

# MEMO

**To:** Anthony Newton  
**Cc:**  
**From:** Rhonda Cowell-Bari  
**Date:** 21 August 2015  
**Subject:** Targeted Assistance for Participation Stream 3 – Aoga I Maota Charitable Trust M1

## Purpose

This memo seeks your approval for payment of Milestone 1 for \$25,000.00 GST Exclusive to Aoga I Maota Charitable Trust.

## Introduction

A Targeted Assistance to Participation Stream 3 Outcome Agreement was signed on 29 June 2015 for Aoga I Maota Charitable Trust to establish a licensed Home Based network creating 80 new child places in Manurewa East and Wiri CAU's.

Total contract value	\$99,650.00
Total paid to date	\$0.00
Value of this payment	\$25,000.00
Budget remaining after this invoice is paid	\$74,650.00

All values GST Exclusive

*done  
1.8.15*

## Progress

Milestone 1 requirements are to provide a Project Plan with timeline and budget which have been provided by Aoga I Maota. These show that they are on track to meet their next milestone of being licensed for a minimum of 20 child places.

## Recommendation

That invoice IV0014 of \$25,000.00 GST exclusive for Milestone 1 be paid out of the TAP budget 3-4104-5293-703.

## Payment Details

Payment	1 ✓	Due Date	15 July 2015
Invoice No.	IV0014 ✓	Supplier No.	ECA2414
Invoice amount	\$25,000.00 (ex GST) ✓		

**Payment schedule**

Milestone No.	Milestone Requirements	Milestone Due Date	Payment Amount
1	Project plan completed including timeline and budget	15 July 2015	\$25,000.00
2	<ul style="list-style-type: none"> <li>Licensed for a minimum of 20 Child Places</li> <li>Provide a list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>Provide the 1st Quarterly Results Based Accountability Report</li> </ul>	30 September 2015	\$20,000.00
3	<ul style="list-style-type: none"> <li>Licensed for a minimum of 20 additional Child Places</li> <li>Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>Provide the 2nd Quarterly Results Based Accountability Report</li> <li>Provide Licensed Service Regulatory Compliance Audit Check</li> <li>Provide ERO Self Review (Home Based)</li> </ul>	31 December 2015	\$20,000.00
4	<ul style="list-style-type: none"> <li>Licensed for a minimum of 20 additional Child Places</li> <li>Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>Provide the 3rd Quarterly Results Based Accountability Report</li> </ul>	31 March 2016	\$20,000.00
5	<ul style="list-style-type: none"> <li>Licensed for a minimum of 20 additional Child Places, a minimum total of 80 Child Places for the license</li> <li>Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>Provide the 4th Quarterly Results Based Accountability Report</li> <li>Provide Licensed Service Regulatory Compliance Audit Check</li> <li>Provide ERO Self Review (Home Based)</li> </ul>	30 June 2016	\$14,650.00
Total Contract Value			\$99,650.00
Total Paid			\$25,000.00
Balance to Pay			\$74,650.00

MC  
1.9.15

**Attachments:**

Invoice No. IV0014, Project Plan, Budget

Signed

*Rhonda Cowell-Bari*

Rhonda Cowell-Bari  
ECE Advisor – Auckland

Date: 21 AUG 15

Peer Reviewed

*[Signature]*

21/8/15.

Date: 28/8/15

ECE Team Leader – Auckland Region

Quality Assured

Date: 28/8/15

ECE Manager - Auckland Region

Approved / Not Approved

*[Signature]*  
Anthony Newton  
Senior Manager - ECE Funding and Implementation Planning

Date: 3/9/15

Released under the OIA

APPENDIX 2: Project Plan Template

TARGETED ASSISTANCE FOR PARTICIPATION (TAP3) - Project Plan					
Provider Name: Aoga i Maofa Charitable Trust CAUIC Wiri					
Task	Activity	Actions	Timeframe	Person Responsible	Date Completed
<b>PROJECT</b>					
To provide 80 licensed child places at Mo Taitu In-home Early Childhood Education & Care, located at 4A Thompson Street, Mangere, Auckland for non-participating children in Wiri.					
<b>BUILD PHASE</b>					
Project Manager	- A project manager assigned to oversee project (build, pre-licensing)	N/A			
Secure or purchase appropriate site	- Determine if site is located within target area (refer to <a href="http://www.sitats.govt.nz">http://www.sitats.govt.nz</a> ) - Property owner's permission to extend	N/A			
Design and Concept Plan	- Appoint architect to complete building plan for extension - Building plans to be sent to MOE for licensing feedback, prior to submission of RC application	N/A			
Building Contract	- Appoint builder - Negotiation of terms -- alignment of builders payments and MOE TAP process -- invoices for payment	N/A			
<b>*EVIDENCE OF PROPERTY OWNERSHIP/ PERMISSION OF OWNER</b>					
<b>*GRANT AGREEMENT MILESTONE PAYMENTS SHOULD ALIGN WITH THE BUILDER QUOTE AND PAYMENT SCHEDULE.</b>					
Resource Consent	- RC Application to Auckland Council - Once approval obtained, forward a copy of RC to MOE	N/A			

(if required)	- RC must give approval for project to meet grant agreement special conditions				
Building Consent	- BC application to Auckland City Council - Once approval obtained, forward a copy of the BC to MOE	N/A			
Build commences	- Builders payment schedule agreed to by both parties - Construction work begins	N/A			
Outdoor play area	- Design and/or construction to be considered and developed - <i>Note: TAP funds cannot be used for outdoor play area structures</i>	N/A			
Build complete	- Approval of finished build - Insurance cover for extension to be considered.	-			
Code of Compliance	- Council compliance - A copy of the CCC to be provided to MOE	N/A			
<b>LICENSING CERTIFICATION - contact MOE for an Amendment/Certification Pack (1 month prior to expected build completion/opening)</b>					
Licensing Amendment/Certification Action Plan	- If required develop service policies and procedures - Visit MOE website for guidance information <a href="https://www.lead.ede.govt.nz">https://www.lead.ede.govt.nz</a>	Contact Ministry of Education for home based licensing pack Complete licensing application and all documentation and requirements of the application	1 month prior to first induction of Educators	Agnes Kapsi-Sevi	August, 2015
	- Extra Staff recruitment	Assess whether further staffing is required from original project team and conduct recruitment; selection and interviewing process.			August, 2015
<b>LICENSING CERTIFICATION ASSESSMENT</b>					

	<ul style="list-style-type: none"> <li>- Complete and send licence amendment/certification application to MOE: <ul style="list-style-type: none"> <li>o EC8/PG1 application</li> <li>o RS3 initial application for funding (advance funding)</li> </ul> </li> <li>- Once a complete application is received by MOE, an Advisor will make contact to arrange an appointment to visit the service. There is a 30 day timeframe to undertake a visit, process paper work and issue a license. <ul style="list-style-type: none"> <li>o Note: If the application is incomplete, delays are to be expected.</li> </ul> </li> </ul>	Latu Toomaga	September, 2015
<b>COMMUNITY RESPONSIVENESS</b>			
Child enrolments	<ul style="list-style-type: none"> <li>- Establish enrolment policy to prioritise: <ul style="list-style-type: none"> <li>o children from census area unit identified in the approved grant agreement</li> <li>o non-participating children from low socio-economic backgrounds, and Maori and Pasifika children</li> </ul> </li> </ul>	Agnes Kapisī-Sevi	June, 2015
<b>REPORTING REQUIREMENT: CHILD ENROLMENT DATA DUE MONTHLY, ONCE SERVICE IS LICENSED AND OPERATING</b>			
Parent and family engagement	<ul style="list-style-type: none"> <li>- Planned engagement of local community and families</li> <li>- Establish policy and practice to address barriers to EG participation</li> </ul>	Agnes Kapisī-Sevi	June, 2015
Responsiveness to the identity, language and culture of the local community	<ul style="list-style-type: none"> <li>- Policies are in place that ensure: <ul style="list-style-type: none"> <li>o Service is delivered in a manner consistent with the identity, language and culture of the children, families and Whānau attending the service</li> <li>o Foster the development of the identity, language and culture of the children and Whānau attending the service</li> </ul> </li> </ul>	Coral-Hayley Eady Agnes Kapisī-Sevi	June, 2015
<b>REPORTING REQUIREMENT: PROGRESS MILESTONE REPORT DUE 6 MONTHLY, ONCE SERVICE IS LICENSED/CERTIFICATED AND OPERATING</b>			

Tap 3 Projected Budget for Wiri

\*Direct/Indirect Costs

**Visiting Teacher		\$ 50,000.00
Laptop		\$ 1,000.00
Phone related costs		\$ 2,900.00
Vehicle related Costs		\$ 2,000.00
Printing related /Stationery		\$ 1,000.00
		<u>\$ 56,900.00</u>

\*Management and Administration Costs

**Project Manager	.25 FTE	\$ 15,000.00
IT Equipt	Desktop	\$ 1,750.00
	MS Office Software	\$ 1,250.00
	Server and Support	\$ 3,000.00
Rent, Utilities and Office Overheads		\$ 2,000.00
Compliance and Insurance		\$ 2,000.00
MOE Liasion and Reporting		\$ 1,000.00
Meeting And Communication Costs		\$ 750.00
		<u>\$ 26,750.00</u>

\*Delivery Costs

**Induction of Project Team		\$ 1,000.00
Focus Groups (x 5)		\$ 3,000.00
Recruiting of Educators(x24)		\$ 5,000.00
Induction of Educators		\$ 4,000.00
License for Standard Home Based Network		\$ 3,000.00
		<u>\$ 16,000.00</u>

\*Total costs

\$ 99,650.00

\*All costs are indicative only

\*Funding balance of FTE staff will be funded by Aoga I Maota Charitable Trust



**Mo Tatou In-home Early  
Childhood Education &  
Care**

41 Chilton Drive  
PARAPARAUMU 5032  
New Zealand  
Phone: +6442126997  
GST No.: 105-782-152

Invoice: IV00000014 Tax Invoice

Invoice date: 15/07/2015

Bill to:  
Ministry of Education

Due:  
14/08/2015

ITEM	DESCRIPTION	UNITS	UNIT PRICE (ex GST)	TAX TYPE	AMOUNT (ex GST)
	Milestone 1 - Targeted Assistance for Participation	Qty	1	25,000.00 GST	25,000.00
Sub-Total (ex GST):					\$25,000.00
GST:					\$3,750.00
Total (inc GST):					\$28,750.00
Amount Paid:					\$0.00
AMOUNT DUE:					\$28,750.00

**Notes**

Project Plan completed including timeline and budget

Released under the OIA



**From:**  
**Sent:** Tuesday, 1 December 2015 6:59 a.m.  
**To:** ECE AK Contracting  
**Subject:** RE: TAP3 MILESTONE 2 REPORT

Mōrena Rhonda,  
I will update Kbase this morning.  
The assessment has been completed and I am working through the documentation today.  
I expect to have the application ready to be moved to peer review this afternoon.  
Minor issues that required follow up, all docs have been received.  
Just a matter of collating all the paperwork now, and completing the EC/3C.

Overall, a very good service, with strong systems in place.  
Conversations had with both the S/P, educators, coordinator and Network supervisor signal a commitment to quality.  
This is supported by documented evidence.  
Ngā mihi

Senior Advisor Early Childhood | Sector Support and Enablement

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**From:** ECE AK Contracting  
**Sent:** Monday, 30 November 2015 4:42 p.m.  
**To:**  
**Subject:** FW: TAP3 MILESTONE 2 REPORT  
**Importance:** High

Hi,  
Just wondering how the Mo Tatou licensing is going – I couldn't find anything on Kbase but was probably looking in the wrong place.

Regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education  
DDI +

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**From:** Salā Roseanne Leota [<mailto:roseanne@motatou.org>]  
**Sent:** Friday, 16 October 2015 7:11 p.m.  
**To:** Rhonda Cowell-Bari  
**Cc:** 'Ieremia Tuivaiti'  
**Subject:** TAP3 MILESTONE 2 REPORT  
**Importance:** High

Good evening Rhonda

Please find attached our:

- TAP3 Results Based Milestone 2 Accountability Report and appendices
- Invoice for Milestone 2 payment

In terms of our Licensing Application, our Network Leader and Project Manager in Auckland, Agnes Kapisi-Sevi has been working with Telusila Jordan to progress the application of which we have had no response since approximately 8 September. We have been awaiting details of our licensing visit.

We have tried unsuccessfully to make contact via emails and telephone calls, last attempt being 12 October.

Our application is being processed under licence number 46494 (Mo Tatou In-home Early Childhood Education & Care – Maninoa).

I apologise Rhonda for not being available for your telephone calls. It has been an extremely hectic and busy time for our service.

Email is the best form of contact for me, as I am not always available to take calls due to being in meetings.

Please feel free to contact me should you require any further information or confirmation of details that we have provided.

Ia manuia,

Salā Roseanne Leota

**Co-Managing Director**

**Telephone:** 04 212 6997

**Mobile/Txt:** 021 704 213

**Website:** [www.motatou.org](http://www.motatou.org)

**Postal Address:** PO Box 57103, Mana, PORIRUA 5247

**Find us on Facebook – Mo Tatou In-home Early Childhood Education & Care**



**Mission Statement:**

Empowering communities to nurture our children's unique growth and development; fostering culture and language to promote confident and competent learners in a home based environment.

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## Licence Status Management

LSM: Mo Tatoru In-homē Early Childhood Educatō Licēnce Status Management ID: 570346

<a href="#">Workflow Calendar...</a>	<a href="#">SLA Report...</a>	<a href="#">Workflow List...</a>	<a href="#">Add Note...</a>	<a href="#">Email...</a>	<a href="#">Audit History...</a>	<a href="#">Action</a>	<a href="#">In Edit Mode</a>
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0. Breach Logged, Awaiting Decision	Status:	Completed	ID:	570346
	Lodged By:	Humphrey, Shona	Date Lodged:	19-Sep-2014 5:43 PM
1. Under Peer Review	Last Changed By:	Humphrey, Shona	Date Changed:	7-Dec-2015 1:45 PM
	Start Date:	19-Sep-2014 5:36 PM	Category:	Early Childhood

2. At National Office for review

3. Peer review completed

4. Awaiting approval

5. Monitoring the non-compliance

6. Completed

Customer Details		View Contact Details	
Name:	Mo Tatoru In-homē Early Childhood Educatō (Initial Contact)		
Organisation:	Contact Extensions:		
Physical:	41 Chilton Drive, Paraparumu	Email:	teremiamotatoru.org
ECOA No:		Fax:	
Phone (DDI):	04-2123316	Phone (Home):	
Cellphone:		Provider ID:	46300

Service Details	
Service Number:	46300
Local Office:	Lower Hutt Office
Regulation Year:	2008
Service Provision:	Teacher Led
Licence Class:	All Day
Licence Status at Time of Breach:	Probationary
Service Type:	Home-Based
Date Received:	11-Sep-2014
Service Information:	Service operates 7am - 6pm

Details of Situation	
Type:	Other
Situation Overview:	Probationary to full licensing assessment identified shortfall in areas of the licensing criteria. <a href="#">Click here to access the Guide to Severity</a>
Severity of Current Situation:	High
Previous History of Non-Compliance:	Yes
Details of Previous History:	MoE has heard rumblings within the Pasifika community, but has not received any formal complaints. 2 x educators have contacted the MoE regarding issues with their pays. MoE has continued to monitor and support the service through the probationary year.
Initial Follow-Up Details:	MoE conducted home visits on 2 occasions visiting 2 homes each time. A number of health and safety issues were identified on the visits. The service provider was quick to respond by addressing the issues within the time frame specified by the MoE.
Commitment to Address Issues:	The service provider is very committed to addressing the issues raised previously and within the action plan.
Impact on Participation:	This service works predominately with the Pasifika community. The educators are located in a participation area of interest.

ERO	
ERO History:	The service has not had a ERO review this is the end of their probationary year.
ERO Key Findings:	N/A
Secondary Decisions:	No

Risk Assessment	
Initial assessment of the service's ability to mitigate the risk to children.	
Health & Safety Risk Mitigation:	Very tight time frames have been agreed to ensure that all children and educators are visited.
Curriculum Risk Mitigation:	Action plan developed and agreed to ensure curriculum planning is in place for children attending the service.
Governance & Management Risk Mitigation:	Action plan developed to address the issues raised
Risk Effectively Mitigated:	Yes

Intervention Assessment (Click on "New..." button to create a regulation breach)				
Create Regulation/Criteria Breaches:		Regulation and/or Criteria Breached	Expected Compliance Date	Condition to be Met
	1	2008; Reg 28; Additional requirements relating to licences for home-based	9-Apr-2015	Ensure that the person responsible visits each educator engage in the service at least once per month. Evidence to be provided for November, December 2014, January, February March 2015.

Intervention Recommendation	
<a href="#">Click here to view the Decision Making Flow Chart</a>	
Recommendation:	Regulatory
Intervention Types:	Grant Provisional Licence
Instructions:	Clearly outline below the decision to Grant Provisional Licence
Rationale of Decision:	The service has signed a Ministry imposed action plan. The service has not meet the time frames of the action plan.
Licence Issue Date:	23-Dec-2014

Monitoring	
Action/Development Plan Required:	Yes
Action/Development Plan Development:	The service has signed and agreed to an MoE imposed action Plan.
Action/Development Plan Received:	23-Sep-2014
SELO Support:	Yes

Extension of Breach Compliance Data(s)	
Reasons Non-Compliance Not Remedied:	31 October 2014 Extend provisional licence to 7 Nov to allow time to review the documentation received to meet the conditions. Service failed to meet the condition date of 28 November 2014 on the action plan. Provisional licence was issued 22 December 2014. 28 May 2015 SP is working closely with SELO provider however changes are now being implemented to meet the conditions on the provisional licence. An extension will allow the provider time to collate evidence using the new templates and systems. 2 October 2015 The service has been able to meet C1, C2, C4 and C7
Efforts to Address Non-Compliance:	Evidence to meet the conditions on the provisional licence were assessed as met. Service was returned to full licence and was continued to be monitored on the action plan. Service has always shown willing to work with MoE to meet conditions on the provisional licence. 28 May 2015 The SP continues to show willing to lift the quality of the service being provided. 2 October 2015 The provider has been working towards meeting the compliance and the evidence provided show significant shifts in practice.
Likelihood of Extension Being Met:	The service has been removed from a cluster SELO SoW and a tailored SoW has been approved to support the service to meet the conditions on the provisional licence. The service will continue to be intensively monitored and reports from the SELO provider will inform decisions. It is expected that the service will request a further meeting with MoE to discuss the expectations of evidence provided to meet the conditions on the provisional licence. 28 May 2015 With continued support from the SELO provider it is expected that the service will meet the extension date of the provisional licence. 2 October 2015 With the help of the SELO provider the additional timeframe should allow the service to meet the conditions on the Provisional Licence. 7 Nov 2014 First extension was to enable time to assess documentation. Service returned to full licence.

**Default Recommendation on Extension:** Service was issued with a provisional licence on 22 December 2014 after failing to meet the conditions 28 November 2015 on the action plan.  
 Extend the provisional licence to 28 May 2015 to allow the service time to work intensively with the SEL0 provider.  
 28 May 2015 Work with the SEL0 provider has meant new templates have been implemented. Extend the provisional licence until 24 September 2015 to allow the service to be able to provide evidence that the new templates and systems are working.  
 2 October 2015 Extend GMA5 to allow the SEL0 contract to be completed and the service to provide evidence of a completed cycle of self-review.

**Suspensions and Cancellations**

Suspended/Cancelled Under Regulation:  
 Suspension/Cancellation Effective Date:  
 Additional Comments:

**Breach Reminders (Click on "New..." to create a Breach Reminder)**

Create a Breach Reminder:

**Related Enquiry Logs, File Notes & LSMs**

**Related Enquiry Logs:**

Description	Caller	Issue
No records to display.		

**Related File Notes:**

Description	Actions Taken	Details of issue and troubleshooting steps taken	Complaint?
File Note: Mo Tatou In-home Early Childhood Education 2008 Regulatory	Called Service Provider Contact		No

**Related LSMs:**

Description	Licence Status at Time of Breach	Recommendation
No records to display.		

**Related In-Home Complaints:**

Description	Date Received at MOE	Decision Summary
Complaint: Mo Tatou In-Home Early Childhood Education	12-Dec-2014	MOE imposed action plan prior to the decision whether to issue a full licence.

