



MINISTRY OF EDUCATION

Te Tāhuhu o te Mātauranga

National  
Office

Early Learning, Parents and  
Whānau  
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New Zealand

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OIA: 911053

16 MAR 2015

Oliver Seiler

[fyi-request-2508-d7df435c@requests.fyi.org.nz](mailto:fyi-request-2508-d7df435c@requests.fyi.org.nz)

Tēnā koe Oliver

Thank you for your email of 18 February 2015 about, Pipitea Childcare Centre. You asked for:

1. *An overview of all complaints the Ministry received against the Pipitea Childcare centre over the last 10 years (2005-2015). For each complaint:*
  - o *The nature of the complaint*
  - o *The outcome of the complaint*
  - o *Any actions the Ministry took as a result of the complaint or investigation*
  - o *Whether an investigation was undertaken and if so the final report of that investigation.*
2. *A list of all investigations the Ministry undertook in regards to this childcare centre within that period, regardless of whether it was an outcome of a complaint or not.*

Your request has been considered under the Official Information Act 1982 (the Act).

***Overview of all complaints over the last ten years (2005-2015) the Ministry has received against Pipitea Childcare Centre.***

In the last ten years, the Ministry has received four complaints about Pipitea Childcare Centre. Information relating to these complaints is recorded within the Ministry's Filenotes and Early Childhood Education Centre (ECE) logs. I have attached copies of these Filenotes and ECE logs as Appendix A.

The information provided to you details the nature of the complaint, and actions the Centre and the Ministry undertook to resolve the issues identified. Information has been withheld under sections 9(2)(a) of the Act to protect the privacy of natural persons. However, there do not appear to be overriding public interest reasons that support the release of the information withheld.

***Information within the last ten years (2005-2015) listing all investigations the Ministry undertook.***

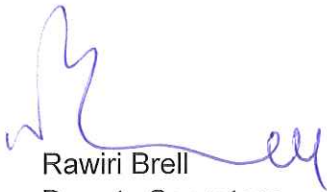
The Ministry has not undertaken any formal investigations of the Centre. There have been however, reviews relating to the licensing requirements of the service. In accordance with section 16(1)(e) of the Act, I am providing you with a summary of 11 documents which

provides you with information about this process. I have listed any issues the Ministry identified and the actions taken by the service. This information is provided in the table attached to this response as Appendix B. Within this timeframe the Education Review Office (ERO) also conducted regular reviews. The most recent review 28/08/2008 can be found online at <http://ero.govt.nz/Early-Childhood-School-Reports/Early-Childhood-Reports/Pipitea-Childcare-Centre-05-04-2012>.

The Ministry takes all complaints about ECE services seriously and will endeavour to work with the service and complainant to ensure that issues are resolved. This is to ensure the quality of education and care and to ensure the ongoing health and safety of children attending the service.

I trust the information provided is of interest to you. If you are unhappy you have the right to ask an Ombudsman to review my response to your request. Contact details are: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Mā te wā



Rawiri Brell  
**Deputy Secretary**  
**Early Learning, Parents and Whānau**

# File Note

<a href="#">Add Note...</a>	<a href="#">E-mail...</a>	<a href="#">Help...</a>	<a href="#">Audit History...</a>	<a href="#">RFS List...</a>	
<a href="#">Action</a>				<a href="#">To Edit Mode</a>	

File Note: Pipitea Childcare Centre; Safety and Wellbeing; Pipitea Childcare Centre #32523

<b>Status:</b>	Resolved	<b>ID:</b>	32523
<b>Lodged By:</b>	[Redacted]	<b>Date Lodged:</b>	11-Oct-2013 12:47 PM
<b>Last Changed By:</b>	[Redacted]	<b>Date Changed:</b>	27-Mar-2014 12:18 PM
<b>Start Date:</b>	11-Oct-2013 12:27 PM	<b>Category:</b>	ECE Processes

### Customer Details

<b>Name:</b>	Pipitea Childcare Centre (Initial Contact)	<a href="#">View Contact Details</a>
<b>Organisation:</b>		<b>Contact Extensions:</b> Facility
<b>Physical:</b>	21 Hobson Crescent, Thorndon,...	<b>Email:</b> office@pipiteachildcare.org.nz
<b>ECA:</b>		<b>Phone (DDI):</b> 04-4732336
<b>Phone (Home):</b>		<b>Cellphone:</b>
<b>Fax:</b>	04-4733787	

