Kotahi.
- Make sure all information received from Corrections and/or relating to the CSO and their status is kept in their secure file in Objective.
- This process ends.

What happens next?

We cannot inform the community of a child sex offender is moving into the area – this is Correction's role.

In future, we must notify Corrections when we become aware:

- there are any changes in the household composition during the time the CSO lives at the tenancy
- a request is made to accommodate additional occupants under 16 years of age at the tenancy
- of changes in the tenancy that may increase risk to others, subject to Privacy Act 2020 obligations and any other legislative restrictions
- of any change or intention to change the CSO's accommodation, for example, a transfer request, vacation or abandonment.

We notify Corrections of any changes using the form [Disclosure of information by Kāinga Ora to the Department of Corrections \(T-442\)](#).

Appendix A: How to use SEEMail

What is SEEMail?

SEEMail (Secure Electronic Environment Mail) is a secure system for sending emails and attachments between participating government agencies in a way that protects sensitive information.

How does SEEMail work?

SEEMail encrypts the data you send. If someone who is not the intended recipient intercepts the email, they will not be able to see the information.

What is required of Kāinga Ora people when sending a SEEMail to Corrections?

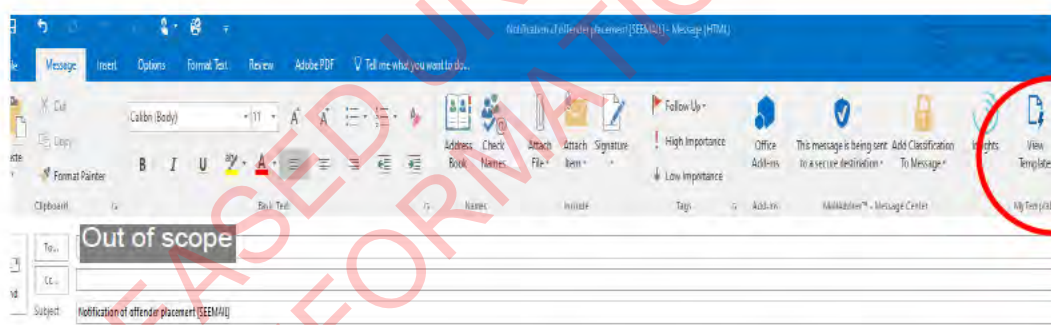
The 'key messages' are to be strictly adhered to and not altered in any way to make sure client information is kept secure at all times.

Key messages for SEEMail users

SEEMail does not check the recipient details so the user needs to make sure the correct contact details are used.

How do I activate SEEMail?

Click on **Add Classification To Message**, select [SEEMAIL], this automatically types [SEEMAIL] in the subject heading.



Advisor Wellbeing Support

Mobile
Email

Freephone: 0800 301 501 | Mainline: 044 339 3052 | Kāinga Ora - Homes and Communities
PO BOX 2628 Wellington 6140 | New Zealand Government | www.kiingora.govt.nz

Appendix B: Storing documents in Objective

All documents (including emails) relating to child sex offenders identified from the Indicative Notification Report must be stored in Objective. A secure location with restricted access has been created in Objective.

Note: For ease of access, save the secure location to your Handy Folder in Objective.

Create a new green file for each person who shows on the notification report. Keep all emails and documents for that person in this file. If you have a duplicate, store those together in the same folder.

Below is the naming convention you must use when creating a new file.

SURNAME – Christian Name – DOB – Person Ref # - Area Office

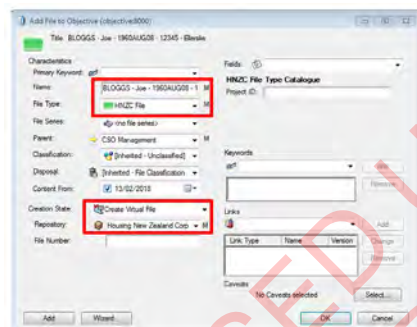
BLOGGS – Joe – 1960AUG08 – 12345 – Ellerslie

Create person file

To create a new person file (green):

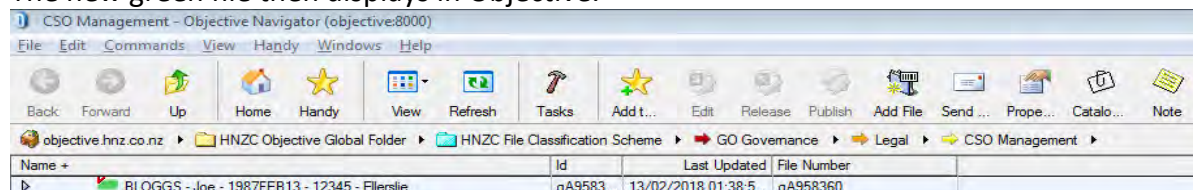
- Right click on the **CSO Management** folder (yellow arrow)
- Click on New > New Folder > Add File

This will open up a box to enter the characteristics of the new file.