**Attachments**

Title	Author	Date Changed	Attached By	Date Attached
Mo Tatou letter.docx	Shona Humphrey	19-Sep-2014	Shona Humphrey	19-Sep-2014 5:23 PM
Signed Action Plan.pdf	Shona Humphrey	25-Sep-2014	Shona Humphrey	25-Sep-2014 5:00 PM
Action Plan Malaeola 16300.msg	Shona Humphrey	1-Oct-2014	Shona Humphrey	1-Oct-2014 4:47 PM
Request for copy of action plan and letter.msg	Shona Humphrey	10-Oct-2014	Shona Humphrey	10-Oct-2014 1:20 PM
Incident Report Mo Tatou.pdf	Shona Humphrey	14-Oct-2014	Shona Humphrey	14-Oct-2014 4:35 PM
Malaeola Action Plan 28 October 2014.msg	Shona Humphrey	24-Oct-2014	Shona Humphrey	24-Oct-2014 11:57 AM

<input checked="" type="checkbox"/>	Malaeola Self Review Plan.msg	Shona Humphrey	24-Oct-2014	Shona Humphrey	24-Oct-2014 11:57 AM
<input checked="" type="checkbox"/>	RE Malaeola Action Plan 20 October 2014.1.msg	Shona Humphrey	24-Oct-2014	Shona Humphrey	24-Oct-2014 11:57 AM
<input checked="" type="checkbox"/>	RE Malaeola Action Plan 20 October 2014.msg 2...	Shona Humphrey	24-Oct-2014	Shona Humphrey	24-Oct-2014 11:57 AM
<input checked="" type="checkbox"/>	RE Missing Documentation.1.msg	Shona Humphrey	24-Oct-2014	Shona Humphrey	24-Oct-2014 4:18 PM
<input checked="" type="checkbox"/>		Shona Humphrey	24-Oct-2014	Shona Humphrey	24-Oct-2014 4:18 PM
<input checked="" type="checkbox"/>	INCIDENT REPORT.msg	Shona Humphrey	29-Oct-2014	Shona Humphrey	29-Oct-2014 6:05 AM
<input checked="" type="checkbox"/>	Response to Action Plan docs.doc1.pdf	Shona Humphrey	30-Oct-2014	Shona Humphrey	30-Oct-2014 1:54 PM
<input checked="" type="checkbox"/>	Attachment Issues (1).msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Attachment Issues.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Follow up Incident report 29Oct14.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Getting to know Mo Taitou Policies and Procedure...	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Important Information about excursions.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Incident Meeting Report .msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Incident outcome May 2014.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Outcome Letter - S Andrews (1).msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Outcome Letter - S Andrews.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Provisional licence notice.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Risk Management Process.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Visit Checklist.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	Who should watch the children.msg	Shona Humphrey	31-Oct-2014	Shona Humphrey	31-Oct-2014 3:28 PM
<input checked="" type="checkbox"/>	PR Quails Removed, Plan to cover until new VT Em...	Shona Humphrey	28-Nov-2014	Shona Humphrey	28-Nov-2014 3:37 PM
<input checked="" type="checkbox"/>	Action Plan - 46300.msg	Shona Humphrey	1-Dec-2014	Shona Humphrey	1-Dec-2014 9:07 AM
<input checked="" type="checkbox"/>	1 December 2014 Response to Evidence supplied ...	Shona Humphrey	16-Dec-2014	Shona Humphrey	16-Dec-2014 5:42 PM
<input checked="" type="checkbox"/>	Action Plan Mo Taitou In, Updated 5 December 20...	Shona Humphrey	16-Dec-2014	Shona Humphrey	16-Dec-2014 5:42 PM
<input checked="" type="checkbox"/>	Malaeola Action Plan 46300.msg	Shona Humphrey	16-Dec-2014	Shona Humphrey	16-Dec-2014 5:42 PM
<input checked="" type="checkbox"/>	Mo Taitou In, minutes of meeting 5 December 201...	Shona Humphrey	16-Dec-2014	Shona Humphrey	16-Dec-2014 5:42 PM
<input checked="" type="checkbox"/>	17 December 2014 Response to Mo Taitou.pdf	Shona Humphrey	17-Dec-2014	Shona Humphrey	17-Dec-2014 1:20 PM
<input checked="" type="checkbox"/>	Malaeola 46300.msg	Shona Humphrey	16-Jan-2015	Shona Humphrey	16-Jan-2015 11:18 AM
<input checked="" type="checkbox"/>	16 January Extension to Provisional Licence Lette...	Shona Humphrey	16-Jan-2015	Shona Humphrey	16-Jan-2015 11:29 AM
<input checked="" type="checkbox"/>	FW Action plan reporting to MoE Jan 2015.msg	Shona Humphrey	9-Feb-2015	Shona Humphrey	9-Feb-2015 1:27 PM
<input checked="" type="checkbox"/>	10 Feb Mo Taitou (46300).pdf	Shona Humphrey	10-Feb-2015	Shona Humphrey	10-Feb-2015 8:35 AM
<input checked="" type="checkbox"/>	Action plan reporting to MoE.msg	Shona Humphrey	20-Feb-2015	Shona Humphrey	20-Feb-2015 5:04 PM
<input checked="" type="checkbox"/>	Extension of Provisional Licence 1tr.pdf	Shona Humphrey	27-Feb-2015	Shona Humphrey	27-Feb-2015 2:50 PM
<input checked="" type="checkbox"/>	Action Plan Reporting 46300.msg	Shona Humphrey	12-Mar-2015	Shona Humphrey	12-Mar-2015 2:48 PM
<input checked="" type="checkbox"/>	Evidence to meet Regulations.FEB 2015.msg	Shona Humphrey	12-Mar-2015	Shona Humphrey	12-Mar-2015 4:16 PM
<input checked="" type="checkbox"/>	24 march 2015 Document review-Meeting.docx	Shona Humphrey	25-Mar-2015	Shona Humphrey	25-Mar-2015 8:38 AM
<input checked="" type="checkbox"/>	Response to letter Dated 27 February 2015 re 46...	Shona Humphrey	25-Mar-2015	Shona Humphrey	25-Mar-2015 8:38 AM
<input checked="" type="checkbox"/>	46300 Action Plan Reporting.msg	Shona Humphrey	10-Apr-2015	Shona Humphrey	10-Apr-2015 1:15 PM
<input checked="" type="checkbox"/>	RE Mo Taitou.msg	Juanita Rapana	26-May-2015	Juanita Rapana	26-May-2015 11:18 AM
<input checked="" type="checkbox"/>	Action Plan Reporting - 46300.msg	Juanita Rapana	29-May-2015	Juanita Rapana	29-May-2015 1:11 PM
<input checked="" type="checkbox"/>	REPORTING 46300.msg	Juanita Rapana	29-May-2015	Juanita Rapana	29-May-2015 1:11 PM
<input checked="" type="checkbox"/>	Mo Taitou (46300) 10 June 2015.pdf	Shona Humphrey	18-Jun-2015	Shona Humphrey	18-Jun-2015 3:28 PM
<input checked="" type="checkbox"/>	FW Additional documents.msg	Shona Humphrey	25-Sep-2015	Shona Humphrey	25-Sep-2015 7:49 AM
<input checked="" type="checkbox"/>	Mo Taitou (46300).msg	Shona Humphrey	25-Sep-2015	Shona Humphrey	25-Sep-2015 7:49 AM
<input checked="" type="checkbox"/>	Quarterly Report CS - Barnardos NZ 15 Sep 2015...	Shona Humphrey	2-Oct-2015	Shona Humphrey	2-Oct-2015 2:31 PM
<input checked="" type="checkbox"/>	Mo Taitou Evaluation of documentation submitted...	Shona Humphrey	2-Oct-2015	Shona Humphrey	2-Oct-2015 3:01 PM
<input checked="" type="checkbox"/>	Missing documents.msg	Shona Humphrey	7-Dec-2015	Shona Humphrey	7-Dec-2015 1:16 PM
<input checked="" type="checkbox"/>	Self Review Information for Shona.msg	Shona Humphrey	7-Dec-2015	Shona Humphrey	7-Dec-2015 1:16 PM
<input checked="" type="checkbox"/>	Self Review-Part 1.msg	Shona Humphrey	7-Dec-2015	Shona Humphrey	7-Dec-2015 1:16 PM
<input checked="" type="checkbox"/>	Self Review-Part 2.msg	Shona Humphrey	7-Dec-2015	Shona Humphrey	7-Dec-2015 1:16 PM
<input checked="" type="checkbox"/>	SEL0 #067 Mo Taitou - Final Report Invoice.msg	Shona Humphrey	7-Dec-2015	Shona Humphrey	7-Dec-2015 1:46 PM

Related Items Create Similar Workflow...

1 - 3 of 3 Type: All  Show only active items Page Size: 20  Page: 4 of 1 << >>

Description	Type	Start/Actual Date	ID
LSM: Mo Tatu In-home Early Childhood Educati; Licence Status Management, ID#784742	Licence Status Management	26-Apr-2016 1:44 PM	784742
LSM: Mo Tatu In-Home Early Childhood Educati; Licenca Status Management, ID#607502	Licence Status Management	19-Dec-2014 3:53 PM	607502
Complaint: Mo Tatu In-Home Early Childhood Educati; Maria Faralmo (#604135)	ECE Complaint	6-Nov-2014 9:47 AM	604135

Assignment	
Urgency:	
Action Officer:	Humphrey, Shona
Escalation 1:	ECE Information Mailbox (Group)
Escalation 2:	
Escalation 3:	
Also Notify:	
Calendar Profile:	Weekday, 8am-5pm

Current State: 6. Completed

Action Log				Add Note...	Email...	Action
State	Actual Date	Logged By	Details	Collapse All	Expand All	
0	19-Sep-2014 5:36 PM	Humphrey, Shona	Workflow added, assigned to Humphrey, Shona			
0	25-Sep-2014 4:32 PM	Humphrey, Shona	Handoff to: Please peer review			
0	29-Sep-2014 2:44 PM	Hainsworth, Marie	Handoff to Humphrey, Shona Hi Shona, I have reviewed and noticed that you have overlooked the risk assessment section. Other than that it is looking good.			
0	30-Sep-2014 1:17 PM	Humphrey, Shona	Note added 29 September 2014 SPC rang requesting to negotiate an extension of time for the condition to be met on the action plan. MoE advised there was no negotiating for this condition we have made it very clear that these conditions need to be met in the agreed timeframes or a provisional licence will be issued. Confirmed that I needed the email to be received on 29 September 2014.			
0	1-Oct-2014 4:43 PM	Humphrey, Shona	Note added 29 September 2014 email received from service provider with evidence of Regulation 28 (2)(b) Regulation 28(2)(c) and the incident report as requested.			
0	2-Oct-2014 8:57 AM	Humphrey, Shona	Note added 1 October 2014 This documentation provided to meet Regulation 28 (2)(b) and Regulation 28(2)(c) has been reviewed with the following comments:  Regulation 28 (2)(b) – the evidence provided shows how the visiting teacher may visit the children during the month. It is a template to be used in the future to ensure educators are visited, it does not show that each educator has been visited for the month of September, who visited, or the date visited.  Regulation 28 (2)(c) – the evidence provided shows that 45 children enrolled in the network were visited by a visiting teacher. It shows that 34 children enrolled in the network were not visited due to illness, or holidays. The amount of children not visited is considered to be of high risk. MoE does not consider that all reasonable steps have been taken to visit these children.  MoE have decided that this evidence does not provide assurance that Regulation 28 (2)(b) that the person responsible visits each educator engaged in the service at least once per month is met.  MoE have decided that this evidence does not provide assurance that Regulation 28 (2)(c) that the person responsible takes all reasonable steps each month to observe each child participating in the service while that child is receiving education and care is met.  MoE intend to issue a provisional licence with the above conditions and to continue to monitor the other conditions on the action plan.  If the service does not meet the remaining conditions on the action plan and the agreed timeframes they will be added to the provisional licence.			
0	2-Oct-2014 9:21 AM	Humphrey, Shona	Progressed to 1. Under Peer Review, assigned to Thanks for agreeing to peer review this provisional			
1	2-Oct-2014 9:41 AM		Progressed to 2. At National Office for review, assigned to ECE Information Mailbox (Group) Agree with provisional licence. Time frames gave clear expectations from MOE. SP has not met the agreed action plan expectations.			

2	2-Oct		<i>Progressed to 3. Peer review completed, assigned to Humphrey, Shona</i> Kia ora Shona, this looks like everything is in place. I agree with your decision to issue a Provisional licence and the timeframes you have set.
3	2-Oct-2014 12:31 PM	<u>Humphrey, Shona</u>	<i>Progressed to 4. Awaiting approval, assigned to Maxwell, Elspeth</i> Please approve this provisional licence
4	10-Oct-2014 1:18 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 10 October 2014 email received from provider stating they have lost the letter, full licence, and action plan. Service Provider requested a copy of letter and action plan, sent by email 10 October 2014.
4	14-Oct-2014 4:21 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 29 September 2014 Incident Report received from the service provider. 14 October 2014 Letter sent in response to the Incident report and advising that regulation 58 (2)(a) will be added to the provisional licence.
4	14-Oct-2014 4:35 PM	<u>Humphrey, Shona</u>	<i>Hi</i> Hi Christine Can you please review the addition of regulation 58 (2) (a) (b) to this provisional licence
4	15-Oct-2014 7:15 AM	<u>Kirkeby, Christine</u>	<i>Progressed to 5. Monitoring the non-compliance, assigned to Humphrey, Shona</i> Agree with the addition of regulation 58 (2) a and b added to the provisional licence.
5	24-Oct-2014 11:50 AM	<u>Humphrey, Shona</u>	<i>Note added</i> 21 October 2014 emails received from service provider with evidence of meeting the conditions on the action plan. Delay in MoE receiving the email due to Internet access. Received at 9.24am 21 October instead of close of business 20 October 2014.
5	29-Oct-2014 8:02 AM	<u>Humphrey, Shona</u>	<i>Note added</i> 28 October 2014 Incident report and email received from provider. Phone call to service provider contact explaining that the issue is about educators obligations to always have the children in her care not about excursion policy/procedure. 29 October 2014 further phone call to ensure that the provider has no questions as I am unavailable most of today.
5	30-Oct-2014 1:52 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 29 October 2014 Letter sent to provider thanking them for the action plan and advising that it meet requirements.
5	31-Oct-2014 2:57 PM	<u>Humphrey, Shona</u>	<i>Note added</i> Extend the provisional licence expiry date to allow time to review the documentation provided by service provider.
5	31-Oct-2014 3:13 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 29 & 30 October 2014 Information received from service provider to meet the conditions on the provisional licence.
5	7-Nov-2014 7:57 AM	<u>Humphrey, Shona</u>	<i>Progressed to 6. Completed, assigned to Humphrey, Shona</i> 3 Conditions on the provisional licence met. Service returning to full licence, and will continue to be monitored on an action plan.
6	28-Nov-2014 3:34 PM	<u>Humphrey, Shona</u>	<i>Queried to 5. Monitoring the non-compliance, assigned to Humphrey, Shona</i> ECL1 received from the service provider letter sent requesting information on how they intend to ensure they meet regulation 28 (2)(a) and 28 (2)(b).  Continuing to monitor remaining conditions on the action plan
5	1-Dec-2014 9:05 AM	<u>Humphrey, Shona</u>	<i>Note added</i> Email received providing evidence of meeting 28 (2)(a) and 28 (2)(b) as outcome of action plan due 28 November 2014
5	16-Dec-2014 5:34 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 27 Nov 2014 MoE visited homes as part of the action plan process. Areas identified of concern at the visit were documented in letter dated 1 December. Action plan updated on 5 December in response to the home visits. Letter received 12 December 2014 in response to MoE letter 1 December 2014.
5	17-Dec-2014 1:18 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 17 December 2014 Letter sent to service requesting further responses by 5 January 2015.
5	22-Dec-2014 2:46 PM	<u>Humphrey, Shona</u>	<i>Handoff to Maxwell, Elspeth</i> Please approve reclassifying the licence to provisional. The service has not met the agreed timeframes of the action plan.
5	22-Dec-2014 3:19 PM	<u>Maxwell, Elspeth</u>	<i>Handoff to Humphrey, Shona</i> I approve the recommendation to reclassify to Provisional.
5	16-Jan-2015 10:57 AM	<u>Humphrey, Shona</u>	<i>Note added</i> Service Provider has provided evidence that 2 conditions HS1 & PE21 are met. Condition HS14 extended as one educator's risk assessment still to be provided.
5	16-Jan-2015 11:13 AM	<u>Humphrey, Shona</u>	<i>Note added</i> 5 January 2015 Response received from provider to letter dated 17 December 2014 and the reclassifying of the service to provisional licence.
5	16-Jan-2015 11:17 AM	<u>Humphrey, Shona</u>	<i>Handoff to Rapana, Juanita</i>  Kia ora Juanita

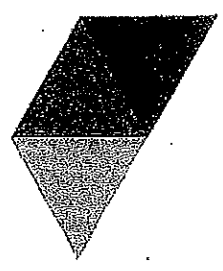
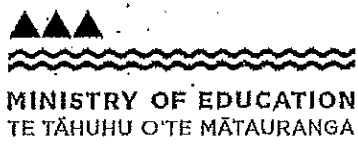


5	20-Jan-2015 12:14 PM		Can you please approve the extension of this provisional licence. Tks <i>Handoff to Humphrey, Shona</i>
5	20-Jan-2015 1:04 PM	Humphrey, Shona	I agree with the extension to the Provisional Licence. <i>Handoff</i>
5	20-Jan-2015 1:26 PM		Please approve the extension. <i>Handoff to Humphrey, Shona</i>
5	27-Jan-2015 8:22 AM	Humphrey, Shona	Approved <i>Note added</i>
5	9-Feb-2015 1:25 PM	Humphrey, Shona	Information received from provider to meet Regulation 28 (2)(c) and 20 (2)(b) for November and December 2014. <i>Notes added</i>
5	10-Feb-2015 0:33 AM	Humphrey, Shona	Information received from provider to meet Regulation 28 (20 (a) and (b) for January 2015. <i>Notes added</i>
5	20-Feb-2015 5:03 PM	Humphrey, Shona	10 February 2015 Letter sent to SPC confirming information received as above plus advising that they have missed five (5) conditions on the provisional licence. A response is requested by 16 February 2015. <i>Note added</i>
5	27-Feb-2015 2:45 PM	Humphrey, Shona	12 February 2015 Evidence received from provider to meet the conditions. One condition met. <i>Note added</i>
5	27-Feb-2015 2:45 PM	Humphrey, Shona	Letter sent to service advising of the extension of the Provisional Licence. <i>Note added</i>
5	9-Mar-2015 0:03 AM	Humphrey, Shona	Queried to 1. Under Peer Review, assigned to Rapana, Juanita Please review the extension of the provisional licence
1	3-Mar-2015 1:53 PM		Progressed to 2. At National Office for review, assigned to FCF Information Mailbox (Group) I agree with the recommendation to extend the Provisional licence.
2	3-Mar-2015 2:38 PM		Progressed to 3. Peer review completed, assigned to Humphrey, Shona Kia ora Shona, thanks for the chat over the phone. I agree with your intention to extend this provisional licence. Can you please complete the Extension section just to make the situation as clear as possible for this and the previous extension in January, and what was and was not complied with at each extension date. Can you please also outline the expectations you have for compliance over the next few months with the close monitoring you have in place for this service. If you also have any information as yet from the SLO provider that could be added to this LSM that would be useful, as a monitor of their progress.
3	3-Mar-2015 3:53 PM	Humphrey, Shona	Progressed to 4. Awaiting approval, assigned to Maxwell, Elspeth I have added notes as requested Please approve. Tks
4	4-Mar-2015 9:23 AM	Maxwell, Elspeth	Progressed to 5. Monitoring the non-compliance, assigned to Humphrey, Shona
5	12-Mar-2015 2:11 PM	Humphrey, Shona	<i>Note added</i> 6 March 2015 Evidence provided to meet 28 (2) (b) and (c) for February 2015.
5	12-Mar-2015 4:14 PM	Humphrey, Shona	<i>Note added</i> 12 March 2015 Email sent to provider advising that the evidence provided to meet regulation 28 (2) (b) & (c) has been assessed as meeting the criteria.
5	25-Mar-2015 0:34 AM	Humphrey, Shona	<i>Note added</i> 16 March 2015 email received clarifying the premises of 16 Horokeka Street Stokes Valley. MoE letter in response and confirming meeting date.
5	1-Apr-2015 8:52 AM	Humphrey, Shona	<i>Notes added</i> 31 March 2015 meeting with SP and Visiting Teacher who advised that they are well on the way to meeting the conditions on the Provisional licence. Further discussion on what is expected to be received as evidence. Positive feedback regarding the professional development that they are engaged in.
5	10-Apr-2015 1:10 PM	Humphrey, Shona	<i>Note added</i> Evidence to meet regulation 28 (2) b and 28 (2) c was received on 9 April 2015 and assessed as meeting the condition. These conditions will be removed from the provisional licence.
5	26-May-2015 10:20 AM	Rapana, Juanita	<i>Note added</i> Currently waiting on documentation to be sent to MoE on 28/05/15 to assess the documentation provided to support the final breaches of Reg 43 - C1, C2, C4, C7 and Reg 47 - GMA5. An email has been sent to SP of the expiry date 28/05/15 and that documentation can be sent in earlier, before the expiry date.
5	29-May-2015 12:54 PM	Rapana, Juanita	<i>Note added</i> SP has provided evidence on 28/05/15 and 29/05/15. The evidence and documentation has been assessed and meets the minimum requirements to the criteria. There is a SLO provider in place to support the service going forward, in particular the self review (GMA5).  The documentation submitted is: 28/05/15: GMA5 - Self review plan (timeline and action)