### Request Details

**Proposed Org. Name:** Pipitea Childcare Centre

**Information Provided Section**

**Informant Confidential:** Yes

**Informant Details:**

Name: [Redacted] s 9(2)(a) OIA

Address 1: As above

Address 2:

Address 3:

Suburb:

City: [Redacted] s 9(2)(a) OIA

Email: [Redacted]

Home Phone:

Work Phone: [Redacted] s 9(2)(a) OIA

Cellphone: [Redacted] s 9(2)(a) OIA

Fax:

**Referred From:** Persons Responsible s 9(2)(a) OIA

**Referral Method:** Phone

**Details:**

[Redacted] called NO to report an incident that had occurred on 10 October 2013. This was referred out to Regional Office.

I spoke to [Redacted] 11 October 2013 and ascertained that two children (known 'runners') had left the service during an excursion to the school playground next door, on 10 October 2013. The children had run through to Murphy Street and were stopped by two members of the public. The children were returned to the service.

s 9(2)(a) OIA

The manager has spoken to the children's parents and is going to inform the wider parent group. The parents of the children have been understanding as they know their children do run off.

The manager has started an investigation. I have sent through an Incident Report template for the service to complete.

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**Note relates to:** Safety and Wellbeing

**TLA:**

**Information Management Section**

**Severity:** High

**Is this Suspected Non-compliance?:** Yes

**Actions Taken:** Called Service

**Confidential word doc:** [Click here to generate a confidential word document](#)

**Location:**

**Complaint?:** No

**Closure category:** Action Completed

*Related File Notes, Enquiry Logs & LSMs*

**Related File Notes:**

	Description	Actions Taken	Details	Complaint?
No records to display.				

**Related Enquiry Logs:**

	Description	Caller	Issue	Outcome/Solution/Action Required
No records to display.				

**Related LSM:**

	Description	Recommendation	Intervention Type	Rationale of Decision
No records to display.				

**Related ECE Ops Funding workflows:**

	Description
No records to display.	

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s 9(2)(a) OIA      s 9(2)(a) OIA

<b>Attachments</b>				
Title	Author	Date Changed	Attached By	Date Attached
Email re complaint 14 Oct 2013.msg	[Redacted]	14-Oct-2013	[Redacted]	14-Oct-2013 2:46 PM
RE Complaint against Pipitea Childcare Cen...	[Redacted]	21-Oct-2013	[Redacted]	21-Oct-2013 4:56 PM
31 October 2013 Response to Incident Rep...	[Redacted]	27-Mar-2014	[Redacted]	27-Mar-2014 12:18 PM
Pipitea Childcare Centre Incident Report to...	[Redacted]	27-Mar-2014	[Redacted]	27-Mar-2014 12:18 PM
RE Response to complainant Jan 2014.msg	[Redacted]	27-Mar-2014	[Redacted]	27-Mar-2014 12:18 PM
Visit to Pipitea Childcare 13 November 201...	[Redacted]	27-Mar-2014	[Redacted]	27-Mar-2014 12:18 PM

**Related Items** [Create Similar RFS...](#)

Type:   Show only active items

Page Size:  Page:  of 0

No related items found.