1. Enter the name of the new file using the naming convention above
2. Ensure the **File Type** is **HNZC File** (the green folder)
3. Click on the **Creation State**: drop down arrow > **Create Virtual File**
4. Click on the **Repository**: drop down arrow > **Housing New Zealand Corporation** (if not already setup, you may need to do this the first time)
5. Click **OK**

The new green file then displays in Objective.



Appendix C: Indicative Notification Report

Each Friday around 11.30AM, the Indicative Notification Report is available to access from the secured mailbox (HS National Office CSO notification).

The Advisor Wellbeing Support must start the Child Sex Offender process each Friday. If you are away, one of your regional colleagues must – at a minimum – start the process for you.

Remember, the entries on the notification report are only indicative of a potential match. You will need to speak with your Community Probation Service (CPS) colleagues to get verbal confirmation as to whether the potential match is correct or invalid.

Treat the weekly notification report as confidential; do not share or delete it. If you print it out, you must make sure you dispose of it correctly using the destruction bins.

The weekly Indicative Notification Report has the following sections.

- **Group: New CSO** – Is indicative of all child sex offenders who have been released to a community-based supervision order the previous week
- **Group: Exit NSO** – Is indicative of all child sex offenders whose community-based supervision order ceased the previous week

Definitions

CSO – a child sex offender currently under a community supervision order with Corrections. Kotahi assessment code D1 or D1P.

NSO – a child sex offender not currently under a community supervision order with Corrections. Kotahi assessment code D2 or D2P. Excluded from this process document for the purposes of information sharing.

Duplicate record – where we have two records for the same person in Kotahi.

Historic customer – a person who is not a current Kāinga Ora customer; that is, they do not have a live record in Kotahi. For example, they were a former tenant, or household member (dependant or non-dependant).

Invalid match – there is a majority match of data on the Corrections notification report but it is verified by Corrections as incorrect.

For example, a potential match has the same name, address and gender but a different date of birth. Confirmation from Corrections and checks in Kotahi establish the individual is a relative with same name living in same household as the CSO currently under a community supervision order.

Kotahi assessment code D3.

Live record – a person who is a current Kāinga Ora customer; that is, they are a current customer/signatory, applicant or household member.

Supporting information

Legislation

This list is not exhaustive; other legislation may need to be considered.

- [Privacy Act 2020](#)
- [Corrections Act 2004](#)

Processes

- [Manage customer risk register \(CT-PRO-300\)](#)
- [Manage tenant transfer \(CT-728\)](#)
- [Match applicants and customers to a suitable home \(CT-PRO-001\)](#)

Guidelines

- [Guideline for matching applicants and customers to a suitable home \(CT-GDL-006\)](#)
- [Staying Safe and Secure guideline \(SS-GDL-110\)](#)
- [Health, safety and security portal](#)

Forms

- [Property pre-approval \(T-438\)](#)
- [Accommodation approval - Offender living in Kāinga Ora – Homes and Communities tenancy \(T-439\)](#)
- [Disclosure of information by the Department of Corrections to Kāinga Ora \(T-441\)](#)
- [Disclosure of information by Kāinga Ora to the Department of Corrections \(T-442\)](#)
- [Safe Work Plan and Corporate Care Request \(SS-FRM-010\)](#)

Letter

- [Request for information from Department of Corrections \(17-030\)](#)

User guide

- [User guide for recording and placement of child sex offenders \(CT-USG-103\)](#)

Other

- [Agreement for Sharing Information about Child Sex Offenders](#)

Document control

Version release

Current and previous versions of this document are stored in our document management system and managed by the Technical Writing Team. For any queries contact busdoc@kaingaora.govt.nz.

Version	Reason for change
6	Updated CT-752 to new business process template and assigned a new document number (CT-PRO-301). Amended role titles to align with Customer Programme and agreed changes in process and responsibilities from Area Manager to both Advisor Wellbeing Support and Advisor Placement.
6	Changed to phase 2 layout

SME review

Name	Designation	Date
Karen Green	Team Leader Business Analysis and Service Design	
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Keywords for Atamai

CT752; CT-752; CT-PRO-301; CTPRO301; CSO; NSO; D1; D2; D1P; D2P; D3; CSO invalid; ASB; customer risk rating; child sex offender

Information architecture

Objective Folder > Governance > QMS Documentation > CT Core Tenancy - Manage tenancies > Customer Risk > Manage child sex offenders > CT-PRO-301 Child Sex Offenders – Recording and Placement