			Power point on learning stodes and curriculum (links to C1, C2, C4, C7 and GMA5) word document explaining the support person (links to C2 and GMA5) Evaluation forms from Power Point presentation/ Professional Development (GMA5) seven self review forms completed for the Visiting teacher, Community Officer, Community Recruitment, Educator Recruitment, Network Leader, Network Leader, OSCAR Assistant for the service that aligns to the services PD and the self review framework they have put in place.
5	29-May-2015 1:16 PM		<i>Note added</i>  Documentation submitted on 29/05/15 are the self review forms for the positions above. Further documentation received on 28/05/15: Yearly Calendar Learning Story template Monthly record template Individual Education Plan template Special Needs register
5	8-Jun-2015 10:08 AM	<u>Humphrey, Shona</u>	<i>Queried to 1. Under Peer Review, assigned to Kirkeby, Christine</i>  4 June 2015 Error in notes above should read the information assessed does not meet the minimum requirements as the service has implemented new templates and systems with support from the SELO provider. The service now requires time to collate evidence that the new systems and templates are working. Provisional licence to be extended to 24 September 2015.
1	8-Jun-2015 12:16		<i>Progressed to 2. At National Office for review, assigned to ECE Information Mailbox (Group)</i>  Agree with the proposal to extend the provisional - thorough documentation Shona.
2	9-Jun-2015 9:33 AM	<u>Waters, Belinda</u>	<i>Progressed to 3. Peer review completed, assigned to Humphrey, Shona</i>  Kia ora Shona, I agree with the decision to extend this provisional licence based on the support this service is receiving.
3	9-Jun-2015 11:09 AM	<u>Humphrey, Shona</u>	<i>Progressed to 4. Awaiting approval, assigned to Maxwell, Elspeth</i>  Please approve the extension of this Provisional Licence
4	9-Jun-2015 1:00 PM	<u>Maxwell, Elspeth</u>	<i>Progressed to 5. Monitoring the non-compliance, assigned to Humphrey, Shona</i>
5	10-Jun-2015 3:27 PM	<u>Humphrey, Shona</u>	<i>Note added</i>  11 June 2015 Letter attached that was included with the extended Provisional Licence.
5	25-Sep-2015 7:46 AM	<u>Humphrey, Shona</u>	<i>Note added</i>  24 September 2015 Information received to meet compliance date of 24 September 2015. Email advising service receipt of Information and that they will continue to be funded while the information is being assessed.
5	2-Oct-2015 2:19 PM	<u>Humphrey, Shona</u>	<i>Note added</i>  The service provided evidence on 24 September 2015 to meet the conditions on the Provisional Licence that has since been assessed. The service has met conditions C1,2,4 and C7. GMA5 is to be extended until 8 December 2015 to allow the SELO contract to be completed and the service to be able to provide a complete self- review cycle.
5	7-Oct-2015 7:28 AM	<u>Humphrey, Shona</u>	<i>Queried to 1. Under Peer Review, assigned to</i>  Thanks for agreeing to peer review this extension
1	7-Oct-2015 9:24		<i>Queried to 0. Breach Logged, Awaiting Decision, assigned to Humphrey, Shona</i>  Kia ora Shona. Excellent documentation uploaded to support your recommendation. As this extension now pushes the provisional out to its maximum time limit, what processes are in place for the ongoing monitoring of the service moving toward compliance by 8 December? I agree with your recommendation to extend GMA5 until 8 December with processes in place for the ongoing, regular monitoring of progress towards compliance.
0	15-Oct-2015 4:19 PM	<u>Humphrey, Shona</u>	<i>Note added</i>  15 October 2015  Phone call with the SELO provider has provided some clarity of next steps with the service. With the remaining hours of the SoW the SELO provider intends to focus on self-review. The service has provided self-review questions at the last session and they will be focusing on them and beginning a review cycle. The SELO provider will also be working with the visiting teachers on their ability to articulate self-review and to be able to provide feedback to management.  The SELO provider will also be working with management on a exit strategy and an evaluation with the whole team on what they have learnt during the SoW.  15 October 2015 Phone call to Teremla SPC checking he has received the amended Provisional Licence and that he realises that this is the last extension date. An offer for him to send in some information for review prior to 8 December 2015 was made to enable any changes to be made prior to the final compliance date. Teremla advised that they had not received the amended licence so a copy was provided by email
0	15-Oct-2015 4:20 PM	<u>Humphrey, Shona</u>	<i>Progressed to 1. Under Peer Review, assigned to</i>  can you please send to NO now.
1	16-Oct-2015 8:34 AM		<i>Progressed to 2. At National Office for review, assigned to ECE Information Mailbox (Group)</i>

2	16-Oct-2015 8:44 AM		<i>Progressed to 3. Peer review completed, assigned to Humphrey, Shona</i> Kia ora Shona, thank you for sending this through. I agree with your decision to extend this out to the maximum timeframe as you have indicated that there is a likelihood that the timeframe will be met with the SELO provider's input.
3	16-Oct-2015 8:49 AM	<u>Humphrey, Shona</u>	<i>Progressed to 4. Awaiting approval, assigned to Maxwell, Elspeth</i> Please approve
4	16-Oct-2015 9:44 AM	<u>Maxwell, Elspeth</u>	<i>Progressed to 5. Monitoring the non-compliance, assigned to Humphrey, Shona</i>
5	7-Dec-2015 1:13 PM	<u>Humphrey, Shona</u>	<i>Progressed to 6. Completed, assigned to Humphrey, Shona</i> Information provided on 4 and 7 December 2015 has been assessed as meeting the final condition GNAS self-review. Service returning to full licence.
6	7-Dec-2015 1:44 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 7 December 2015 SELO final report added.

Released under the OIA



# MEMO

**To:** Anthony Newton  
**Cc:** Kay Tracey, Sarah Morrison,  
**From:** Rhonda Cowell-Barl  
**Date:** 07 December 2015  
**Subject:** Targeted Assistance for Participation Stream 3 – Aoga I Maota Charitable Trust M2

### Purpose

This memo seeks your approval for payment of Milestone 2 for \$20,000.00 GST Exclusive to Aoga I Maota Charitable Trust.

### Introduction

A Targeted Assistance to Participation Stream 3 Outcome Agreement was signed on 29 June 2015 for Aoga I Maota Charitable Trust to establish a licensed Home Based network creating 80 new child places in Manurewa East and Wiri CAU's.

Total contract value	\$99,650.00
Total paid to date	\$25,000.00
Value of this payment	\$20,000.00
Budget remaining after this invoice is paid	\$54,650.00

All values GST Exclusive

### Progress

Milestone 2 requirements are to be licensed for a minimum of 20 child places, provide a list of children enrolled and educators, and provide the first Quarterly Results Based Accountability report. These requirements have all been met.

Aoga I Maota licensed this home based network under the name Mo Tatou In-Home Early Childhood Education and Care Maninoa (46494) for up to 80 child places. They currently have 7 Educators, creating 28 licensed child places, with 19 children enrolled. There were delays in the license application being processed and they are confident they will meet the next milestone of a having a further 20 child places.

### Recommendation

That invoice IV0015 of \$20,000.00 GST exclusive for Milestone 2 be paid out of the TAP budget 3-4104-5293-703.

**Payment Details**

Payment	2	Due Date	15 November 2015
Invoice No.	IV0015	Supplier No.	ECA2414
Invoice amount	\$20,000.00 (ex GST)		

**Payment schedule**

Milestone No.	Milestone Requirements	Milestone Due Date	Payment Amount
1	Project plan completed including timeline and budget	16 July 2015	\$25,000.00
2	<ul style="list-style-type: none"> <li>• Licensed for a minimum of 20 Child Places</li> <li>• Provide a list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>• Provide the 1st Quarterly Results Based Accountability Report</li> </ul>	30 September 2015	\$20,000.00
3	<ul style="list-style-type: none"> <li>• Licensed for a minimum of 20 additional Child Places</li> <li>• Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>• Provide the 2nd Quarterly Results Based Accountability Report</li> <li>• Provide Licensed Service Regulatory Compliance Audit Check</li> <li>• Provide ERO Self Review (Home Based)</li> </ul>	31 December 2015	\$20,000.00
4	<ul style="list-style-type: none"> <li>• Licensed for a minimum of 20 additional Child Places</li> <li>• Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>• Provide the 3rd Quarterly Results Based Accountability Report</li> </ul>	31 March 2016	\$20,000.00
5	<ul style="list-style-type: none"> <li>• Licensed for a minimum of 20 additional Child Places, a minimum total of 80 Child Places for the license</li> <li>• Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li> <li>• Provide the 4th Quarterly Results Based Accountability Report</li> <li>• Provide Licensed Service Regulatory Compliance Audit Check</li> <li>• Provide ERO Self Review (Home Based)</li> </ul>	30 June 2016	\$14,650.00
Total Contract Value			\$99,650.00
Total Paid			\$45,000.00
Balance to Pay			\$54,650.00

**Attachments:**

Invoice No. IV0015, RBA Report, List of Educators and Enrolments,

Signed



Rhonda Cowell-Barl  
ECE Advisor – Auckland

Date: 07 DEC 15

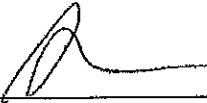
**Peer Reviewed**

p.p. 

Kay Tracey / VAIDUMĒ TALAKAI  
ECE Team Leader - Auckland Region

Date: 8/12/2015

**Quality Assured**



Sarah Morrison  
ECE Manager - Auckland Region

Date: 9/12/15

**Funding Quality Assured**

\_\_\_\_\_

Date: \_\_\_\_\_

**National Office**

**Endorsed/Not Endorsed**

\_\_\_\_\_

Date: \_\_\_\_\_

Zainab Ali  
Team Leader - ECE Funding and Implementation Planning

**Approved / Not Approved**

\_\_\_\_\_

Date: \_\_\_\_\_

Anthony Newton  
Senior Manager - ECE Funding and Implementation Planning

*National Office Use:*

Returned for financial records:	
Paid and Input in Crown Workbooks:	



In-home Early Childhood Education & Care

**Mo Tatou In-home Early  
Childhood Education &  
Care**

41 Chilton Drive  
PARAPARAUMU 5032  
New Zealand  
Phone: +6442126997  
GST No.: 105-782-152

Invoice: IV00000015

Tax Invoice

Invoice date: 16/10/2015

Bill to:  
Ministry of Education

Due:  
15/11/2015

ITEM	DESCRIPTION	UNITS	UNIT PRICE (ex GST)	TAX TYPE	AMOUNT (ex GST)
	TAP 3 Milestone 2	Qty 1	20,000.00	GST	20,000.00
Sub-Total (ex GST):					\$20,000.00
GST:					\$3,000.00
Total (inc GST):					\$23,000.00
Amount Paid:					\$0.00
AMOUNT DUE:					\$23,000.00

Notes

- Licensed for a minimum of 20 Child Places
- Provide a list of addresses of Educators and the name, date of birth and address of children enrolled
- Provide the 1st Quarterly Results Based Accountability Report



## CERTIFICATE OF LICENCE

### Home-Based Education and Care Service

**Licence Status: Probationary**

The named Service Provider is licensed to provide a Home-Based Early Childhood Education and Care Service subject to continued compliance with the Education (Early Childhood Services) Regulations 2008 and with the following conditions:

**Name of Service: Mo Tatou In-home Early Childhood Education and Care Maninoa (46494)**

**Address of Service Provider: 41 Chilton Drive  
Paraparaumu**

**Name of Service Provider: Aoga i Maota Charitable Trust**

**Service Provider Contact Person: Agnes Kapisi-Sevi**

Conditions under which the service must operate are:

	Service Provision	Hours of Operation
Monday	Teacher Led	7:00 a.m. to 8:00 p.m.
Tuesday	Teacher Led	7:00 a.m. to 8:00 p.m.
Wednesday	Teacher Led	7:00 a.m. to 8:00 p.m.
Thursday	Teacher Led	7:00 a.m. to 8:00 p.m.
Friday	Teacher Led	7:00 a.m. to 8:00 p.m.
Saturday	Does not Operate	
Sunday	Does not Operate	

Date of Issue: 4 December 2015



Date of Expiry: 3 December 2016

For Secretary for Education





Manihoa Network Children's List as at 26 November 2015

Total Under 2	8	
Total Over 2		11
Waiting List Under 2	2	
Waiting List Over 2		6
<b>Totals</b>	<b>10</b>	<b>17</b>

Currently Active: 19 children

Enrolled Children	Ages:	Start Date	Enrolment Times: if less than 30hrs	Educator	Contact Details	Children's Address
Devina Siueva-Ulu	1 year	07/09/15		Tapalega Peresipi	75 Clevedon Road Papakura 021 104 8805	Papakura
Aneriuea Matlle Papalii	3yrs & 3mths	21/09/15		Fetolofal	71 Beeston Crescent	Manurewa
Divine Fuatamalesa	2yrs & 4mths	21/09/15		Manumaleal	Weymouth,	Manurewa
Rohny Tulgamala	2yrs & 5mths	21/09/15			Manurewa	Manurewa
Falemalfetoa Schwenke	1yr & 9mths	30/09/15			020 4021 2603	Manurewa
Allna Crivellaro	10mths	11/11/15		Sina	14A Chrisma Place,	Papakura
Gabriel Crivellaro	2yrs & 8mths	11/11/15		Paepaega	Randwick Park.	Randwick Park
Marcus Crivellaro	1yr & 11mths	16/11/15	18 hours (Mon-Wed)		Manurewa	Manukau
Jireh Adonai Brown	4yrs old	13/11/15	5 hours (Friday only)			Randwick Park
Christian Ioane	3yrs & 11mths	12/11/15		Gagau Ioane	20 Farnborough	Pakuranga
Elijah Ioane	1yr & 6mths	12/11/15			Crescent,	Pakuranga
Magdalene Filoi	2yrs & 11mths	12/11/15			Mangere	Mangere
Margret Selu		23/11/15				
Grace Savea	4yrs & 11mths	16/11/15		Hannah Pepe	68 Alfred Street	Mt Wellington
Job Lam Sam	2yrs & 7mths	16/11/15			Onehunga	Mt Wellington
Destre Lam Sam	1yr & 6mths	16/11/15				Mt Wellington
Sophrania Marie Yolanda Pole	2yrs & 2mths	16/11/15		Taisla Pole	21 Hillside Road	Otahuhu
Faka'anana Saralah Vailea	1yr & 6mths	16/11/15			Papatoetoe	Papatoetoe
Mele Tuitui Vailea	5mths	16/11/15				Papatoetoe
Ioane David Ioane	2yrs & 3mths	16/11/15		Fasaual Saral Slo	12 Felicia Place	Clendon Park
					Manurewa	



Maninoa Network Children's List as at 26 November 2015

Waiting List: 14 Children

Enrolled Children:	Ages:	Enrolment Times: if less than 30hrs	Educator:
Hasiell Christopher Manu Tevita Uliuli Manu	2yrs & 4mths 4yrs & 4mths		Kasalina Pousini
Wilson Tali Nathanael Pousini	3yrs 3mths		Talasia Manu
Salome Laofe Joradise Ainofo Alama	2yrs & 2mths 1yr & 4mths		Vaosefa Lesa
Meni Joseph Tua Fofuonu'upule Hyrum Frances Christina Suluavave	1yr & 4mths 3yrs & 3mths 2yrs		Jessica Siaso

Released under the OIA

**Performance Measures – Results Based Accountability Report**

Show your contribution to the Ministry's target of "98% of children starting school will have participated in quality early childhood education".

Quantitative (to be completed once licensed)

How much did we do?	No.	How well did we do it?	%
Number of licensed child places created	28	This, as a percentage of total contracted licensed child places created (80)	35
Number of children enrolled	19		
Please note Waiting List Total not included in calculations:	8		
Number of children enrolled from non participating Māori, Pasifika, low socio-economic backgrounds and children with special education needs	11	This, as a percentage of total children enrolled	58%
Number of children enrolled who are attending ECE for the first time	11	This, as a percentage of total children enrolled	58%
Number of children enrolled for 15-20 hours per week	18	This, as a percentage of total children enrolled	95%
Number of enrolled children who are aged 3-4 years old	4	This, as a percentage of total children enrolled (target 30%)	21%
Number of enrolled children whose home address is in or adjacent to the Manurewa East and Wiri Census Area Units (CAU)	8	This, as a percentage of total children enrolled (target 70%)	42%
Number of Educators contracted	7		
Number of Educators who are inactive or have exited	1	This, as a percentage of total Educators contracted	14%
Number of Educators homes that are in or adjacent to the Manurewa East and Wiri Census Area Units (CAU)	3	This, as a percentage of Educators homes (target 70%)	42%

Aoga I Maota Charitable Trust TAP3/15--RBA Report

Is anyone better off?		Is anyone better off? (Quality of that change)	
Children are attending regularly		Percentage of total children enrolled who attended for the hours they are enrolled	90%
Children continue to engage with early learning		Percentage of total children enrolled who exit apart from those transitioning to school or another ECE service.	9%
Children receive quality early learning experiences		EC/3C Licensing Assessment Tool shows no areas of non compliance	
		Self reviews and ERO reviews show continuous delivery of quality and ongoing improvement	
Educator's children engage with early learning where applicable		Number of Educator's children who engage with early learning through this project	4
		Number of Educator's children who are not enrolled in any other ECE	2
Educators and families in the community have information about early learning		Number of potential Educators who did not contract	4
		Number of potential children who did not enrol	4

are milestone 3

Released under the Official Information Act

**From:**  
**Sent:** Thursday, 10 December 2015 8:16 a.m.  
**To:** Elena Petrovska; Rhonda Cowell-Barī  
**Subject:** RE: Funding Request

Hi Rhonda & Elena

I understand that Elena is working on a response this morning to Salā and that they have may have already received funding, can you make sure in the response that you let Salā know that she can contact the funding team directly on 0800 323 232 for queries about operational funding

Manager, ECE | Auckland Region SE & S

**From:** Elena Petrovska  
**Sent:** Thursday, 10 December 2015 7:51 a.m.  
**To:**  
**Subject:** FW: Funding Request  
**Importance:** High

FYI

Elena Petrovska | Advisor ECE Participation

**From:** Salā Roseanne Leota [<mailto:roseanne@motatou.org>]  
**Sent:** Thursday, 10 December 2015 7:46 a.m.  
**To:** Elena Petrovska  
**Subject:** FW: Funding Request  
**Importance:** High

Ata mārie Elena

Based on the license we recently received for our Maninoa network (46494), it is noted that you are our contact person for any queries in relation to this license.

I have just sent the below email to Rhonda Cowell-Barī in relation to the financial challenges that our organisation is experiencing due to the impact of issues with the licensing of our TAP 3 Network, Maninoa (46494). I hope this provides some context and background to my following request.

In short, we have received confirmation that payment will be made on 5 January, 2015, however, as the contact person for this newly established Network, are you able to facilitate the early release of RS3 funding, this side of Xmas?

I recognise that this is a very busy time for you, but appreciate your time in helping us, where able, to navigate through this difficult period.