**Assignment**

**Action Officer:** [Redacted] s 9(2)(a) OIA

**Escalation Officer:** Maxwell, Elspeth

**Also Notify:**

**Calendar Profile:** Weekday, 8am-5pm

**Response Due:** 18-Oct-2013 12:27 PM      **Resolution Due:** 27-Mar-2014 12:27 PM

**Action Log** [Add Note...](#) [E-mail...](#) [Action](#)

Actual Date	Date Logged	Logged By	Details	<a href="#">Collapse All</a>	<a href="#">Expand All</a>
11-Oct-2013 12:27 PM	11-Oct-2013 12:47 PM	[Redacted]	<b>Request added, assigned to</b> [Redacted] <span style="margin-left: 20px;">s 9(2)(a) OIA</span>		
11-Oct-2013 12:27 PM	11-Oct-2013 12:47 PM	[Redacted]	<b>Response added</b> Service has been sent an Incident Report to complete.		
14-Oct-2013 2:34 PM	14-Oct-2013 2:46 PM	[Redacted]	<b>Note added</b> <span style="margin-left: 20px;">s 9(2)(a) OIA</span> 14/10/2013 - phone call received from [Redacted] the children who were not adequately supervised during an excursion last week. [Redacted] advised that the centre manager had completed the incident form, and as the centre manager was one of the staff supervising the excursion [Redacted] wanted to know who was responsible for ensuring the report was completed. I advised that we would expect the service provider contact (on behalf of the management committee) to ensure the report was completed and be responsible for sending it through to MoE. There is currently no designated SPC. I have sent an email (attached) through to this committee member with an EC8/08 attached.		
21-Oct-2013 4:43 PM	21-Oct-2013 4:45 PM	[Redacted]	<b>Handoff to</b> [Redacted] <span style="margin-left: 20px;">s 9(2)(a) OIA</span> Handing back to [Redacted] for follow up. <span style="margin-left: 20px;">s 9(2)(a) OIA</span>		

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s 9(2)(a) OIA

s 9(2)(a) OIA

21-Oct-2013 4:51 PM 21-Oct-2013 4:55 PM

*Note added*

Email (attached) received from [redacted]. Now wishes to lodge a complaint. Return email to parent 21 Oct 2013 (attached)

16-Dec-2013 9:57 AM 16-Dec-2013 9:58 AM

*Handoff to* [redacted]

s 9(2)(a) OIA

Kia ora [redacted]  
RFS re Pipitea for you to follow up

s 9(2)(a) OIA

27-Mar-2014 11:47 AM 27-Mar-2014 12:18 PM

*Resolution added*

Incident Report and amended policy received 16 October 2013. The service was visited on 13 November 2013. The Head Teacher and Service Provider Contact attended. Discussions were about what had been put in place following the incident. Committee meeting was to be held that night. Procedures had been updated. Ratios were found to be complied with although the services own ratio for outings appeared not be on the day of the incident. Further action around teacher performance was being considered. Notes attached.

Complainant was contacted in Jan and investigation was closed. See attached email.

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# ECE Complain\*

[Add Note...](#) [E-mail...](#) [Audit History...](#) [Action](#) [To Edit Mode](#)

Complaint: Pipitea Childcare Centre: [redacted] on 29-Jul-2014 2:50 p.m. (#568304) s 9(2)(a) OIA

<b>0. Complaint Logged</b>	<b>Status:</b> Complaint Completed	<b>ID:</b> s 9(2)(a) OIA 568304
<b>1. Under 1st Peer Review</b>	<b>Lodged By:</b> [redacted]	<b>Date Lodged:</b> 12-Aug-2014 5:05 PM
<b>2. 1st Escalation</b>	<b>Last Changed By:</b> [redacted]	<b>Date Changed:</b> 13-Feb-2015 9:00 AM
<b>3. Acting on Complaint</b>	<b>Start Date:</b> 12-Aug-2014 5:01 PM	<b>Category:</b> Early Childhood
	<b>Referred From:</b> [redacted]	<b>Referral Method:</b> Email

**Customer Details**

**Name:** Pipitea Childcare Centre (Initial Conta) [View Contact Details](#)

**Organisation:** [redacted] **Contact Extensions:** Facility

**ProviderID:** 60250 **Physical:** 21 Hobson Cresc...

**Email:** office@pipteachil... **BCA:** [redacted]

**Phone (DDI):** 04-4732336 **Phone (Home):** [redacted]

**Cellphone:** [redacted] **Fax:** 04-4733787

**Request Details**

[Help assessing an ECE Complaint](#)

**Complainant Details**

**Reason for contacting the Ministry:** Complaint

**Confidential:** Yes

**Complainant Checklist**

<b>Advised to follow service's complaints procedure:</b>	No	<b>Why Not Referred to ECE Service:</b>	requires Ministry intervention
<b>Complainant providing complaint in writing?:</b>	Yes		

**Complaint Management**

**Date Received at MOE:** 31-Jul-2014

**Date/Time Of Incident:** 29-Jul-2014 2:50 PM s 9(2)(a) OIA

**People Involved in Incident (if applicable):** Children, Staff, committee

**Summary of Complaint:** 2 complaints received from [redacted]  
 1st complaint details:  
 - child burn't with hot glue gun  
 - incident report not completed or made available to parents

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	- ongoing biting issues not effectively managed - Hazards/health & safety reports not regular - access to emergency medication - staff not knowing centre policies - parents removing children from service by 25/8/2014 2nd complaint - phone response to complainant - ongoing biting issues - parents looking for alternative ece provision
<b>Complainant agrees with record of their complaint?:</b>	Yes
<b>Type of Incident:</b>	Non-Regulatory
<b>Complaint Acknowledged By:</b>	Email
<b>Complaint Acknowledged On:</b>	4-Aug-2014
<b>Acknowledged within 5 Days?:</b>	Yes

<b>MOE Details</b>			
<b>Region:</b>	Central South	<b>MOE Office:</b>	Lower Hutt Office
<b>Direct Manager:</b>	Elspeth Maxwell; Ella Taverner		

<b>Investigation Plan</b>			
<b>No Further Action Required by Ministry:</b>	No		
<b>Propose Service Visit:</b>	Yes		
<b>Propose Unannounced Visit:</b>	No	<b>Approved By ECE RO/LO Manager?:</b>	Yes
<b>Purpose of Investigation:</b>	Health & Safety		
<b>Refer to Another Agency:</b>	No		
<b>Proposed Action:</b>	5/8/2014 Visit service to investigate complaints. Advise complainants of progress in 2 weeks. 6/8/2014 Further complaint received from parent See notes field detailing ongoing work with key people involved		

<b>Peer Review</b>	
<b>Proposed Action Endorsed (PR 1):</b>	Yes
<b>Do you wish to escalate? (PR1):</b>	No
<b>Proposed Action Endorsed (PR2):</b>	No
<b>Why Not? (PR2):</b>	█ provided has reported positive changes within the service. New Centre Manager appointed.
<b>Do you wish to escalate? (PR2):</b>	No

<b>Initial Investigation Actions</b>
Advise the provider of any implications of the allegation(s) and allow time to respond

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<b>Contacted Service About Complaint:</b>	Yes	<b>Contacted Service On:</b>	4-Aug-2014
<b>Visited Service:</b>	Yes	<b>Date of Visit:</b>	5-Aug-2014

#### Investigation Outcomes

<b>Informed Parents/Whanau of Investigation:</b>	Yes
<b>Date of Contact:</b>	4-Aug-2014
<b>Ministry Actions Taken:</b>	Advice & Guidance on ECE Policies Visited Service to Investigate Action Plan Created with Service Ongoing Monitoring of Service PD Provisioned for the Service
<b>Summary of Actions Taken:</b>	
<b>Licence Amended?:</b>	No
<b>Outcome of Investigation:</b>	Breach Could Not Be Determined

#### Final Actions

<b>Decision Summary:</b>	
<b>Decision Summary Sent to Complainant:</b>	
<b>Complaint Outcomes Agreed with Service:</b>	<b>Actions Agreed with Service On:</b>

#### Attachment Check Lists

<b>Check List 1:</b>	Acknowledgement of complaint Complaint in Writing
<b>Check List 2:</b>	Communication with Informant Communication with Service/Ministry Site Visit Documents

#### Related Complaints, LSMs, File Notes & Enquiry Logs

<b>Related LSM:</b>	<table border="1"> <thead> <tr> <th></th> <th>Description</th> </tr> </thead> <tbody> <tr> <td colspan="2">No records to display.</td> </tr> </tbody> </table>		Description	No records to display.	
	Description				
No records to display.					
<b>Related File Notes:</b>					

	Description
No records to display.	

**Related Enquiry Logs:**

	Description
No records to display.	

**Related ECE Complaints:**

	Description
No records to display.	

s 9(2)(a) OIA

s 9(2)(a) OIA

Attachments		Title	Author	Date Changed	Attached By	Date Attached
<input checked="" type="checkbox"/>		12 Aug 2014 Update ...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		4 Aug 2014 complaint...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		6 Aug 2014 Pipitea Ch...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		Complaint against Pipi...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		complaint re ongoing ...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		IP Pipitea 12-08-2014 ...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		RE 11 Aug 2014 incid...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		RE 11 Aug 2014 Pare...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		RE 4 Aug 2014 Compl...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		Visit notes re complai...		13-Aug-2014		13-Aug-2014 10:42 AM
<input checked="" type="checkbox"/>		FW Re Complaint agai...		30-Sep-2014		30-Sep-2014 4:13 PM
<input checked="" type="checkbox"/>		RE Re Complaint agai...		30-Sep-2014		30-Sep-2014 4:15 PM
<input checked="" type="checkbox"/>		FW Re Complaint agai...		7-Oct-2014		7-Oct-2014 5:02 PM
<input checked="" type="checkbox"/>		Re my visit today.msg		9-Oct-2014		9-Oct-2014 8:51 AM
<input checked="" type="checkbox"/>		Accident and incident ...		10-Oct-2014		10-Oct-2014 3:29 PM
<input checked="" type="checkbox"/>		Pipitea project respon...		20-Oct-2014		20-Oct-2014 1:25 PM
<input checked="" type="checkbox"/>		Re 1 Complaint agains...		29-Oct-2014		29-Oct-2014 2:57 PM
<input checked="" type="checkbox"/>		Fwd letter of apology ...		3-Nov-2014		3-Nov-2014 8:30 AM