We welcome your contact should you have any further queries.

Ia manuia,

Salā Roseanne Leota  
**Co-Managing Director**  
**Telephone:** 04 212 6997  
**Mobile/Txt:** 021 704 213  
**Website:** [www.motatou.org](http://www.motatou.org)  
**Postal Address:** PO Box 57103, Mana, PORIRUA 5247  
**Find us on Facebook – Mo Tatou In-home Early Childhood Education & Care**



In-home Early Childhood Education & Care

**Mission Statement:**

Empowering communities to nurture our children's unique growth and development; fostering culture and language to promote confident and competent learners in a home based environment.

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**From:** Salā Roseanne Leota [<mailto:roseanne@motatou.org>]  
**Sent:** Thursday, 10 December 2015 7:04 AM  
**To:** 'Rhonda Cowell-Bari' <[Rhonda.CowellBari@education.govt.nz](mailto:Rhonda.CowellBari@education.govt.nz)>; 'ECE AK Contracting' <[Ece.Akcontracting@education.govt.nz](mailto:Ece.Akcontracting@education.govt.nz)>  
**Subject:** Funding Request  
**Importance:** High

Talofa Lava Rhonda

We thought it best to contact you directly, as you have been our primary contact and liaison for the implementation of the Mo Tatou In-home based education and care – Maninoa and Nafoga. This has enhanced the confidence in our outreach within our communities and to further promote early learning opportunities in South Auckland.

We also recognise that you were instrumental in ameliorating a deteriorating situation back in late November 2015, resulting in our Auckland Network getting a licensing visit.

We write to you for help. As it is in fact a matter of urgency.

Unfortunately due to the delay in the licensing visit, we have found ourselves in an urgent need of an infusion of funds to meet our commitment to our community, in relation to practice, engagement and support as evident in our licensing visit.

We initially prepared our Auckland teams for planning and implementation of a home based service, with expected licensing visit dates to commence within the month of September 2015. This was as per the action plan submitted in the Targeted Assistance Participation agreement.

However it wasn't until late October, that after a number of emails, and phone calls, the licensing team brought to our attention that the delay in our licensing visit was due to non-payment of the licensing fee. Although an unusual situation, we had paid this fee and provided evidence. However, once again our team provided these details, and we waited.

With still no licensing visit in early November 2015, through phone calls that were escalated to your desk Rhonda, as per late October, it was through your support, after we again provided the same licensing fee information, that we were finally able to procure a visit date tentative for 20<sup>th</sup> of November 2015, rescheduled later due to an unforeseen circumstance.

We appreciate and thank you for your support in facilitating our licensing application, that was prepared and ready for execution in September, 2015.

As part of our remaining contract we have 4 milestone payments to be funded.

The first of these remaining milestones has been met and as per your communication, will be paid out before 24 December, 2015.

The second milestone, seems to be a duplication of the licensing assessment visit that we have just completed with your Senior Advisor.

We understand the reporting required, however, in having just met these conditions through our licensing visit on 4 December, it seems a duplication in efforts to redo this information. Had we received our license in September, 2015, it would have made sense to provide the data as requested for milestone 3, but we only just received the license.

To date Aoga i Maota Charitable Trust have outlaid over \$77,000.00 to establish and manage the Maninoa network.

We bring to your attention that the licensing delay has in fact impacted on our funding timelines and in turn has affected our ability over the next two months to deliver the vision and operational functions of the service.

If we had been licensed in September or October, it is our understanding that we would have also been funded under our RS3, of which has now also been delayed until 5 January, 2015, 3 months after our initial projections and milestone.

We humbly propose and request for the remaining milestones to be released for funding, totalling \$74,650.00, as a means to ensure we can continue to meet the expectations of the service which has not only received positive response from our priority families, educators and children within South Auckland but also within community networks.

This work has also been evidenced by your Senior Advisor, Sector Support and Enablement, during our licensing visits, of which feedback to our service was in itself humbling. However, as you are aware, all of this work costs, of which we have only received one milestone payment, to support this, in July, 2015.

The commitment of Mo Tatou is to ensure families build awareness around the importance of early learning, components of which are centred around government and community organisations working in collaboration. We definitely have seen the movement of our Pasifika families in embracing early learning and we can envisage the sustainability as evident in our first TAP 3 Auckland network establishment 'Nafoaga'.

We hope that you are able to support the release of our remaining TAP 3 Payments so we are able to continue to enhance our processes, to further outreach many of our children that are not participating.

We understand this is a busy time for you Rhonda, and in consideration of this, we ask that if you are not able to meet with us today, if you could please acknowledge receipt of our email, provide feedback to our request or escalate this to the person or person/s that are able to consider and make this decision. Alternatively, please advise of who we may contact to escalate this matter further. I will follow up with a phone call later this morning.

Ia manuia,

Salā Roseanne Leota

**Co-Managing Director**

**Telephone:** 04 212 6997

**Mobile/Txt:** 021 704 213

**Website:** [www.motatou.org](http://www.motatou.org)

**Postal Address:** PO Box 57103, Mana, PORIRUA 5247

**Find us on Facebook – Mo Tatou In-home Early Childhood Education & Care**



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**From:** |  
**Sent:** Thursday, 10 December 2015 9:59 a.m.  
**To:** Rhonda Cowell-Bari  
**Subject:** FW: TAP 3 Milestone Payments

Morning Rhonda,

Sorry just double checking – we haven't received an invoice from Mo Tatou/Aoga I Maota?

Thanks

| Advisor | ECE Funding and Implementation

---

**From:** Clement Tang  
**Sent:** Thursday, 10 December 2015 9:42 a.m.  
**To:** |  
**Subject:** FW: TAP 3 Milestone Payments

Hi,

Are you able to provide a payment date to this service provider? Thanks.

Kind regards,

Clement Tang | Advisor | ECE Operational Funding  
DDI +64 4 463 7626 Ext 47626  
PO Box 1666, Wellington 6140, New Zealand

---

**From:** Salā Roseanne Leota [<mailto:roseanne@motatou.org>]  
**Sent:** Thursday, 10 December 2015 9:38 a.m.  
**To:** Clement Tang  
**Subject:** RE: TAP 3 Milestone Payments

Good morning Clement

Are you please able to advise when our TAP 3 Milestone payments will be released for payment.

Rhonda Cowell-Bari did indicate this would be done before our closedown period, but an actual date would be great.

---

**From:** Clement Tang [<mailto:Clement.Tang@education.govt.nz>]  
**Sent:** Tuesday, 8 December 2015 10:11 AM  
**To:** 'Sala Roseanne Leota' <[roseanne@motatou.org](mailto:roseanne@motatou.org)>  
**Subject:** RE: TAP 3 Milestone Payments

Good morning Roseanne,

I am not involved with TAP payments, but I will speak with someone who can help and ask them to get in touch with you. Thanks.

Kind regards,

Clement Tang | Advisor | ECE Operational Funding  
DDI +64 4 463 7626 Ext 47626  
PO Box 1666, Wellington 6140, New Zealand

---

**From:** Salā Roseanne Leota [mailto:roseanne@motatou.org]  
**Sent:** Tuesday, 8 December 2015 9:50 a.m.  
**To:** Clement Tang  
**Subject:** TAP 3 Milestone Payments  
**Importance:** High

Good morning Clement

Thank you for providing all the information we have required over the past few days, much appreciated.

Do you deal with TAP 3 Milestone Payments/Invoices for Auckland contracts?

Ia manuia,  
Salā Roseanne Leota  
**Co-Managing Director**  
**Telephone:** 04 212 6997  
**Mobile/Txt:** 021 704 213  
**Website:** [www.motatou.org](http://www.motatou.org)  
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No virus found in this message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 2016.0.7227 / Virus Database: 4477/11134 - Release Date: 12/07/15

**DISCLAIMER:**

This email (including any attachments) may contain information which is

**File Note**[Add Note...](#)[E-mail...](#)[Help...](#)[Audit History...](#)[RFS List...](#)[Action](#)[To Edit Mode](#)

File Note: Mo Tatou In-home Early Childhood Educati; 2008 Regulatory Framework #436zz

<b>Status:</b>	Resolved	<b>ID:</b>	43622
<b>Lodged By:</b>		<b>Date Lodged:</b>	10-Dec-2015 10:44 AM
<b>Last Changed By:</b>		<b>Date Changed:</b>	
<b>Start Date:</b>	10-Dec-2015 10:29 AM	<b>Category:</b>	ECE Processes

**Customer Details**

<b>Name:</b>	Mo Tatou In-home Early Childhood Educati (Initial Contact)	<a href="#">View Contact Details</a>
<b>Organisation:</b>		<b>Contact Extensions:</b>
<b>Physical:</b>	4A Thompson Street, Mangere,...	<b>Email:</b> maninoa@motatou.org
<b>ECA:</b>		<b>Phone (DDL):</b>
<b>Phone (Home):</b>		<b>Cellphone:</b>
<b>Fax:</b>		

**Request Details****Proposed Org. Name:****Information Provided Section****Informant Confidential:** Yes**Informant Details:**

**Name:**  
**Address 1:**  
**Address 2:**  
**Address 3:**  
**Suburb:**  
**City:**  
**Email:**  
**Home Phone:**  
**Work Phone:**  
**Cellphone:**  
**Fax:**

**Referred From:** Licensee**Referral Method:** Email**Details of issue and troubleshooting steps taken:**

We have received email from the centre that payment will be made on 5 January 2015 and they have some difficulty from money side.  
 Talk to Roseanne, explains that everything from our side has been done in the correct way. She will talk to Wellington to give her in writing the amount of money they will receive on 5 January 16  
 Email attached

**Note relates to:** 2008 Regulatory Framework**TLA:****Information Management Section****Severity:** None

No

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

**Actions Taken:**


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

**Location:**

**Closure category:** Action Completed

Related File Notes, Enquiry Logs & LSMs					
<b>Related File Notes:</b>		Description	Actions Taken	Details of issue and troubleshooting steps taken	Complaint?
	No records to display.				
<b>Related Enquiry Logs:</b>		Description	Caller	Issue	Outcome/Solution/Action Required
	No records to display.				
<b>Related LSM:</b>		Description	Recommendation	Intervention Type	Rationale of Decision
	No records to display.				
<b>Related Complaints:</b>		Description			
	No records to display.				
<b>Related ECE Ops Funding workflows:</b>		Description			
	No records to display.				

**Attachments**

Title	Author	Date Changed	Attached By	Date Attached
 FW Funding Request.htm	Elena Petrov...	10-Dec-2015	Elena Petrov...	10-Dec-2015 10:45 AM

**Related Items**

[Create Similar RFS...](#)

Type: All  Show only active items

Page Size: 20 Page: 1 of 0 << >> >

No related items found.

**Assignment**

<b>Action Officer:</b>	
<b>Escalation Officer:</b>	<u>Morrison, Sarah</u>
<b>Also Notify:</b>	
<b>Calendar Profile:</b>	Weekday, 8am-5pm
<b>Response Due:</b>	17-Dec-2015 10:29 AM
<b>Resolution Due:</b>	31-Dec-2015 10:29 AM

**Action Log**

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

Actual Date	Date Logged	Logged By	Details	<a href="#">Collapse All</a>	<a href="#">Expand All</a>
10-Dec-2015 10:29 AM	10-Dec-2015 10:44 AM		Request added, assigned to i		
10-Dec-2015 10:29 AM	10-Dec-2015 10:44 AM		Resolution added Completed		

Released under the OIA

**Shona Humphrey**

---

**From:** Eileen Tofa  
**Sent:** Tuesday, 15 December 2015 9:06 a.m.  
**To:**  
**Cc:**  
**Subject:** FW: Mo Tatou ECA2414

Hi

Just heads up with regards to the recent probationary issued 46494.

Possibly another problem with issuing a probationary for another network where GMA is struggling to pay educators?

Perhaps a more rigid system in place when considering an application for a new network. No only request SP for current lists of educators, homes, children and coordinators for existing networks. But also follow up with Ops Funding team regarding the SP's financial standing with MOE?

Cheers

Eileen Tofa | Early Childhood Education Senior Advisor

---

**From:** Clement Tang On Behalf Of ECE Funding Mailbox  
**Sent:** Monday, 14 December 2015 3:43 p.m.  
**To:** Shona Humphrey  
**Cc:** Teena Small; Elspeth Maxwell; Eileen Tofa  
**Subject:** RE: Mo Tatou ECA2414

Thanks for this information Shona.

Roseanne has called and emailed multiple times in the last week and today, requesting for early release of funding, confirmation of payment amounts, bank verification letters, etc.

I have replied to her latest series of emails this morning. She was verbally advised of the payment amount (which is not Ministry standard practice) by staff outside the Ops Funding team, but I have reiterated that we no longer provide bank verification letters.

She requested for an early release of funding and mentioned this was possible for one of her previous licences. I have clarified that the Ministry has scheduled payment dates throughout the year, mainly on the first working day of each month. The 20<sup>th</sup> of the month payments are only available during the bulk funding months (i.e. Mar, Jul, Nov).

Kind regards,

Clement Tang | Advisor | ECE Operational Funding  
DDI +64 4 463 7626 Ext 47626  
Ministry of Education  
PO Box 1666, Wellington 6140, New Zealand

---

**From:** Shona Humphrey  
**Sent:** Monday, 14 December 2015 2:51 p.m.  
**To:** ECE Funding Mailbox  
**Cc:** Teena Small; Elspeth Maxwell; Eileen Tofa  
**Subject:** Mo Tatou ECA2414

Kia ora

On Friday 11 December 2015 I received a couple of phone calls from educators advising that they had not been paid for the last two weeks. Coincidentally I was meeting with Roseanne and Ieremia from Mo Tatou later that morning so I advised the educators I would follow up with them and report back. Roseanne and Ieremia advised that the non-payment was an error with their bank (Kiwi bank) and that the money would go through on Friday. Roseanne and Ieremia were attending community meetings on Friday in Lower Hutt and Porirua and advised that they would let everyone know.

I reported back to both educators to say that they would be paid and that the error was due to Kiwibank. This morning I have received a further two calls from educators advising that they have still not been paid and that at the community meeting (one educator was from Lower Hutt and one from Porirua) they were told that they would not be paid until 5 January 2015 as Mo Tatou needed to support the Auckland licence.

I have followed up with Ieremia this afternoon and he has advised that although when he met with me they were under the understanding that the bank would release the money on Friday they received a further phone call advising that the bank needed further information. The bank has committed this morning to releasing the money for the pays. Ieremia has also stated that the people have got half of the story right as they will be in a better financial position when they receive the advanced funding on 5 January for the probationary licence issued in Auckland:

I am sharing this information with you as a heads up for potential financial risk.


Ngā mihi  
Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 Mobile +64 27 494 8956  
19 Market Grove, Lower Hutt

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We get the job done *Ka oti i a mātou ngā mahi*  
We are respectful, we listen, we learn *He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou*  
We back ourselves and others to win *Ka manawanui ki a mātou, me ētahi ake kia wiktoria*  
We work together for maximum impact *Ka mahi ngātahi mō te tukinga nui tonu*

Great results are our bottom line *Ko ngā huanga tino pai ā mātou whāinga mutunga*

  
MINISTRY OF EDUCATION  
TE TĀHURU O TE MĀTAURANGA

### ECE Complaint

Complaint: Mo Tatou In-home Early Childhood Ed:

<a href="#">Add Note...</a>	<a href="#">Email...</a>	<a href="#">Audit History...</a>	<a href="#">Action</a>	<a href="#">To Edit Mode</a>
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on 11-Dec-2015 9:00 a.m. (#730848)

<b>0. Complaint Logged</b>	<b>Status:</b> Complaint Completed	<b>ID:</b> 730848
	<b>Lodged By:</b> Humohrev, Shona	<b>Date Lodged:</b> 16-Dec-2015 5:22 PM
<b>1. Under 1st Peer Review</b>	<b>Last Changed By:</b>	<b>Date Changed:</b> 22-Jan-2016 1:37 PM
	<b>Start Date:</b> 16-Dec-2015 4:04 PM	<b>Category:</b> Early Childhood
<b>2. 1st Escalation</b>	<b>Referred From:</b>	<b>Referral Method:</b> Phone

**3. Acting on Complaint**

Customer Details	
<b>Name:</b>	Mo Tatou In-home Early Childhood Education (Initial Contact) <a href="#">View Contact Details</a>
<b>Organisation:</b>	<b>Contact Extension:</b>
<b>Provider ID:</b> 46300	<b>Physical:</b> 41 Chilton Drive, Paraparaumu
<b>Email:</b> leremia@motatou.org	<b>ECA No:</b>
<b>Phone (DDI):</b> 04-2123316	<b>Phone (Home):</b>
<b>Cellphone:</b>	<b>Fax:</b>

**4. Under 2nd Peer Review**

**5. 2nd Escalation**

**6. Complaint Completed**

Request Details
Help assessing an ECE Complaint

Complainant Details	
<b>Reason for contacting the Ministry:</b>	Complaint
<b>Confidential:</b>	Yes
<b>Service Number:</b>	46300
<b>Complainant Checklist:</b>	
<b>Advised to follow service's complaints procedure?</b>	No
<b>Complainant providing complaint in writing?</b>	No
<b>Why Not Referred to ECE Services?</b>	Ministry was meeting with SP and would discuss advised that people were scared to complain to the management of Mo Tatou because they people come around and abuse them for voicing their opinion.

Complaint Management	
<b>Date Received at MOE:</b>	11-Dec-2015
<b>Date/Time Of Incident:</b>	11-Dec-2015 9:00 AM
<b>People Involved in Incident (if applicable):</b>	Service Provider, Educators
<b>Summary of Complaint:</b>	On 11 December 2015 Ministry received a phone call for  has not been paid for the last two weeks. The pay was due on the 10 December 2015 and they have been told that the Ministry has not paid Mo Tatou so they can't pay them until the next payment from MOE on 5 January 2015. There is an urgent meeting in Porirua this afternoon to explain it all to everyone, but feels it is unfair that educators have to wait for their pay until 5 January 2015
<b>Complainant agrees with record of their complaint?</b>	No
<b>Type of Incident:</b>	Non-Regulatory
<b>Complaint Acknowledged By:</b>	Phone
<b>Complaint Acknowledged On:</b>	11-Dec-2015
<b>Acknowledged within 5 Days?</b>	Yes



MOE Details			
Region:	Central South	MOE Office:	Lower Hutt Office
Direct Manager:	Elsbeth Maxwell		

Investigation Plan	
No Further Action Required by Ministry:	No
Propose Service Visit:	No
Investigation site visits should be carried out by at least two Ministry staff.	
Why No Service Visit:	There would be no advantage to visiting the service as it is a home-based service.
Purpose of Investigation:	Governance Management & Administration
Refer to Another Agency:	No
Proposed Action:	Ministry advised that coincidently Mo Tatou were meeting with MOE this morning at 10am. Ministry advised that they would discuss with Mo Tatou and phone back later that day. 11 December 2015. Phone to advise that the service provider has confirmed the pays will go through today.