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<input checked="" type="checkbox"/>	RE IMAGE from Intern...	3-Nov-2014	3-Nov-2014 8:30 AM
<input checked="" type="checkbox"/>	RE [REDACTED]	7-Nov-2014	7-Nov-2014 2:36 PM

**Related Items** **Create Similar Workflow...**

Type:   Show only active items

Page Size  Page  of 0

No related items found.

**Assignment**

**Urgency:**

**Action Officer:** Maxwell, Elspeth

**Escalation 1:**

**Escalation 2:**

**Escalation 3:**

**Also Notify:**

**Calendar Profile:** Weekday, 8am-5pm

Current State: 6. Complaint Completed

<b>Action Log</b>		<b>Add Note...</b>	<b>E-mail...</b>	<b>Action</b>
<b>State</b>	<b>Actual Date</b>	<b>Logged By</b>	<b>Details</b>	<b>Collapse All</b> <b>Expand All</b>
0	12-Aug-2014 5:01 PM	[REDACTED]	Workflow added, assigned to [REDACTED]	
0	23-Aug-2014 10:43 AM	[REDACTED]	Note added s 9(2)(a) OIA	

Visited service 5/8/2014. Met with [REDACTED] Report from [REDACTED] this visit attached. My report outlines:

- hot glue gun to be removed until adequate supervision can be guaranteed.
- Accident/incident reports must be fully completed. Copy of Incident report to be sent to MoE
- discussed ongoing biting issues - [REDACTED] SE Educ Pschy, holding workshop tonight for staff and parents re factors contributing to behaviours of concern
- IP plan to be sent to MoE for review
- ECE trained staff to work with children requiring support around appropriate behaviours
- Supervision plan to be developed and implemented
- indoor environment needs review re children's access to a range of resources and space
- Positive guidance policy to be reviewed and understood by all staff and parents
- Hazards/maintenance to be promptly followed up and completion dates

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documented

- Good system now in place for storage of emergency medication - all staff know where to find this in an emergency
- Centre policy folder to be sited in public areas and available to parents/staff
- All staff to use non contact time to familiarise themselves with policies
- Policy review schedule to be developed
- Appraisals for all staff to be implemented this year and PD linked to appraisal outcomes
- Progress with appraisals to be reported to committee
- Centre manager role advertised for 3rd time

- Application for change in Service provider Contact to be sent asap to MoE

s 9(2)(a) OIA

0 13-Aug-2014 11:08 AM [redacted] *Note added*

6/8/2014 - Further complaint (attached) addressed to [redacted] received from [redacted] of child biting attributed to and alleging children's behaviours are an issue across the whole over 2 group and staff are not managing this well.

s 9(2)(a) OIA

7/8/2014 - email from [redacted] outlining increasing tensions between parents resulting in requests for a child to be excluded from service.

s 9(2)(a) OIA

12/8/2014 - phone conversation with [redacted] advising current and proposed MoE interventions - request for [redacted] to ring me to discuss contents of her email

s 9(2)(a) OIA

- Incident report (IP) sent to [redacted] for review by EIT - discussed provision of SELO with ECE manager

s 9(2)(a) OIA

s 9(2)(a) OIA

13/8/2014 - [redacted] advises [redacted] available to talk with centre manager today, I passed this message on to [redacted]

s 9(2)(a) OIA

s 9(2)(a) OIA

- IP content not adequate - unrealistic expectations re 2 yr olds self regulating re waiting for turns. Content not specific to issues. IP needs to be rewritten.  
- I will visit the service next Wednesday, spending morning in over 2 area to observe teaching and learning environment, and follow up on actions identified and discussed during my visit on 5/8. SELO contract to be raised post this visit.  
- meeting with new SPC to be scheduled

s 9(2)(a) OIA

0 13-Aug-2014 11:35 AM [redacted] *Progressed to 1. Under 1st Peer Review, assigned to [redacted]*

s 9(2)(a) OIA

Kia ora [redacted]  
Could you please peer review progress to date with this complaint.  
Thanks

s 9(2)(a) OIA

s 9(2)(a) OIA

s 9(2)(a) OIA

1 13-Aug-2014 4:10 PM [redacted] *Handoff to [redacted]*

s 9(2)(a) OIA

Kia ora [redacted]  
I agree with all the actions included to respond to the two complaints and the progress to this point.

s 9(2)(a) OIA

1 20-Aug-2014 3:35 PM [redacted] *Progressed to 3. Acting on Complaint, assigned to [redacted]*

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s 9(2)(a) OIA

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s 9(2)(a) OIA

18/8/2014  
- Further complaint from not following individual admisnistering medicati who is allergic to dairy exposed to cake with eq

and advised that this and would be visitir advised that this Wedne children's last day at Pir moving them to follow up phone call re weeks time.

20/8/2014  
- I visited the service 8. Acting centre manager been no biting incidents were working together I were well supervised at strategies for managing being implemented. Cer managing gastro enteril number of children and off sick. had con was visiting but went he she also had the bug! information/advice from Health on how to mana  
- I was unable to have here latest com up on this when I visit ne  
- I observed child/child ar interactions. child alongside other children taking turns using the ma with me about the names animal toys set out on an participating in the soccer and actively listening to a most of the coach's instru back and stroking the hea who teachers advise g information has been add profile since April 2014. I p today to give feedback observations of this is the first time. h information for many mor  
- Positive interactions obs some staff and children. C amount of instructional la some staff who were also children trying to initiate c  
- EC8 received for new SF amendment processed.  
- meeting organised with morning to discuss role, p resources and planned PD  
- positive phone conversa provider around availabilit pick up contract In G&M a

3

21-Aug-2014 9:52 AM

**Note added**

21/8/2014  
Meeting with new SPC. Di tensions between parents Ministry interventions to c up with all complainants, to be raised for G&M supp provision. Provided G&M i

		s 9(2)(a) OIA	
3	30-Sep-2014 4:08 PM	[Redacted]	new licence. SPC welcomes guidance and support to be provided by SELO contractor. <b>Note added</b>
		s 9(2)(a) OIA	29/9/2014 Further complaint received from [Redacted] about lack of follow up from original complaint - no new issues raised. Email and response of 30/9/2014 filed in attachments.
3	8-Oct-2014 4:16 PM	[Redacted]	<b>Note added</b>
		s 9(2)(a) OIA	10/10/2014 - Visit to service. Settled atmosphere prevailed during my visit, children actively engaged in a number of activities and staff working effectively with the children.
		s 9(2)(a) OIA	Supervisor is to resend an apology letter to the [Redacted] plus attach a copy of the accident form relating to hot glue gun. Supervisor advises that she had sent both the letter and form but the [Redacted] advise they have not received it.
		s 9(2)(a) OIA	We discussed completion of accident records, currency of childrens profiles, health plans, supervision, individual plan for child who is teething and frequency of biting, Email to Supervisor attached requesting she address all issues raised and advise when these have been completed.
		s 9(2)(a) OIA	A large number of people have applied for the centre manager position and applications are currently being reviewed. Maintenance actions are now being completed in a more timely manner. Appraisal templates have been developed and are ready to be implemented.
3	10-Oct-2014 3:25 PM	[Redacted]	<b>Note added</b>
		s 9(2)(a) OIA	Further email to [Redacted] attached.
3	21-Oct-2014 11:14 AM	[Redacted]	<b>Note added</b>
		s 9(2)(a) OIA	Reminder phone call to Acting Centre manager requesting she respond to my email 9/10/2014 re actions that need to be addressed. CM advises she will respond by Friday.
		s 9(2)(a) OIA	Interviews to be held for new Centre Manager next Wednesday.
3	21-Oct-2014 1:59 PM	[Redacted]	<b>Note added</b>
		s 9(2)(a) OIA	21/10 SELO SOW sent to Childspace.
3	3-Nov-2014 8:27 AM	[Redacted]	<b>Note added</b>
		s 9(2)(a) OIA	Email attached with letter of apology from Centre Manager to [Redacted]. Further request to CM to follow up on actions detailed in my email 9/10/2014.
3	7-Nov-2014 1:50 PM	[Redacted]	<b>Note added</b>
		s 9(2)(a) OIA	5/11/2014 - Phone discussion with [Redacted] who will be contacting both the SPC and the acting centre manager to set up meetings to begin SELO contract.
		s 9(2)(a) OIA	[Redacted]