Peer Review	
Proposed Action Endorsed (PR1):	Yes
Do you wish to escalate? (PR1):	No
Proposed Action Endorsed (PR2):	Yes
Do you wish to escalate? (PR2):	No

Initial Investigation Actions		
Advise the provider of any implications of the allegation(s) and allow time to respond		
Contacted Service About Complaint:	Yes	Contacted Service On: 14-Dec-2015
Visited Service:	No	

Investigation Outcomes	
Informed Parents/Whānau of Investigation:	No
How will Parents be Informed?:	Families are being informed by the service provider
Why Parents/Whānau Not Informed?:	
Ministry Actions Taken:	
Summary of Actions Taken:	Meeting with service provider, on going monitoring.
Licence Amended?:	No
Outcome of Investigation:	

Final Actions	
Decision Summary:	
Decision Summary Sent to Complainant:	
Complaint Outcomes Agreed with Service:	Actions Agreed with Service On:

Attachment Check Lists	
Check List 1:	Acknowledgement of complaint
Check List 2:	

Related Complaints, LSMs, File Notes & Enquiry Logs					
Related LSMs:	<table border="1"> <thead> <tr> <th>Description</th> </tr> </thead> <tbody> <tr> <td>No records to display.</td> </tr> </tbody> </table>	Description	No records to display.		
Description					
No records to display.					
Related File Notes:	<table border="1"> <thead> <tr> <th>Description</th> </tr> </thead> <tbody> <tr> <td>No records to display.</td> </tr> </tbody> </table>	Description	No records to display.		
Description					
No records to display.					
Related Enquiry Logs:	<table border="1"> <thead> <tr> <th>Description</th> </tr> </thead> <tbody> <tr> <td>No records to display.</td> </tr> </tbody> </table>	Description	No records to display.		
Description					
No records to display.					
Related ECE Complaints:	<table border="1"> <thead> <tr> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Complaint: Mo Tatou In-Home Early Childhood Educati on 11-Dec-2015 9:22 p.m. (#731384)</td> </tr> <tr> <td>Complaint: Mo Tatou In-Home Early Childhood Educati (#735338)</td> </tr> <tr> <td>Complaint: Mo Tatou In-home Early Childhood Educati (#737886)</td> </tr> </tbody> </table>	Description	Complaint: Mo Tatou In-Home Early Childhood Educati on 11-Dec-2015 9:22 p.m. (#731384)	Complaint: Mo Tatou In-Home Early Childhood Educati (#735338)	Complaint: Mo Tatou In-home Early Childhood Educati (#737886)
Description					
Complaint: Mo Tatou In-Home Early Childhood Educati on 11-Dec-2015 9:22 p.m. (#731384)					
Complaint: Mo Tatou In-Home Early Childhood Educati (#735338)					
Complaint: Mo Tatou In-home Early Childhood Educati (#737886)					

Attachments					
Title	Author	Date Changed	Attached By	Date Attached	
<input checked="" type="checkbox"/> Non payment of Educators Mo Tatou.msg	Shona Humphrey	16-Dec-2015	Shona Humphrey	16-Dec-2015 5:22 PM	
<input checked="" type="checkbox"/> FW Mo Tatou ECA2414.msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015 11:52 AM	
<input checked="" type="checkbox"/> RE Bank Fees.msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015 11:52 AM	
<input checked="" type="checkbox"/> Educator reimbursements.msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015 11:50 AM	
<input checked="" type="checkbox"/> Update on next reimbursement for educators.msg	Shona Humphrey	18-Jan-2016	Shona Humphrey	18-Jan-2016 2:28 PM	
<input checked="" type="checkbox"/> Clarification on reimbursement of educators.msg	Shona Humphrey	22-Jan-2016	Shona Humphrey	22-Jan-2016 8:47 AM	
<input checked="" type="checkbox"/> Meeting with Mo Tatou 19 Jan 2016.docx	Shona Humphrey	22-Jan-2016	Shona Humphrey	22-Jan-2016 8:47 AM	

Related Items		Create Similar Workflow	
Description	Type	Start/Actual Date	ID
LSM: Mo Tatou In-home Early Childhood Educati: Licence Status Management; ID#704742	Licence Status Management	26-Apr-2016 1:44 PM	704742
LSM: Mo Tatou In-Home Early Childhood Educati: Licence Status Management; ID#742195	Licence Status Management	1-Feb-2016 10:21 AM	742195
Complaint: Mo Tatou In-Home Early Childhood Educati (#737886)	ECE Complaint	22-Jan-2016 8:13 AM	737886
Complaint: Mo Tatou In-Home Early Childhood Educati (#735338)	ECE Complaint	15-Jan-2016 1:46 PM	735338
Complaint: Mo Tatou In-Home Early Childhood Educati on 11-Dec-2015 9:22 p.m. (#731384)	ECE Complaint	18-Dec-2015 12:15 PM	731384

Assignment	
Urgency:	
Action Officer:	Humphrey, Shona

Escalation 1:	
Escalation 2:	
Escalation 3:	
Also Notify:	
Calendar Profile:	Weekday, 8am-5pm

Current State: 6. Complaint Completed


Action Log	Add Note...	Expand...	Action
State	Actual Date	Logged By	Details
0	16-Dec-2015 4:04 PM	Humphrey, Shona	Workflow added, assigned to Humphrey, Shona
0	18-Dec-2015 11:36 AM	Humphrey, Shona	Note added 14 December 2015 K phoned to advise that the pays had not been received on Friday 11 December 2015. 14 December 2015 Shona Humphrey Senior Adviser of M&E advised the funding team of the situation. The funding team advised that they were aware that the provider was seeking an early release of payment, confirmation of payment amounts, and bank verification letters.
0	18-Dec-2015 11:53 AM	Humphrey, Shona	Note added 14 December Ministry phoned Teremia requesting an update as educators were still advising that they had not been paid as Ministry were advised they would be on Friday 11 December 2015. Teremia advised that the funding was released and they would be paid on 14 December overnight, email received from Roseanne advising that the money had not been released as they required needed to have all the trustees sign the documents.
0	18-Dec-2015 11:58 AM	Humphrey, Shona	Note added 15 December 2015 Ministry emailed advising they were still receiving calls and that educators were being charged fees by the bank as the payments had not gone through. Mo Taitou replied that they would provide letters to educators and staff for their banks so that they could have the fees reversed. They contacted each bank on 15 December 2015 to find out what the banks policy/procedure was for reversing fees and advised that BAN, ANZ, Westpac would not reverse the charges.
0	18-Dec-2015 12:03 PM	Humphrey, Shona	Note added 16 December 2015 Ministry received two phone calls from different people who work at advising that they were being approached by educators and parents of Mo Taitou who had not been paid. Both people were advised to support the educators and families to contact Shona Humphrey from the Ministry of Education.
0	18-Dec-2015 12:05 PM	Humphrey, Shona	Note added 18 December 2015 ministry emailed the service provider requesting assurance that anyone affected by bank fees would be compensated by the service provider, confirmation that all staff and educators are now paid, confirm when the people who have 8% deducted from their pay throughout the year can expect to be paid.
0	18-Dec-2015 12:08 PM	Humphrey, Shona	Note added The service provider has been issued with a probationary licence operating from 5 January 2016 and is waiting for the advance funding for this licence to pay staff on 5 January 2016 if they do not get the funds released from the bank. The funding team also advised that the service provider is also waiting for TAP funding to be released in relation to the new probationary licence.
0	18-Jan-2016 2:16 PM	Humphrey, Shona	Progressed to 1. Under 1st Peer Review, assigned to Humphrey, Shona 18 January 2016 emails received from provider stating that all educators have been advised that if they have incurred any bank fees in relations to their late reimbursement payment on 9 December that the service provider will reimburse those costs. All educators have been paid their reimbursements due 9 December. All leave plan money has been paid out and the leave plan has been terminated. Ministry further requested confirmation that if educators were paid 9 December that would be for the two weeks prior to 9 December and that some educators will still be expecting monies owed to them and asking when educators can expect to receive this money. A copy of the communications to educators regarding the reimbursement of bank fees was also requested. 15 January 2016 Provider confirmed that educators can expect to get their next payment for December weeks in March. A copy of the letter sent to educators regarding bank fees was provided. The service provider has advised they are undergoing a major restructure and have requested a meeting with Ministry staff. 15 January 2016 phone call from that the funding team are considering this provider for monthly funding. Ministry staff will organize a meeting with the provider for the week 18 January 2016.
1	18-Jan-2016 2:32 PM	Humphrey, Shona	Progressed to 2. 1st Escalation, assigned I

			Please approve process for acting on this complaint
2	19-Jan-2016		<i>Progressed to 3, Acting on Complaint, assigned to Humphrey, Shona</i> Agree with the process to act on complaint.
3	22-Jan-2016 8:42 AM	Humphrey, Shona	<i>Note added</i> Meeting with service provide on 19 January 2016 notes attached.
3	22-Jan-2016 9:08 AM	Humphrey, Shona	<i>Progressed to 3, Under 2nd Peer Review, assigned to,</i> 22 January 2016 spoke  At this stage there is no further support the Ministry can provide. [redacted] was assured that the Ministry will continue to monitor the service. Contact details were provided if required at a later date.  No further action required.
4	22-Jan-2016 1:35 PM		<i>Progressed to 6, Complaint Completed, assigned to Humphrey, Shona</i> Agree with the process followed and steps taken to monitor going forward if required.

Released under the OIA

### ECE Complaint

Complaint: Mo Tatou Iri-Home Early Childhood Educ...

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

on 11-Dec-2015 9:22 p.m. (#731384)

0. Complaint Logged	Status:	Complaint Completed	ID:	731384
	Lodged By:	Humphrey, Shona	Date Lodged:	18-Dec-2015 12:43 PM
1. Under 1st Peer Review	Last Changed By:		Date Changed:	5-Apr-2016 10:30 AM
	Start Date:	18-Dec-2015 12:15 PM	Category:	Early Childhood
2. 1st Escalation	Referred From:		Referral Method:	Phone

3. Acting on Complaint	<b>Customer Details</b>		<b>View Contact Details</b>	
	Name:	Mo Tatou Iri-Home Early Childhood Education (Initial Contact)		
4. Under 2nd Peer Review	Organisation:	Contact Extensions:		
	Provider ID:	46372	Physical:	41 Chilton Drive, Paraparaumu Central
5. 2nd Escalation	Email:	teremia@motatou.org	ECA No:	2414
	Phone (DDI):	04-2123316	Phone (Home):	
6. Complaint Completed	Cell/Phone:		Fax:	

<b>Request Details</b>
Help assessing an ECE Complaint

<b>Complainant Details</b>	
Reason for contacting the Ministry:	Complaint
Confidential:	Yes
Service Number:	46372
Complainant Checked:	
Advised to follow service's complaints procedure:	No
Why Not Referred to ECE Services:	Ministry were meeting with SP and would discuss. advised that people were scared to complain to the management of Mo Tatou because then people come around and abuse them for voicing their opinion
Complainant providing complaint in writing?:	No

<b>Complaint Management</b>	
Date Received at MOE:	11-Dec-2015
Date/Time Of Incident:	11-Dec-2015 9:22 PM
People Involved in Incident (if applicable):	educators and service provider
Summary of Complaint:	<p>Trang to advise that she has not received her pay for the last 2 weeks and no date has been provided as to when they would get paid. She advised that the Ministry didn't release the money for the programme so they would not get paid. There is a meeting in Lower Hutt tonight and she feels that the Pasifika people are feeling left out with the Māori people not working for wages. People pay \$20 for the resources and outings but no-one is seeing the benefits of the money. They are not consulting with educators and she is concerned about the 8% that has been deducted throughout the year and when she will get this money.</p>
Complainant agrees with record of their complaint?:	Yes
Type of Incident:	Non-Regulatory
Complaint Acknowledged By:	Phone
Complaint Acknowledged On:	11-Dec-2015
Acknowledged within 5 Days?:	Yes

<b>MOE Details</b>	
Region:	MOR Offices

Direct Managers:	Central South Elspeth Maxwell	Lower Hutt Office
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<b>Investigation Plan</b>	
No Further Action Required by Ministry:	No
Propose Service Visit:	No
Investigation site visits should be carried out by at least two Ministry staff.	
Why No Service Visit:	There would be no advantage to visiting the service as it is a home-based service.
Purpose of Investigation:	Governance Management & Administration
Refer to Another Agency:	No
Proposed Action:	Ministry advised that coincidently Mo Yajou were meeting with MoEPA's morning at 10am. Ministry advised that they would discuss with Mo Yajou and phone back later that day, 11 December 2015. Phone call to advise that the service provider ... confirmed the pays will go through today.

<b>Peer Review</b>	
Proposed Action Endorsed (PR1):	Yes
Do you wish to escalate? (PR1):	No
Proposed Action Endorsed (PR2):	Yes
Do you wish to escalate? (PR2):	No

<b>Initial Investigation Actions</b>	
Advise the provider of any implications of the allegation(s) and allow time to respond	
Contacted Service About Complaint:	Yes
Visited Services:	No
Contacted Service On:	19-Jan-2016

<b>Investigation Outcomes</b>	
Informed Parents/Whanau of Investigation	
Ministry Actions Taken:	
Summary of Actions Taken:	Ministry continued to monitor the service and has established that all complainants have been reimbursed outstanding monies.
Licence Amended?:	No
Outcome of Investigation:	Breach Could Not Be Determined

<b>Final Actions</b>	
Decision Summary:	The complainant was unable to be contacted despite several attempts by the Ministry. It is assumed that she has received outstanding monies as other complainants contacted have confirmed receipt of their monies.
Decision Summary Sent to Complainant:	9-Mar-2016
Complaint Outcomes Agreed With Service:	Yes
Actions Agreed with Service On:	18-Dec-2015

<b>Attachment Check Lists</b>	
Check List 1:	Acknowledgement of complaint
Check List 2:	

<b>Related Complaints, LSMs, File Notes &amp; Enquiry Logs</b>	
Related LSM:	

	Description	
No records to display.		
Related File Notes:	Description	
No records to display.		
Related Equity Logs:	Description	
No records to display.		
Related ECE Complaints:	Description	
	Complaint: Mo Tātou In-Home Early Childhood Educati 9:00 a.m. (#730848)	11-Dec-2015
	Complaint: Mo Tātou In-Home Early Childhood Educati 9:22 p.m. (#731384)	on 11-Dec-2015
	Complaint: Mo Tātou In-Home Early Childhood Educati (#735338)	

Attachments					
Title	Author	Date Changed	Attached By	Date Attached	
Educator reimbursements.msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015	12:43 PM
FW Mo Tātou ECA2014.msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015	12:43 PM
Non payment of Educators Mo Tātou.msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015	12:43 PM
RE Bank Fees .msg	Shona Humphrey	18-Dec-2015	Shona Humphrey	18-Dec-2015	12:43 PM
Update on next reimbursement for educators.msg	Shona Humphrey	18-Jan-2016	Shona Humphrey	22-Jan-2016	2:50 PM
Clarification on reimbursement of educators.msg	Shona Humphrey	22-Jan-2016	Shona Humphrey	22-Jan-2016	11:59 AM
Meeting With Mo Tātou 19 Jan 2016.docx	Shona Humphrey	22-Jan-2016	Shona Humphrey	22-Jan-2016	11:59 AM
Educator Reimbursements (1).msg	Shona Humphrey	9-Mar-2016	Shona Humphrey	9-Mar-2016	11:31 AM
Payment updates.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey	9-Mar-2016	11:31 AM

Related Items		Create Similar Workflow...	
List of Types: All		Show only active items	Page Size: 20
Description		Type	Start/Actual Date
LSM: Mo Tātou In-home Early Childhood Educati: Licence Status Management, ID#784742	Licence Status Management		26-Apr-2016 1:44 PM
LSM: Mo Tātou In-home Early Childhood Educati: Licence Status Management, ID#742195	Licence Status Management		1-Feb-2016 10:21 AM
Complaint: Mo Tātou In-home Early Childhood E (#737886)	ECE Complaint		22-Jan-2016 8:13 AM
Complaint: Mo Tātou In-Home Early Childhood Ed (#735338)	ECE Complaint		15-Jan-2016 1:46 PM
Complaint: Mo Tātou In-Home Early Childhood Educati Dec-2015 9:22 p.m. (#731384)	ECE Complaint		18-Dec-2015 12:15 PM
Complaint: Mo Tātou In-home Early Childhood Educati Dec-2015 9:00 a.m. (#730848)	ECE Complaint		16-Dec-2015 9:04 PM

Assignment
Priority:

Action Officers:	Humphrey, Shona
Escalation 1:	
Escalation 2:	
Escalation 3:	
Also Notify:	
Calendar Profiles:	Weekday, 8am-5pm

Current State: 6. Complaint Completed

Action Log		Add Note...	E-mail...	Action
State	Actual Date	Logged By	Details	Collapse All Expand All
0	18-Dec-2015 12:15 PM	Humphrey, Shona	Workflow added, assigned to Humphrey, Shona	
0	18-Dec-2015 12:43 PM	Humphrey, Shona	Note added 14 December 2015 Ministry phoned to advise that the pays had not been received on Friday 11 December 2015 as promised. 14 December 2015 Shona Humphrey Senior Adviser of MoE advised the funding team of the situation. The funding team advised that they were aware that the provider was seeking and early release of payment, confirmation of payment amounts, and bank verification letters.	
0	18-Dec-2015 12:45 PM	Humphrey, Shona	Note added 14 December 2015 Ministry phoned Teremia requesting an update as educators were still advising that they had not been paid as Ministry were advised they would be on Friday 11 December 2015. Teremia advised that the funding was released and they would be paid on 14 December overnight, email received from Roseanne advising that the money had not been released as they required all trustees to sign the documents;	
0	18-Dec-2015 12:48 PM	Humphrey, Shona	Note added 15 December 2015 Ministry emailed advising they were still receiving calls and that educators were being charged fees by the bank as the payments had not gone through. Mo Tafou replied that they would provide letters to educators and staff for their banks so that they could have the fees reversed. They contacted each bank on 15 December 2015 to find out what the banks policy/procedure was for reversing fees and advised that BNZ, ANZ, Westpac would not reverse the charges.	
0	18-Dec-2015 12:50 PM	Humphrey, Shona	Note added 16 December 2015 Ministry received two phone calls from different people who work at MoE advising that they were being approached by educators and parents who had not been paid. Both people were advised to support the educators and families to contact Shona Humphrey from the Ministry of Education.	
0	18-Dec-2015 12:52 PM	Humphrey, Shona	Note added 16 December 2015 Ministry emailed the service provider requesting assurance that anyone affected by bank fees would be compensated by the service provider, confirmation that all staff and educators are now paid; confirm when the people who have 8% deducted from their pay throughout the year can expect to be paid.	
0	18-Dec-2015 12:54 PM	Humphrey, Shona	Note added The service provider has been issued with a probationary licence operating from 5 January 2016 and is waiting for the advance funding for this licence to pay staff on 5 January 2016 if they do not get the funds released from the bank. The funding team also advised that the service provider is also waiting for TAP funding to be released in relation to the new probationary licence.	
0	18-Jan-2016 2:28 PM	Humphrey, Shona	Progressed to 1. Under 1st Peer Review, assigned to Rahana, Juanita 18 January 2016 emails received from provider stating that all educators have been advised that if they have incurred any bank fees in relations to their late reimbursement payment on 9 December that the service provider will reimburse those costs. All educators have been paid their reimbursements due 9 December. All leave plan money has been paid out and the leave plan has been terminated. Ministry further requested confirmation that if educators were paid 9 December that would be for the two weeks prior to 9 December and that some educators will still be expecting monies owed to them and asking when educators can expect to receive this money. A copy of the communications to educators regarding the reimbursement of bank fees was also requested. 15 January 2016 Provider confirmed that educators can expect to get their next payment for December weeks in March. A copy of the letter sent to educators regarding bank fees was provided. The service provider has advised they are undergoing a major restructure and have requested a meeting with Ministry staff. 15 January 2016 phone call from the funding team are considering this provider for monthly funding. Ministry staff will organise a meeting with provider for week 18 January 2016.	



1	22-Jan-2016 11:56 AM	<u>Humphrey, Shona</u>	<i>Note added</i> On 20 and 21 January 2016 Ministry left a message on cell phone to please make contact.
1	22-Jan-2016 1:37 PM		<i>Progressed to 2, 1st Escalation, assigned to Humphrey, Shona</i> Agree with process and action to follow up on complaint.
2	9-Mar-2016 11:29 AM	<u>Humphrey, Shona</u>	<i>Note added</i> 2 and 3 March 2016 email received from service provider advising that all educators and staff have been reimbursed for monies outstanding. Next payment is 16 March 2016.
2	14-Mar-2016 2:03 PM	<u>Humphrey, Shona</u>	<i>Progressed to 3, Acting on Complaint, assigned to Humphrey, Shona</i> The Ministry has attempted to make contact with on several occasions following the email from the service provider advising that all educators have been reimbursed outstanding monies. No contact has been made by Ministry with but it is assumed that she has also been reimbursed all monies outstanding.
3	14-Mar-2016 2:11 PM	<u>Humphrey, Shona</u>	<i>Progressed to 4, Under 2nd Paer Review, assigned to Rapana, Juanita</i> Kia ora Juanita Can you please review and move to complaint closed.
4	5-Apr-2016 10:29 AM		<i>Progressed to 6, Complaint Completed, assigned to Humphrey, Shona</i> Kia ora Shona - I agree with the process followed to close the complaint.

Released under the OIA

**File Note**[Add Note...](#)[E-mail...](#)[Help...](#)[Audit History...](#)[RFS List...](#)[Action](#)[To Edit Mode](#)

File Note: Mo Tatou In-home Early Childhood Educati; Governance #43815

<b>Status:</b>	Resolved	<b>ID:</b>	43815
<b>Lodged By:</b>		<b>Date Lodged:</b>	7-Jan-2016 11:39 AM
<b>Last Changed By:</b>		<b>Date Changed:</b>	22-Apr-2016 2:03 PM
<b>Start Date:</b>	7-Jan-2016 11:21 AM	<b>Category:</b>	ECE Processes

**Customer Details**

<b>Name:</b>	Mo Tatou In-home Early Childhood Educati (Initial Contact)	<a href="#">View Contact Details</a>
<b>Organisation:</b>		<b>Contact Extensions:</b>
<b>Physical:</b>	4A Thompson Street, Mangere ...	<b>Email:</b> agnes@motatou.org
<b>ECA:</b>		<b>Phone (DDI):</b>
<b>Phone (Home):</b>		<b>Cellphone:</b>
<b>Fax:</b>		

**Request Details**

**Proposed Org. Name:**

**Information Provided Section**

**Informant Confidential:** Yes

**Informant Details:**

Name:  
Address 1:  
Address 2:  
Address 3:  
Suburb:  
City:  
Email:  
Home Phone:  
Work Phone:  
Cellphone:  
Fax:

**Referred From:** Other (specified in details)

**Referral Method:** Email

**Details of issue and troubleshooting steps taken:** An Educators friend has emailed in to share that an Educator with Mo Tatou Nafaoga has not been paid and employment unlawfully terminated. says that many Educators have not been paid.

**Note relates to:** Governance

**TLA:**

**Information Management Section**

**Severity:** Medium

**Is this Suspected Non-compliance?:** No

<b>Actions Taken:</b>	Letter sent to Informant
<b>Confidential word doc:</b>	<a href="#">Click here to generate a confidential word document</a>
<b>Location:</b>	
<b>Closure category:</b>	Action Completed

Related File Notes, Enquiry Logs & LSMs					
<b>Related File Notes:</b>		Description	Actions Taken	Details of issue and troubleshooting steps taken	Complaint?
	No records to display.				
<b>Related Enquiry Logs:</b>		Description	Galler	Issue	Outcome/Solution/Action Required
	No records to display.				
<b>Related LSM:</b>		Description	Recommendation	Intervention Type	Rationale of Decision
	No records to display.				
<b>Related Complaints:</b>		Description			
	No records to display.				
<b>Related ECE Ops Funding workflows:</b>		Description			
	No records to display.				

Released Under the OIA



**Attachments**

Title	Author	Date Changed	Attached By	Date Attached
<input checked="" type="checkbox"/> FW Complaint about Home-Based Childcar...		7-Jan-2016		7-Jan-2016 11:40 AM
<input checked="" type="checkbox"/> RE FEEDBACK SOUGHT response to Mo Ta...		7-Jan-2016		7-Jan-2016 12:51 PM
<input checked="" type="checkbox"/> Re Mo Tatou Nafaoga Home Based (1).htm		8-Jan-2016		8-Jan-2016 2:51 PM
<input checked="" type="checkbox"/> RE Complaint about Mo Tatou In-home Ear...		13-Jan-2016		13-Jan-2016 2:25 PM

**Related Items**

[Create Similar RFS...](#)

Type:  All  Show only active items  
 Page Size: 20 Page: 0 of 0

No related items found.

**Assignment**

**Action Officer:**

**Escalation Officer:** Guttenbell-Po'uuhila, Yvette

**Also Notify:**

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

**Response Due:** 14-Jan-2016 11:21 AM **Resolution Due:** 28-Jan-2016 11:21 AM

**Action Log**

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

Actual Date	Date Logged	Logged By	Details	<a href="#">Collapse All</a>	<a href="#">Expand All</a>
7-Jan-2016 11:21 AM	7-Jan-2016 11:39 AM		<b>Request added, assigned to</b>		
7-Jan-2016 11:21 AM	7-Jan-2016 11:39 AM		<b>Handoff to</b> An email has been received with concerns around employment and payment of Educators at See email attached. I have replied to the informant advising this will be looked into further.  This service has a full licence effective, 10/7/2015 for 80/20, 7 am - 7 pm. (Have copied you in as you worked with them in Probationary year.)  Level of risk low to medium. No risk to children.  Recommended actions: *Phone service and discuss this scenario *Obtain and review Governance documents to assess alongside practice eg. GMA7: Human resource Management, GMA9: Budget, GMA3: Fees, MoE funding *Visit SPC if necessary *Tell Informant of actions and outcomes  For peer review thank you then hand off to TI, :-)		
7-Jan-2016 12:43 PM	7-Jan-2016 12:51 PM		<b>Note added</b> Attached email from Wellington regarding correspondence from a lawyer on this this matter. Note that the complainant has been asked to contact me in the national office response.		

12-Jan-2016 3:01 PM	12-Jan-2016 3:03 PM	I agree with the recommendations above.
		Note Lower Hutt have logged a similar concern in the same time frame see #730848
25-Feb-2016 4:28 PM	25-Feb-2016 4:28 PM	Agree with 1 recommendation.
		As per your note on 7 January please update and resolve.
26-Feb-2016 8:24 AM	26-Feb-2016 8:26 AM	I have had no contact from this service about this matter.
		<b>Resolution added</b>
22-Apr-2016 2:01 PM	22-Apr-2016 2:03 PM	Closed NO action completed

Released under the OIA

From: [Redacted]  
Sent: Wednesday, 13 January 2016 2:20 p.m.  
To: [Redacted]  
Subject: RE: Complaint about Mo Tatou In-home Early Childhood Education & Care Nafoga

Thank you once again. I will add this email to the others that have been logged.

Regards,

[Senior Advisor] Sector Enablement and Support

From: [Redacted]  
Sent: Wednesday, 13 January 2016 1:36 p.m.  
Subject: RE: Complaint about Mo Tatou In-home Early Childhood Education & Care Nafoga

Good afternoon:

Apologies for constantly sending you emails etc. I had forwarded this updated email to ERO but was told to refer this to the Ministry of Education.

I just also wanted to let you know that a meeting was held on Monday night, where the Educators were told that they will not be paid until March 2016. These Educators were then advised to start work from Tuesday 12th of January - but they will be paid for all work including the missing 8% and missing payment from December. They advised the Educators that the Ministry of Education are withholding funds until March.

There are other Educators who have now stepped forward and are wanting to make complaints to the Ministry of Education, I have referred them to the website to make a complaint.

Apologies again for these constant emails. Just hoping for a resolution for these people in the near future.

Subject: Complaint about Mo Tatou In-home Early Childhood Education & Care Nafoga

Hi there,

I am writing to you as the support person of a former employee of Mo Tatou Home based Childcare,

forwarded to the right people/departments.

I am not sure whether this complaint is being

It has also come to our attention that the Educators along with [Redacted] were paid on the 6/7th of January 2016. [Redacted] was lucky enough to receive the majority of the money that Mo Tatou owed her, including an 8% reimbursement that was deducted from each fortnightly pay since she commenced employment of [Redacted]. This money was [Redacted].

The issue now, is that the other Educators were not paid their full pay, nor were they paid the 8% reimbursement that was due to them. They have been short paid, and some of these Educators were paid as little as \$300 for a fortnight's work. This has caused tension, anger and financial stress on the Educators as they have not been paid properly since the 25th of November 2015.

The Educators have repeatedly called Agnes Kapisi and Layne Seulu regarding the misleading and false information regarding the pay that has been withheld by Mo Tatou. They have advised the Educators that this "pay" issue was a result of "pay roll" in Wellington not releasing the funds, and the Ministry of Education withholding the funds.

The other issues that have come to light apart from the above, include forged signatures on timesheets, bullying and intimidation on the part of Agnes Kapisi-sevi.

Agnes Kapisi-sevi is a Network Manager for Auckland who apparently oversees all the business and running of Mo Tatou Nafoga. We complain that she has used her position as this Network Manager to bully, intimidate and spread defamatory statements about [Redacted]. I also think that it would be best to write a formal complaint about this manager as her attitude, bullying and intimidation tactics have moved from bullying to [Redacted].

We have evidence that can be provided of Agnes Kapisi-sevi's disgusting, unprofessional, offensive, insulting, defamatory statements about [Redacted].

It is absolutely unacceptable that Mo Tatou - an Education service funded by the Ministry of Education - would tolerate and enable the behaviour of their management team, namely Agnes Kapisi and Layne Saulu, to bully, humiliate and intimidate

We have reached out to Jeremiah Tufvaiti (institution no: 46300) multiple times, but have yet to receive any word back from himself and his wife Sala Tufvaiti. /

These are only a handful of issues that stem from the unlawful and alleged illegal running of Mo Tatou Nafoga. On paper and in their contracts with their employees, they are meant to provide a service that is in the best interests of Educators and the children they have in their care. Now that Agnes Kapisi and Layne Saulu have confirmed to other Educators that they will not be paid, this has incited unrest among the Educator community of Mo Tatou who are afraid to speak out against these managers as they are aggressive and / this is an issue that has caused much uproar among the Educator community, our concern is that the children who attend these home-based child care services, are in danger of getting caught up in the tension between Educators, and the managers Agnes and Layne. It is also a concern that because of these issues, the children would not have a proper, or productive learning environment as the Educators are angry at management for withholding their pay.

There is plenty of evidence to show this unprofessional, bullying and threatening behaviour by management. The problem is that Educators are afraid to stand up to them, namely Agnes Kapisi, as she has a reputation for being the "mean" manager. / however the more information I receive about this service, the more I feel the need to contact the proper authorities so that an investigation could be conducted into these serious issues. /

If you wish to discuss this further, or you would like more information on this matter - I would suggest speaking directly to the Educators of Mo Tatou who have not been paid correctly, or we could provide you with further information for your records. Please be advised though that these Educators are very afraid to speak up as this is their livelihood on the line, and the management do not support those who speak out against them, or / to get other Educators to speak out about this, and she has indicated that although they are very angry, they are also afraid to speak out.

At the end of the day, apart from the Educators, the people who suffer here are the children who are in the care of the Educators. The service is back in business on Monday the 11th of January 2016, and I am extremely concerned that the children will not be in a safe, productive learning environment.

Please contact me if you need any further clarification, or evidence of the above.

Kind regards, . . . .

From: [Redacted]  
Sent: Friday, 8 January 2016 2:48 p.m.  
To: [Redacted]  
Subject: RE: Mo Tatou Nafaoga Home Based

Thank you -- I will attach this email to the already logged information. The team are aware of this complaint and will make contact.

Kind regards,

[Redacted] Senior Advisor | Sector Enablement and Support

From: [Redacted]  
Sent: Friday, 8 January 2016 9:56 a.m.  
Subject: Re: Mo Tatou Nafaoga Home Based

Good Morning Lisa,

How soon can we expect to hear from someone?

Mo Tatou Nafaoga have not paid all educators except their 8% reimbursement they were promised, on top of their fortnightly pay - that was withheld from the 9th of December to the 6/7th of January 2016.

Mo Tatou are having a meeting with these educators tonight to explain why the Ministry of Education are refusing to release the funds to pay the educators.

I just thought that the more information we pass on, the higher the urgency of this matter.

Kind regards,

On 7/01/2016, at

Kia ora,

Thank you for the email provided regarding Mo Tatou Nafaoga Home Based, and the issues raised about payment and employment of Educators.

I have logged this for follow up with the service.

Kind regards,

[Redacted] Sector Enablement and Support  
12-10 Normanby Rd, Auckland

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*We get the job done Ka oti i a mātou nā māhi  
We are respectful, we listen, we learn He rōpū hōnāhāhi, he rōpū whakarongo, he rōpū ako mātau  
We back ourselves and others to win Ka pānauāhau ki a mātau, me āhau ākō kia whiwhiā  
We work together for maximum impact Ke māhi ngātahi āu ki te kōwhiriā nui kōu*

Great results are our bottom line Ko nga huanga iho pā A mātau whāinga māunga

DISCLAIMER:

This email (including any attachments) may contain information which is confidential or legally privileged and may not reflect the Ministry of Education's view. The Ministry is not responsible for changes made to this email after we've sent it. If you have received this email by mistake, please reply to the Ministry immediately and delete both messages.



From: [redacted] on behalf of Enquiries Auckland  
Sent: Thursday, 7 January 2016 7:48 a.m.  
To: Lisa Thomson  
Subject: FW: Complaint about Home-Based Childcare Service - Motatou Nafaoga

Good Morning Lisa,

Please see below email in relation to a home-based childcare service,

Kind Regards,

-----Original Message-----

From: [redacted]  
Sent: Thursday, 7 January 2016 1:24 a.m.  
To: Enquiries Auckland  
Subject: Complaint about Home-Based Childcare Service - Motatou Nafaoga

Hi there,

I am not too sure who to contact regarding this issue, but thought I would try with this email address.

Many educators have not been paid, were promised pay dates (still not paid) and they constantly refer to the fact that the Ministry of Education are not releasing the funds.

Can you please point me in the right direction, on who to get in contact with? As this is an issue that the Ministry of Education need to be aware of.

Kind regards,

# Monthly Funding Recommendation

Monthly Funding Recommendation: Mo Tatou In-Home Early Childhood Education #46372, 46300, 46497, 46494

[Workflow Calendar...](#)
[SLA Report...](#)
[Workflow List](#)
[Add Note...](#)
[E-mail...](#)
[Audit History](#)

0. Active      Status: With Team Leader      ID: 734411  
 Lodged By:      Date Lodged: 13-Jan-2016 4:24  
 1. With Team Leader      Last Changed By:      Date Changed: 28-Jan-2016 2:44  
 Start Date: 13-Jan-2016 3:16 PM      Category: Business 2 Business

2. Completed

### Customer Details

Name: [Mo Tatou In-home Early Childhood Education \(Initial Con...](#) [View Contact.](#)  
 Mo Tatou In-home Early Childhood Education  
 Mo Tatou In-home Early Childhood Education

Organisation:      Contact Extensions:  
 Address: 41 Chilton Drive, Parapar...      E-Mail: terentia@motatou  
 Phone (Work): 04-2123316      Phone (Home):  
 Cellphone:      Fax:

### Request Details

MoE Unique Number: 46372, 46300, 46497, 46494      Recommendation code: 201501\_001  
 Date Initiated: 13-Jan-2016      Notification date:  
 IRD Request: No

### Considerations Checklist

Recommendation main reason:	Yes	Recommendation weighting:	+1
Recommendation comments:	<p>Due to the number of complaints the Ministry has received that employees being paid by ECA2414 (including one from a lawyer), and with the timing of complaints so close to a bulk payment (1 November 2015) being made to it would recommend that we place this ECA and all its services 46300, 46372, and 46497, on monthly funding.</p> <p>Also worthy of noting is that this ECA</p> <ul style="list-style-type: none"> <li>- Asked for an early release of funding from ECE Operational Funding team end of 2015.</li> <li>- Auckland, Lower Hutt and National office have received complaints about: been paid from before Christmas.</li> <li>- There have been issues with the payment of staff previously, in 2014.</li> </ul>		
Financial history:	Yes		
History weighting:	+1		
History comments:	<p>Payments made to the services over 2015 calendar year (and January 2016 ECA2414: Total - \$1,965,644.42</p> <p>46372            Nov - \$233,541.86            Jul - \$211,224.15            Mar - \$198,735.17</p>		

Total = \$643,501.18  
 46300  
 Nov - \$179,045.02  
 July - \$169,331.20  
 Mar - \$189,734.90  
 Total = \$538,111.12

46497  
 Nov - \$243,745.59  
 July - \$318,448.56  
 Mar - \$127,815.11  
 Total = \$690,009.26

46494  
 Jan 2016 - \$94,022.86 (RS3)

Nov - \$656,332.47  
 Jul - \$699,003.91  
 Mar - \$516,285.18  
 Jan 2016 - \$94,022.86  
 Total - \$1,965,644.42

TAP funding  
 Total of \$100,000 agreed on  
 \$20,000 paid out on 21/12/2015  
 \$20,000 due to be paid 16/01/2016

GENERAL:  
 - the ECA/Services are generally on time with their RS's. On occasion they  
 been late, but that looked to be when they were first starting up.

ELI:  
 - ELI team are still waiting for some NSN's

Audit outcome/s: Yes Audit weighting: 0

Audit comments: 46300  
 #606512 - 16/12/2014  
 Recovered \$4,234.04  
 Claimed 20 Hours ECE before attested  
 Frequent absence rule  
 Make up day  
 Funding data in APT did not what was submitted to MOE for the 1 June 201  
 Sep 2014. The audit was unable to fully verify the accuracy of the RS7 - rev  
 required.

KBase entries review: Yes KBase weighting: +1

KBase comments:

The p  
 due on the 10 December 2015 and they have been told that the Ministry ha  
 Mo Tatou so they can't pay them until the next payment from MoE on 5 Jan  
 2015. There is an urgent meeting in Porirua this afternoon to explain it all t  
 everyone, but feels it is unfair that educators have to wait for the  
 5 January 2015

#36403 - 16/07/2014 = Staff pay issue  
 She expects to get paid fortnightly however there is always mistakes in her  
 is never on time. has not been paid  
 She has spoken to Jeremia about this on several occasions and she is feelin  
 frustrated.

28/07/2014 File Note: some issues with Mo Tatou receiving / timesher  
 situation has been sorted and has been back paid.  
 This week she has been paid on time and is happy.  
 Issue resolved.

#578346 - 19/09/2014 = put onto probationary license, regained full license 07/12/2015  
 Probationary to full licensing assessment identified shortfall in areas of the i criteria.  
 MoE received information from a person ii

MoE has heard rumblings within the Pasitika community but has not receive formal complaints.  
 2 x educators have contacted the MoE regarding issues with their pays.  
 MoE has continued to monitor and support the service through the probatio

\*\*\*\*\*

46372  
 #733541 - 12/01/2016 = missing 11 NSN's  
 #731384 - 11/12/2016 = staff not paid  
 #604135 - 06/12/2014 = staff not paid, lead into probationary visit and auc service

\*\*\*\*\*

46494  
 #43190 - File note 5/11/2015  
 This license is for a TAP3/15 funded HB service for 80 child places in Manur Wiri and adjacent CAU's for Aoga I Maota Charitable Trust.

#46322 - 10/12/2015  
 We have received email from the centre that payment will be made on 5 Ja 2015 and they have some difficulty from money side,  
 Talk to Roseanne, explains that everything from our side has been done in t way. She will talk to Wellington to give her in writing the amount of money receive on 5 January 16  
 Email attached to workflow, copy attached to this workflow.

\*\*\*\*\*

46497  
 #36928 - 20/08/2014  
 TAP3 YR4 Mo Tatou/Aoga I Maota Charitable Trust \$100,000.00 ex GST. To a Home-based network in Otara North Census Area Unit creating 80 new lic child places.  
 17 Dec 2015 - further payment of \$15,000.00 recommended.

#40360 - full license endorsed 9/7/2015  
 #41722 - 23/07/2015 = SELO support for probationary year

#43815 - 7/01/2015 = Pay  
 An Educators friend has emailed in to share that an Educator with M has not been paid and c many Educators have not been paid.  
 -- Email copy attached from work flow = 46497 - WF 43815 13.01.2016.pdf  
 \*\*\* This work flow notes workflow from Lower Hutt Office - #730848  
 +-+-+ Recommendations agreed to from Auckland office: 12/01/2016  
 Recommended actions:  
 \*Phone service and discuss this scenario  
 \*Obtain and review Governance documents to assess alongside practice eg. Human resource Management, GMA9: Budget, GMA3: Fees, MoE funding  
 \*Visit SPC if necessary  
 \*Tell Informant of actions and outcomes

Most recent ERO report:

No

Part of ECA?:

Yes

ECA weighting:

+1

ECA comments:

ECA2414  
 There have been various complaints about all four services in this ECA, to b Auckland and Wellington offices from December 2015.