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		s 9(2)(a) OIA	biting incidents in a month. asked for an MoE contact person if needed for any future assistance with behaviour and I advised would be best contact point.
3	13-Feb-2015 8:48 AM	s 9(2)(a) OIA	<b>Progressed to 4. Under 2nd Peer Review, assigned to</b>
		s 9(2)(a) OIA	Kia ora Could you please peer review so I can close this off. The SELO contract is in plac, along with a new Centre manager and SELO reports show positive change occurring across all identified areas.
4	13-Feb-2015 8:54 AM	s 9(2)(a) OIA	<b>Progressed to 6. Complaint Completed, assigned to Maxwell, Elspeth</b> I agree the reports from the SELO provider show positive changes within the service. Service will continue to be monitored through SELO, Agree to move to complaint complete.

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## Appendix B

Reviews undertaken by Ministry of Education about the Wellington Public Servants Childcare Centre Incorporated, trading as Pipitea Childcare Centre in Thorndon, Wellington 2005 -2015				
Doc No	Date	Correspondence between	Topic	Summary
1	5/08/2005	Ministry to the Centre	Education Review Office (ERO) recommendations	Two action plans received from Centre. Recommendations from ERO report completed by Centre.
2	1/06/2006	ERO to Ministry	ERO report of Centre	Service returned to regular ERO cycle.
3a	18/02/2008	Centre to Ministry	Request from service to relocate to temporary location while centre undertakes renovations	Ministry agreed to temporary location, service relocated to a temporary site to undertake renovations.
3b	18/04/2008	Ministry to the Centre	Licensing requirements and relocation to temporary premise	Confirmation of service provider's obligations regarding licensing requirements. Licensing assessment visit five issues identified: Install fan heater, locks for sliding door, complete first aid kit, fax copy of supervision plan to MOE, display complaints procedure, ERO access and qualifications of staff.
3c	21/04/2008	Centre to Ministry	Licensing requirements of temporary location	Confirmation that all action points were completed at the temporary site.
3d	21/04/2008	Ministry to Centre	Licensing requirements of temporary location	Probationary licence issued for operation from the temporary site at Hobson Crescent.
4a	16/05/2008	Ministry to Centre	Licensing assessment of renovated premise	Confirmation that the centre meets the licensing requirements.
4b	19/05/2008	Ministry to Centre	Licensing requirements	Full licence issued.
5a	28/08/2008	ERO to Ministry	ERO report of Centre	One action identified: parents to give written approval to adult: child ratios prior to any excursion.
5b	19/12/2008	Centre to Ministry	ERO report of Centre	Confirmation that service has completed the action, provided letter and example.



6	16/07/2010	Ministry to Centre	Funding requirements	Funding requirements explained to centre about the 20 hours ECE funding.
7a	18/08/2010	Centre to Ministry	Upgrading premise and licensing requirements	Centre seeking advice on which area they should prioritise for upgrading as it was due for relicensing.
7b	24/08/2010	Ministry to Centre	Upgrading premise and licensing requirements	Advised the Centre needs to make assessment about which area should be upgraded. Relicensing of premise to be extended out.
8a	13/11/2010	Ministry to Centre	Licensing requirements for temporary site while renovations underway	Licensing visit to temporary site, operation hours limited to temporary site hours.
8b	10/01/2001	Ministry to Centre	Licensing requirements for temporary site while renovations underway	Provisional licence issued.
9	31/01/2011	Ministry to Centre	Licensing requirements	Full licence issued, service met all requirements for move back to renovated premise.
10a	13/04/2011	Ministry to Centre	Licensing requirements	Actions to be addressed: Secure shelving, seal paintwork, and provide a completed example of documentation used for excursions.
10b	16/06/2011	Ministry to Centre	Licensing requirements	All actions reviewed and centre completed all actions required for relicensing, full licence issued to Centre.
11	05/04/2012	ERO to Centre	ERO report	No specific recommendations centre to be reviewed in three years.

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