In amongst the complaints, it has been stated that staff pay will be coming 5/01/2016 instal RS3 payment for new service #46494

Other:

Yes

Other weighting:

+1

**Other comments:** 14/01/2015 - spoke to Shona Humphrey at Lower Hutt office  
 \* She agrees that it is suitable to put this service on monthly funding  
 \* She currently has two complaints about this service that she is managing  
 \*\*\*\*\*  
 15/01/2016 - email and phone conversation from Auckland Regional Office, in agreement to place the services on monthly funding. (email attached)  
 \*\*\*\*\*  
 14/12/2015 - email from Clement (ECE Funding Mailbox) to Shona  
 \* Roseanne has called and emailed multiple times in the last week and today requesting for early release of funding, confirmation of payment amounts, verification letters, etc.  
 \* I have replied to her latest series of emails this morning. She was verbally of the payment amount (which is not Ministry standard practice) by staff on Ops Funding team, but I have reiterated that we no longer provide bank verification letters.  
 (Emails attached to this workflow)

Recommendation	
Monthly funding approved:	Service previously on monthly funding:
First monthly funding payment date:	
Notes:	

Team Leader Approval
Approval:
Notes:

Attachments			
Title	Author	Date Changed	File Attach
46494 - WF 43622 EMAIL from		14-Jan-2016	1-Jan-2016
46497 - WF 43815 13.01.2016		14-Jan-2016	1-Jan-2016
FW Mo Tatou ECA2414.msg		14-Jan-2016	1-Jan-2016
RE EC20 application.msg		14-Jan-2016	1-Jan-2016
RE RS3 -46494.msg		14-Jan-2016	1-Jan-2016
RE Verification letter.msg		14-Jan-2016	1-Jan-2016
RS3 46494.msg		14-Jan-2016	1-Jan-2016
RS3 Funding notices.msg		14-Jan-2016	1-Jan-2016
TAP 3 Milestone Payments.trns		14-Jan-2016	1-Jan-2016
RS3 46494 (1).msg		14-Jan-2016	1-Jan-2016
Mo Tatou Licence 46372 and		15-Jan-2016	5-Jan-2016
RE Mo Tatou services 46494 a		15-Jan-2016	5-Jan-2016
ECA2414 Aoga I Maota Charit		20-Jan-2016	3-Jan-2016
Monthly Funding - Aoga I Maota Ch.		20-Jan-2016	3-Jan-2016
Monthly Funding letter to MoTatou .		20-Jan-2016	3-Jan-2016
Mo Tatou ECA 1414.msg		27-Jan-2016	7-Jan-2016
Mo Tatou licences 46372 and 4630.		7-Jan-2016	7-Jan-2016

Mo Tatou.ECA2414.msg      Anna Gillies 28-Jan-2016      Anna Gillies 28-Jan-2016

<b>Related Items</b>	<b>Create Similar Workflow</b>
Type: <input type="checkbox"/> All <input type="checkbox"/> Show only act Page Size: 20 Page 0 of 0	
No related items found.	

<b>Assignment</b>	
<b>Urgency:</b>	
<b>Action Officer:</b>	
<b>Escalation 1:</b>	
<b>Escalation 2:</b>	
<b>Escalation 3:</b>	
<b>Also Notify:</b>	
<b>Calendar Profile:</b>	Weekday, 8am-5pm

Current State: 1. With Team Leader

<b>Action Log</b>				<b>Add A</b>
State	Actual Date	Logged By	Details	Collapse All
0	13-Jan-2016		Workflow added, assigned to	
0	15-Jan-2016 4:32		Progressed to 1. With Team Leader, assigned to Small, Teena (ECE Ops Funding - Team Leader) Hi Teena  Due to the number of complaints the Ministry has received employees have not been paid by ECA2414 (including or lawyer), and with the timing of these complaints so close payment (1 November 2015) being made to the ECA, I recommend that we place this ECA and all its services 46 46372, 46494 and 46497, on monthly funding.  Thanks Anna	
1	18-Jan-2016 9:49 AM	Small, Teena	Handoff to (  Monthly funding approved - please ensure they are advised immediately that this will affect their funding from the 1.1 payment.	
1	19-Jan-2016 3:01 PM		Note added  19/01/2016 - Phone call between [redacted] and Shona * Shona was in a two hour meeting with Mo Tatou * Shona asked where the money from the November pay gone, service advised bank had taken it and they were in * The organisation was about to go into an organisational transformation / restructure * Part of that would be changing from a trust to a business incorporated society / company * This means that Regional office would start a change of management process	

Released under the OIA

		<p>* The same people that are currently managing the service still be in charge of the new structure</p> <p>* Time frame of this is in the next three weeks - as of 19 - Shona would type all notes up from meeting and send t</p>
1	20-Jan-2016 4:01 PM	<p><i>Handoff to.</i></p> <p>Can you please add these services to monthly funding in and to the monthly funding report.</p> <p>Thank you</p>
1	27-Jan-2016 8:36 i	<p><i>Note added</i></p> <p>Attached meeting minutes from Shona Humphrey (Meeting 19/01/2016)</p> <p>Attached letter sent to Mo Taitou from Wellington Region dated 26/01/2016 regarding their Wellington Licenses</p>
1	27-Jan-2016 8:46 AM	<p><i>Note added</i></p> <p>Roseanne called at 5pm on 26 January 2016 after received letter via email. She claimed she had not received the final notification letter dated 20 January 2016 and wanted to know if a decision was made and what monthly funding meant for her. Explained monthly funding to her and directed her to Shona. She has queries about the decision. Forwarded a copy of the letter to her via email.</p>
1	28-Jan-2016 2:40 PM	<p><i>Note added</i></p> <p>27/01/2016 Rosanne called and wanted the monthly funding letter. Phone call handed to Teena Small. Service would like to hold off on going on monthly funding. We're relying on the bulk funding payment due overnight March. Teen advised service to send through a request in writing with information to support this, including the budget information requested in Elizabeth Maxwell's letter dated 26/01/2016</p> <p>28/01/2016 Email received from Shona Humphrey with the budget information requested in Elizabeth Maxwell's letter dated 26/01/2016 see attached.</p>

**From:** Shona Humphrey  
**Sent:** Thursday, 21 January 2016 12:38 p.m.  
**To:**  
**Cc:** ECE Funding Mailbox  
**Subject:** Mo Tatou licences 46372 and 46800  
**Attachments:** Meeting with Mo Tatou 19 Jan 2016.docx

**Categories:**

Kia ora

Please find attached a copy of the minutes of my meeting with Mo Tatou. Of note for you are:

- Last day of operation 18 December 2015 first day of operation 20 January 2016.
- The significant projected decrease in children and educators between December and January 2016.
- Educators and families have yet to be told of the change to the fee structure, I understand that the figures above have not factored in that educators have yet to confirm they wish to continue with them and parents have agreed to paying the new fees. So I would predict that numbers could be even lower.

They have asked (prior to the decision to move them to monthly funding) whether the change to the entity will affect their funding, which generally it wouldn't. However if they change their entity I will need to create a new ECA number so I am not sure what happens there ... Is anyone in your team able to advise.

Cheers  
Shona

Shona Humphrey | Senior Advisor

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We are respectful, we listen, we learn *He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou*  
We back ourselves and others to win *Ka manawanui ki a mātou, me ētahi ake kōwhiri*  
We work together for maximum impact *Ka mahi ngātahi mō te tūāinga nui tonu*

Great results are our bottom line *Ko ngā huarua hua pai ē māou whāinga mutunga*



**MINISTRY OF EDUCATION**  
TE TĀHURU O TE HĀTAURANGA



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**From:** Shona Humphrey  
**Sent:** Tuesday, 26 January 2016 4:14 p.m.  
**To:** Yvette Guttenbell-Po'uhila; Eileen Tofa  
**Cc:** ECE Funding Mailbox;  
**Subject:** Mo Tatou ECA 1414  
**Attachments:** humphreys\_26-01-2016\_16-02-26.pdf

**Categories:**

Kia ora koutou

Please find attached a copy of the letter provided today to Mo Tatou for the licences in the Wellington Region.

If you have any questions please do not hesitate to contact me.

Kind Regards  
Shona

Shona Humphrey | Senior Advisor

Released under the OIA

From: on behalf of ECE Funding Mailbox  
Sent: Wednesday, 20 January 2016 4:09 p.m.  
To: Eileen Tofa; Shona Humphrey  
Subject: Monthly Funding - Aoga I Maota Charitable Trust ECA2414  
Attachments: Monthly Funding letter to MoTatou 20.1.16 .pdf

Hi Shona and Eileen

As a result of my queries to you and your teams last week we are going ahead with putting Aoga I Maota Charitable Trust (ECA2414) and its services:

Mo Tatou In-Home Childhood Education and Care – Malaeola (46300);

Mo Tatou In-Home Childhood Education and Care – Ja Ta'aul Measina (46372);

Mo Tatou In-Home Childhood Education and Care – Maninoa (46494);

Mo Tatou In-Home Childhood Education and Care Nafoga (46497), on monthly funding from 1 March 2016.

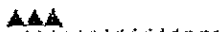
Attached is a copy of the letter we are sending to the organisation today in the mail. We have not emailed them so they won't know until they receive this letter.

Thanks,

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We are respectful, we listen, we learn *He ropu maraaki, he ropu whakarongo, he ropu ako matou*  
We back ourselves and others to win *Ka pānawani ki a matou, me etahi ake i te wiktoria*  
We work together for maximum impact *Ka mahi ngātahi mo te tūhinga tui tonu*

Great results are our bottom line *Ko nga huanga tino pai a matou whitinga mutunga*

  
MINISTRY OF EDUCATION  
TE TĀHURUHURU O TE KĀIĀHURANGA

From: [Redacted]  
Sent: Friday, 15 January 2016 3:41 p.m.  
To: [Redacted]  
Cc: [Redacted]  
Subject: RE: Mo Tatou services 46494 and 46497

I had a chat with [Redacted] who have had dealings with Mo  
Tatou via probationary licensing and TAP contract.

Based on our conversations we are in agreement to place the service on monthly funding.

Kind regards

[Redacted] Early Childhood Education Senior Advisor

From: [Redacted]  
Sent: Thursday, 14 January 2016 3:33 p.m.  
To: Eileen Tofa  
Subject: Mo Tatou services 46494 and 46497

Hi Eileen

As discussed just before, can you let me know Auckland Offices opinions if Mo Tatou services 46494 and 46497 were  
to be put on monthly funding.

I have also discussed this with Shona from Lower Hutt Office regarding the services down here, 46372 and 46300.

If you could get back to me by tomorrow that would be greatly appreciated.

Thanks

[Redacted] Advisor

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We are respectful, we listen, we learn *He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou*  
We back ourselves and others to win *Ka manawanui ki a mātou, me ētahi ako kia wāhiora*  
We work together for maximum impact *Ka mahi ngātahi mō te tukinga nui tohu*

Great results are our bottom line *Ko ngā huanga tino pai ā mātou whāinga mulunga*

  
MINISTRY OF EDUCATION  
TE Kaitiaki o te Mātauranga

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**From:** Shona Humphrey  
**Sent:** Friday, 15 January 2016 3:47 p.m.  
**To:**  
**Cc:** ECE Funding Mailbox  
**Subject:** Mo Tatou Licence 46372 and 46300  
**Attachments:** Fees Coverage 15Jan16.pdf

**Importance:** High

Kia ora

Please see email below where the provider has confirmed their last day for 2015 was 18 December 2015.

Happy to discuss

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Aoga | Maota Charitable Trust [mailto:accounts@motatou.org]  
**Sent:** Friday, 15 January 2016 11:53 a.m.  
**To:** Shona Humphrey; lerefia@motatou.org  
**Subject:**  
**Importance:** High

Talofa Shona

Thank you for your email.

In terms of your queries, please find answers below in green:

1. Can you please send me a copy of the communications that you sent to educators advising they can be reimbursed for any incurred bank fees. A face to face communication was made to all Educators, which was followed up by a telephone call to Educators that were unable to make those meetings. Based on your communication, we are also circulating a written notice to each of the Educators of which a copy is attached.
2. In your email you have advised that educators were paid their reimbursement due 9 December, I take this to mean that this payment was for the two weeks prior to 9 December that educators worked. If this is correct this would mean that educators would still be expecting a payment for the weeks up to your last day of operation, is this correct? If so when are educators expected to receive this payment? Your understanding is correct concerning reimbursements of which payment will be made on the first week of March.
3. What was your last day of operation for 2015? Officially our last day of operation was 18 December.

Also, we are currently finalising a major restructure and reorganisation and therefore would like to meet with you to further discuss.

We are available any time next week from Tuesday.

Enjoy the long weekend!

---

**From:** Shona Humphrey  
**Sent:** Friday, 15 January 2016 3:47 p.m.  
**To:**  
**Cc:** ECE Funding Mailbox  
**Subject:** Mo Tatou Licencé 46372 and 46300  
**Attachments:** Fees Coverage 15Jan16.pdf

**Importance:** High

Kia ora

Please see email below where the provider has confirmed their last day for 2015 was 18 December 2015.

Happy to discuss

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Aoga I Maota Charitable Trust [mailto:accounts@mofatou.org]  
**Sent:** Friday, 15 January 2016 11:53 a.m.  
**To:** Shona Humphrey; leremia@mofatou.org  
**Subject:**  
**Importance:** High

Talofa Shona

Thank you for your email.

In terms of your queries, please find answers below in green:

1. Can you please send me a copy of the communications that you sent to educators advising they can be reimbursed for any incurred bank fees. A face to face communication was made to all Educators, which was followed up by a telephone call to Educators that were unable to make those meetings. Based on your communication, we are also circulating a written notice to each of the Educators of which a copy is attached.
2. In your email you have advised that educators were paid their reimbursement due 9 December, I take this to mean that this payment was for the two weeks prior to 9 December that educators worked. If this is correct this would mean that educators would still be expecting a payment for the weeks up to your last day of operation, is this correct? If so when are educators expected to receive this payment? Your understanding is correct concerning reimbursements of which payment will be made on the first week of March.
3. What was your last day of operation for 2015? Officially our last day of operation was 18 December.

Also, we are currently finalising a major restructure and reorganisation and therefore would like to meet with you to further discuss.

We are available any time next week from Tuesday.

Enjoy the long weekend!

**From:**  
**Sent:** Friday, 15 January 2016 3:41 p.m.  
**To:**  
**Cc:**  
**Subject:** RE: Mo Tatou services 46494 and 46497

I had a chat with [redacted] who have had dealings with Mo  
Tatou via probationary licensing and TAP contract.

Based on our conversations we are in agreement to place the service on monthly funding.

Kind regards

J Early Childhood Education Senior Advisor

---

**From:**  
**Sent:** Thursday, 14 January 2016 3:33 p.m.  
**To:** Eileen Tofa  
**Subject:** Mo Tatou services 46494 and 46497

Hi Eileen

As discussed just before, can you let me know Auckland Offices opinions if Mo Tatou services 46494 and 46497 were to be put on monthly funding.

I have also discussed this with Shona from Lower Hutt Office regarding the services down here, 46372 and 46300.

If you could get back to me by tomorrow that would be greatly appreciated.

Thanks

J Advisor

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**From:** Shona Humphrey [mailto:Shona.Humphrey@education.govt.nz]  
**Sent:** Wednesday, 13 January 2016 10:07 AM  
**To:** 'Sala Roseanne Leota' <roseanne@motatou.org>; jeremia@motatou.org  
**Cc:** tina@motatou.org  
**Subject:** Last day of operation

Talofa Roseanne

Thank you for your response it is good to hear that everyone has been paid up to 9 December 2015 and that the leave plan has also been paid out.

A couple of things:

1. Can you please send me a copy of the communications that you sent to educators advising they can be reimbursed for any incurred bank fees.
2. In your email you have advised that educators were paid their reimbursement due 9 December, I take this to mean that this payment was for the two weeks prior to 9 December that educators worked. If this is correct this would mean that educators would still be expecting a payment for the weeks up to your last day of operation, is this correct? If so when are educators expected to receive this payment?
3. What was your last day of operation for 2015?

In answer to your question – I received on 10 November an EC11 to add Veesi Lellua-Tailolo as an additional PR to Silitia but not that Silitia is no longer working for Mo Tatou.

Kind Regards

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

**From:** Salā Roseanne Leota [mailto:roseanne@motatou.org]  
**Sent:** Tuesday, 12 January 2016 4:40 p.m.  
**To:** Shona Humphrey; jeremia@motatou.org  
**Cc:** tina@motatou.org  
**Subject:** RE: Bank Fees  
**Importance:** High

Talofa Shona

Happy New Year!

My apologies for the delay in our email.

- All Educators have been advised that if they have incurred any bank fees in relation to their late reimbursement payment on 9 December, that we will reimburse those costs.
- All Educators have been paid their reimbursements due 9 December.
- All Educators have been paid their total 8% Leave Plan deduction and we have terminated the leave plan going forward.

I do have one query of my own, in relation to the Malaeola (46300) licence.

*Could you please advise whether you received our update to remove Silitia Lauvi-Anae from licence 46300 and to add Veesi Lellua-Toilolo?*

Have a great year Shona, and we look forward to once again working with you.

Ia manula,  
Salā Roseanne Leota  
**Co-Managing Director**  
**Telephone:** 04 212 6997  
**Mobile/Txt:** 021 704 213  
**Website:** [www.motatou.org](http://www.motatou.org)  
**Postal Address:** PO Box 57103, Mana, PORIRUA 5247  
**Find us on Facebook – Mo Tatou In-home Early Childhood Education & Care**



In-home Early Childhood Education & Care

**Mission Statement:**

Empowering communities to nurture our children's unique growth and development; fostering culture and language to promote confident and competent learners in a home based environment.

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**From:** Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]  
**Sent:** Tuesday, 12 January 2016 11:30 AM  
**To:** 'Sala Roseanne Leota' <[roseanne@motatou.org](mailto:roseanne@motatou.org)>; 'jeremia@motatou.org' <[jeremia@motatou.org](mailto:jeremia@motatou.org)>  
**Cc:** 'tina@motatou.org' <[tina@motatou.org](mailto:tina@motatou.org)>  
**Subject:** RE: Bank Fees

Talofa,  
I hope that you have all had a good break. I am back at work and following up on a response to the email below.

Kind Regards  
Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Shona Humphrey  
**Sent:** Friday, 18 December 2015 8:00 a.m.  
**To:** 'Sala Roseanne Leota'; 'jeremia@motatou.org'  
**Cc:** 'tina@motatou.org'  
**Subject:** RE: Bank Fees

Talofa Roseanne



Thank you for the update. I am not as assured as you that BNZ, ANZ and Westpac will change policy/procedure based on your letter. I am seeking assurance that if the banks don't reversed any charges that you will compensate educators who have had charges to their accounts due to the non-payment of their wages by you as service provider.

Please also advise if all staff and educators have now been paid or are they having to wait until 5 January 2016 ?

Also can you please advise when educators who have had the 8% deducted through the year can expect to get that paid .

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

**From:** Salā Roseanne Leota [<mailto:roseanne@motatou.org>]  
**Sent:** Tuesday, 15 December 2015 6:24 p.m.  
**To:** Shona Humphrey  
**Subject:** Bank Fees

Hi Shona

I spent this afternoon speaking with all the banks customer account services/care/support, with the following results:

- Kiwibank – all Educator account details forwarded for fee reversal consideration
- ASB - all Educator account details forwarded for fee reversal consideration
- BNZ – fees cannot be reversed, it is the responsibility of the account holder to ensure enough funds are available
- PSIS - all Educator account details forwarded for fee reversal consideration
- ANZ – fees cannot be reversed, it is the responsibility of the account holder to ensure enough funds are available
- Westpac – fees cannot be reversed, it is the responsibility of the account holder to ensure enough funds are available

Due to the error being ours, I have lodged complaints with BNZ, ANZ and Westpac to help facilitate the fee reversals, and supplied related bank account details.

I'm fairly confident that this should resolve the issue.

All staff and Educators have been informed of this information.

Thank you again Shona for being so patient with us and our Educators.

**From:** Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]  
**Sent:** Tuesday, 15 December 2015 12:55 PM  
**To:** 'Sala Roseanne Leota' <[roseanne@motatou.org](mailto:roseanne@motatou.org)>  
**Subject:** RE: Can one of you please call me

Thanks Roseanne

Can you please make sure you provide updates to the staff and educators so they are kept informed. It doesn't sound to me like they are aware of an expected date of receipt. FYI they are being charged fees for the reverse charges.

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Salā Roseannē Leota [mailto:roseanne@motatou.org]  
**Sent:** Tuesday, 15 December 2015 12:26 p.m.  
**To:** Shona Humphrey; 'jeremia@motatou.org'  
**Subject:** Re: Can one of you please call me

I just sent you an email Shona.

I'm so sorry you're being inundated with our calls.

I wish they'd call us.

Are you able to refer them back to us please?

We've already advised that we will provide letters but because they need to be personalized we just can't give a form letter.

I'm in the middle of a meeting writing away frantically, trying to go undetected!

I'll call you around 1.30 if you still need to speak with me.

Sorry again Shona!

Sent from Samsung Mobile

----- Original message -----

From: Shona Humphrey  
Date: 15/12/2015 12:10 (GMT+12:00)  
To: "jeremia@motatou.org"  
Cc: "roseanne@motatou.org"  
Subject: Can one of you please call me

Talofa

I am still receiving call advising that payment has not been received by educators and they are now receiving charges against reversed automatic payments.

Apparently if the educators are provided with a letter to show the bank that money is due they will not be charged fees !!

Talk to you soon.

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 Mobile +64 27 494 8956  
19 Market Grove, Lower Hutt

---

**From:**  
**Sent:** Tuesday, 15 December 2015 9:06 a.m.  
**To:**  
**Cc:**  
**Subject:** FW: Mo Tatou ECA2414

Just heads up with regards to the recent probationary issued 46494.

Possibly another problem with issuing a probationary for another network where GMA is struggling to pay educators?

Perhaps a more rigid system in place when considering an application for a new network. No only request SP for current lists of educators, homes, children and coordinators for existing networks. But also follow up with Ops Funding team regarding the SP's financial standing with MOE?

Cheers

Early Childhood Education Senior Advisor

---

**From:** Clement Tang On Behalf Of ECE Funding Mailbox  
**Sent:** Monday, 14 December 2015 3:43 p.m.  
**To:** Shona Humphrey  
**Cc:** Teena Small; Elspeth Maxwell;  
**Subject:** RE: Mo Tatou ECA2414

Thanks for this information Shona.

Roseanne has called and emailed multiple times in the last week and today, requesting for early release of funding, confirmation of payment amounts, bank verification letters, etc.

I have replied to her latest series of emails this morning. She was verbally advised of the payment amount (which is not Ministry standard practice) by staff outside the Ops Funding team, but I have reiterated that we no longer provide bank verification letters.

She requested for an early release of funding and mentioned this was possible for one of her previous licences. I have clarified that the Ministry has scheduled payment dates throughout the year, mainly on the first working day of each month. The 20<sup>th</sup> of the month payments are only available during the bulk funding months (i.e. Mar, Jul, Nov).

Kind regards,

Clement Tang | Advisor | ECE Operational Funding

PO Box 1666, Wellington 6140, New Zealand

---

**From:** Shona Humphrey  
**Sent:** Monday, 14 December 2015 2:51 p.m.  
**To:** ECE Funding Mailbox  
**Cc:** Teena Small; Elspeth Maxwell; Eileen Tofa  
**Subject:** Mo Tatou ECA2414

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**Subject:** FW: Mo Tatau In Home Early Childhood Service

**From:** Anita Ciesionik-Jones  
**Sent:** Wednesday, 13 January 2016 8:58 a.m.  
**To:** Anthony Newton  
**Cc:**  
**Subject:** Re: Mo Tatau In Home Early Childhood Service

Thank you for your e-mail about Mo Tatau in-home ECE service. You have identified a number of issues in relation to your client and have asked for our view on these. Please find responses to these issues below:

1. *Was my client an employee or a contractor?*

Your email suggests that your client will be testing the nature of his/her employment arrangement with the service provider in court. This is the appropriate forum for employment disputes which cannot otherwise be resolved by the parties.

The Ministry is responsible for ensuring the licensing regulations are met by licensed service providers. While the regulations do not specify the type of employment arrangement that must exist between the licensed service provider and educators operating under their licence, the service provider must have in place a suitable arrangement that allows them to both monitor compliance with the regulations by the educator and enables them to fulfil their obligations under the various regulations and Criteria set out below –

Under the licensing regulations, the service provider must ensure that:

- o The service is effectively managed in accordance with good management practices (regulation 47)
- o All reasonable steps are taken to provide staff employed or engaged in a service with adequate professional support, professional development opportunities and resources (regulation 47)
- o Suitable human resource management practices are implemented and a process is in place to manage the selection and training of educators (GMA6)

2. *Failure to pay workers: My client and others working for Mo Tatau were not paid in the most recent pay period.*

The Ministry of Education provides all subsidy payments directly to the service provider as the licence holder. The service provider is then responsible for the management of the funds – this includes the payment of any employees or contractors. I can confirm that Mo Tatau has received all of its entitlements on time from the Ministry. This includes the 1 November payment for its three existing licences and an advanced payment for its most recent licence on 5 January 2016.

3. *If it is established that my client is an employee, she will have grounds for a personal grievance in relation to her circumstances. The failure to observe best practice in dealing with disciplinary matters would be a further instance of breaching Regulation 47.*

As outlined in my response to Question 1 above, under the licensing regulations, the service provider must ensure that:

- o The service is effectively managed in accordance with good management practices (regulation 47)

On Friday 11 December 2015 I received a couple of phone calls from educators advising that they had not been paid for the last two weeks. Coincidentally I was meeting with Roseanne and Ieremia from Mo Tatou later that morning so I advised the educators I would follow up with them and report back. Roseanne and Ieremia advised that the non-payment was an error with their bank (Kiwi bank) and that the money would go through on Friday. Roseanne and Ieremia were attending community meetings on Friday in Lower Hutt and Porirua and advised that they would let everyone know.

I reported back to both educators to say that they would be paid and that the error was due to Kiwibank. This morning I have received a further two calls from educators advising that they have still not been paid and that at the community meeting (one educator was from [redacted] and [redacted]) they were told that they would not be paid until 5 January 2015 as Mo Tatou needed to support the Auckland licence.

I have followed up with Ieremia this afternoon and he has advised that although when he met with me they were under the understanding that the bank would release the money on Friday they received a further phone call advising that the bank needed further information. The bank has committed this morning to releasing the money for the pays. Ieremia has also stated that the people have got half of the story right as they will be in a better financial position when they receive the advanced funding on 5 January for the probationary licence issued in Auckland.

I am sharing this information with you as a heads up for potential financial risk.

Ngā mihi  
Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 Mobile +64 27 494 8966  
19 Market Grove, Lower Hutt

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- o All reasonable steps are taken to provide staff employed or engaged in a service with adequate professional support, professional development opportunities and resources (regulation 47)
- o Suitable human resource management practices are implemented and a process is in place to manage the selection and training of educators (GMA6)

You have indicated that the service provider may have breached these standards, and intend to prove this through the personal grievance process being brought by your client. Please note that the Ministry takes all complaints and allegations of regulatory non-compliance seriously, and had we received a complaint about Mo Tatau, we would have put a process in place to investigate. However, given there is a personal grievance process in place we will wait for further notification once the matter is resolved so that we can take appropriate action as necessary (as we do not want to cut across this process). In the interim, your client can also contact S. \_\_\_\_\_; ECE Manager in the Auckland office, directly about her concerns. Her contact details are \_\_\_\_\_ or \_\_\_\_\_.

4 Other concerns about the way Mo Tatau operates.

As noted above, the Ministry takes all complaints and allegations of regulatory non-compliance seriously. Your client should contact Sarah Morrison, ECE Manager in the Auckland office, directly about her concerns so we can put a process in place to investigate. Her contact details are noted above in my response to Question 3.

I hope this provides you the information you are seeking.

Ngā mihi

Anita

Anita Ciesionik-Jones | Lead Advisor | ECE Operational Policy Design

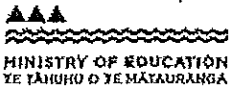
33 Bowen St, Wellington

Please note that I am not in the office on Fridays.

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---

**From:**  
**Sent:** Wednesday, 23 December 2015 3:53 p.m.  
**To:**  
**Cc:** Anthony Newton;  
**Subject:** RE: Mo Tatau In Home Early Childhood Service

Kia ora

Thank you for your email.  
 We will be in touch with a response.

Ngā mihi

---

**Sent:** Wednesday, 23 December 2015 3:46 p.m.  
**To:** ;  
**Subject:** FW: Mo Tatau In Home Early Childhood Service

FYI  
Please ensure the appropriate person addresses the issues raised below, URGENTLY.  
Louise

---

**From:** I  
**Sent:** Wednesday, 23 December 2015 3:42 p.m.  
**To:** 'anthony.newton@education.govt.nz'; ' ' .nz'  
**Subject:** Mo Tatau In Home Early Childhood Service

Hello Anthony and Karin

I have been asked to represent a Home Educator whose services to Mo Tatou In-Home Early Childhood Education and Care Nafoga were recently terminated.

Several issues have arisen:

1. Was my client an employee or a contractor? The indications are that despite being described as a contractor, the "true nature of the relationship" was that of employer/employee.  
This has significant ramifications around payment of minimum statutory entitlements, including minimum wage and leave, payment of tax, illegal deductions, as well as the right to raise a personal grievance.  
If the Court finds my client to be an employee, this could open the proverbial floodgates for a class action by numerous home based educators who are being termed "contractors".  
This could have political implications for the Ministry to be funding organisations around New Zealand who are operating illegally in terms of employment law.
2. Failure to pay workers: My client and others working for the Mo Tatou service were not paid in the most recent pay period. Some representatives of Mo Tatou have blamed MOE for the failure to be able to pay on time. Workers have been told that payment will be made on January 6<sup>th</sup> 2016. This has left many workers without any funds for the Christmas/New Year period and appears to be a significant breach of Mo Tatou's obligations under Regulation 47 of the Education ( Early Childhood Services) Regulations 2008 to ensure that the service is effectively managed in accordance with good management practice. My client has asked me to contact the Ministry to raise the issue of Mo Tatou's unsatisfactory business practice in defaulting on paying its workers, resulting in serious hardship and debt for many.



4. My client has various other "whistle blowing" concerns re the way Mo Tatou operates. These include such things as "window dressing" workers' homes in readiness for a MOE inspection with toys and materials which are subsequently removed from site after the inspection. These concerns can be elaborated upon further.

I will be taking further instructions in the New Year in regard to this matter, but wish to signal to the Ministry that Mo Tatou appear to be operating illegally in several respects which may warrant immediate investigation.

In addition there is the issue of the industry-wide practice in the way in home educators' services are engaged.

Many of these operators could be operating illegally.

I would be interested in your views on these issues.

Kind regards

Solicitor

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## ECE Complaint

[Add Note...](#)
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[Action](#)
[To Edit Mode](#)

Complaint: Mo Tatou In-Home Early Childhood Educati Takipo Tupou (#735338)

0. Complaint Logged	Status: Complaint Completed	ID: 735338
	Lodged By:	Date Lodged: 15-Jan-2016 1:59 PM
1. Under 1st Peer Review	Last Changed By: <u>Roporo, Juanita</u>	Date Changed: 5-Apr-2016 10:29 AM
	Start Date: 15-Jan-2016 1:46 PM	Category: Early Childhood
2. 1st Escalation	Referred From: Teacher	Referral Method: Email

## 3. Acting on Complaint

Customer Details	
Name:	Mo Tatou In-Home Early Childhood Education (Initial Contact) <a href="#">View Contact Details</a>
Organisation:	Contact Extensions:
Provider ID: 46372	Physical: 41 Hilton Drive, Paraparaumu Centra...
Email: lerenta@motatou.org	ECA No: 2414
Phone (DDI): 04-2123316	Phone (Home):
Cellphone:	Fax:

## 4. Under 2nd Peer Review

## 5. 2nd Escalation

## 6. Complaint Completed

Request Details
Help assessing an ECE Complaint

Complainant Details			
Reason for contacting the Ministry:	Complaint		
Confidential:	No		
Service Number:	46372		
Complainant Checklist:			
Advised to follow service's complaints procedure:	No	Why Not Referred to ECE Service:	Referred to the Lower Hutt office for action
Complainant providing complaint in writing?:	Yes		

Complaint Management	
Date Received at MQE:	12-Jan-2016
Date/Time Of Incident:	
People Involved In Incident (if applicable):	Educators of Mo Tatou, service provider
Summary of Complaint:	...emailed the ECE Mailbox to make a complaint about the service provider Mo Tatou. She said that educators, including Jan, were not paid for Dec and payment received on 6th Jan did not cover the full amount owed, and his wife were not there. ...attended a meeting with other educators but the CEO
Complainant agrees with record of their complaint?:	Yes
Type of Incident:	Non-Regulatory
Complaint Acknowledged By:	Email
Complaint Acknowledged On:	15-Jan-2016
Acknowledged within 5 Days?:	Yes

MQE Details			
Region:	Central North	MOE Office:	Lower Hutt Office
Direct Manager:	Elsbeth Maxwell		

Investigation Plan	
No Further Action Required by Ministry:	No
Propose Service Visit:	No
Investigation site visits should be carried out by at least two Ministry staff.	
Why No Service Visit:	Ministry met with the service provider on 19 January 2016 to discuss this and another three complaints relating to non payment of educators.
Purpose of Investigation:	Governance Management & Administration
Refer to Another Agency:	No
Proposed Action:	The Ministry will continue to monitor the service and the issue of operating without a PR was identified at the meeting on 19 January 2016. see notes from meeting attached.

Peer Review	
Proposed Action Endorsed (PR1):	Yes
Do you wish to escalate? (PR1):	No
Proposed Action Endorsed (PR2):	Yes
Do you wish to escalate? (PR2):	No

Initial Investigation Actions	
Advise the provider of any implications of the allegation(s) and allow time to respond	
Contacted Service About Complaint:	Yes
Visited Service:	No
Contacted Service On:	19-Jan-2016

Investigation Outcomes	
Informed Parents/Whānau of Investigation:	No
How will Parents be Informed?:	N/A
Why Parents/Whānau Not Informed?:	N/A
Ministry Actions Taken:	Ongoing Monitoring of Service
Summary of Actions Taken:	
Licence Amended?:	No
Outcome of Investigation:	Breach Could Not Be Determined

Final Actions	
Decision Summary:	The service provider has confirmed that all monies outstanding has been paid to both educators and staff. Conversations with the complainant have also confirmed this.
Decision Summary Sent to Complainant:	9-Mar-2016
Complaint Outcome Agreed with Service:	Yes
Actions Agreed with Service On:	14-Mar-2016

Attachment Check Lists	
Check List 1:	Acknowledgement of complaint
Check List 2:	

Related Complaints, LSMs, File Notes & Enquiry Logs	
Related LSM:	

	Description
No records to display.	

Related File Notes:

	Description
No records to display.	

Related Enquiry Logs:

	Description
No records to display.	

Related ECE Complaints:

		Description	
<input type="checkbox"/>	<input type="checkbox"/>	Complaint: Mo Taitou In-home Early Childhood Educa	on 11-Dec-2015 9:00 a.m. (#730848)
<input type="checkbox"/>	<input type="checkbox"/>	Complaint: Mo Taitou In-Home Early Childhood Edu	on 11-Dec-2015 9:22 p.m. (#731384)
<input type="checkbox"/>	<input type="checkbox"/>	Complaint: Mo Taitou In-Home Early Childhood Educati	(#735338)

Attachments			
Title	Author	Date Changed	Date Attached
<input type="checkbox"/> RE Urgent help (1).txt		15-Jan-2016	15-Jan-2016 2:08 PM
<input type="checkbox"/> Meeting With Mo Taitou 19 Jan 2016.docx	Shona Humphrey	22-Jan-2016	Shona Humphrey 22-Jan-2016 10:06 AM
<input type="checkbox"/> Clarification on reimbursement of educators.msg	Shona Humphrey	22-Jan-2016	Shona Humphrey 22-Jan-2016 8:40 AM
<input type="checkbox"/> Educator Reimbursements.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey 9-Mar-2016 11:23 AM
<input type="checkbox"/> Payment updates.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey 9-Mar-2016 11:23 AM

Related Items		Create Similar Workflow...	
Description	Type	Start/Actual Date	ID
<input type="checkbox"/> LHM: Mo Taitou In-home Early Childhood Educati: Licence Status Management, ID#704742	Licence Status Management	26-Apr-2016 1:44 PM	784742
<input type="checkbox"/> LHM: Mo Taitou In-Home Early Childhood Educati: Licence Status Management, ID#742195	Licence Status Management	1-Feb-2016 10:21 AM	742195
<input type="checkbox"/> Complaint: Mo Taitou In-home Early Childhood Educati (#737886)	ECE Complaint	22-Jan-2016 8:13 AM	737886
<input type="checkbox"/> Complaint: Mo Taitou In-Home Early Childhood Educati (#735338)	ECE Complaint	15-Jan-2016 1:46 PM	735338
<input type="checkbox"/> Complaint: Mo Taitou In-Home Early Childhood Educati Dec-2015 9:22 p.m. (#731384)	ECE Complaint	18-Dec-2015 12:15 PM	731384
<input type="checkbox"/> Complaint: Mo Taitou In-home Early Childhood Educati: Dec-2015 9:00 a.m. (#730848)	ECE Complaint	16-Dec-2015 4:04 PM	730848

Assignment	
Urgency:	
Action Officer:	Humphrey, Shona
Escalation 1:	
Escalation 2:	
Escalation 3:	

Also Notify: Tofa, Eileen  
 Calendar Profile: Weekday, 8am-5pm

Current State: 6. Complaint Completed

Action Log		Add Note...	E-mail...	Action
State	Actual Date	Logged By	Details	Collapse All Expand All
0	15-Jan-2016 1:46 PM		Workflow added, assigned to <u>McClymont, Robyn</u>	
0	15-Jan-2016 1:59 PM		Handoff to <u>Maxwell, Elspeth</u>  Kia ora Elspeth, we've received this complaint into the ECE Mailbox. I'm forwarding it to you for investigation. I've attached the complaint and National Office's response. National Office has also been contacted by the lawyer of an educator working for the Auckland Mo'atou service in regard to the same issue - i.e. not being paid. Anita has been dealing with the lawyer so you may like to contact her. Thanks, Robyn.	
0	21-Jan-2016 9:02 AM	<u>Maxwell, Elspeth</u>	Handoff to <u>Humphrey, Shona</u>	
0	22-Jan-2016 7:54 AM	<u>Humphrey, Shona</u>	Note added  Ministry met with the service provider on 19 January 2016 to discuss the issue of non payment of educators (see notes attached).  20 January 2016 Ministry spoke to [redacted] who advised that [redacted] had been paid but was still owed [redacted]. Ministry advised that this was the same situation for [redacted] provider [redacted] advised that [redacted] decided not to return to Mo'atou that they still owed [redacted] for those two years and they will be paid in March. [redacted] agreed that was what [redacted] had been told. [redacted] to work again for Mo'atou. [redacted] has the Senior Adviser for 190 (Special Educational Needs) and will be in touch in March. [redacted] does not receive the reimbursement she is entitled to.	
0	22-Jan-2016 8:06 AM	<u>Humphrey, Shona</u>	Progressed to <u>Junior 1st Peer Review, assigned to Elaine</u>  Elaine can you please peer review the process and move to monitoring the complaint. Thanks	
1	22-Jan-2016 8:31 AM		Progressed to <u>2. 1st Escalation, assigned to Humphrey, Shona</u>  I have reviewed the process and agree with the actions to date.	
2	22-Jan-2016 8:36 AM	<u>Humphrey, Shona</u>	Progressed to <u>3. Acting on Complaint, assigned to Humphrey, Shona</u>	
3	9-Mar-2016 11:18 AM	<u>Humphrey, Shona</u>	Note added  2 and 3 March 2016 Information received from the Service provider advising that all educators and staff have been paid up until 28 February 2016.  8 March 2016 Ministry followed up with [redacted] advised that [redacted] had received all monies outstanding, and [redacted] is still working for Mo'atou. The next payment is 16 March 2016 and if her matter does not receive this payment she will contact the Ministry.	
3	14-Mar-2016 1:43 PM	<u>Humphrey, Shona</u>	Progressed to <u>4. Under 2nd Peer Review, assigned to Elaine</u>  Please review and move to closing the complaint. This educator is still working for Mo'atou however she has confirmed she is fully reimbursed. She will contact the Ministry again if she does not receive the next payment on 16 March 2016 at this stage the complaint is closed.	
4	5-Apr-2016 10:27 AM		Progressed to <u>6. Complaint Completed, assigned to Humphrey, Shona</u>  Kia ora Shona - I agree with the process followed and the progression to close the complaint.	

**Shona Humphrey**

---

**From:** Shona Humphrey  
**Sent:** Tuesday, 15 March 2016 5:26 p.m.  
**To:** Eileen Tofa; Yvette Guttenbeil-Po'uhila  
**Subject:** Mo Tatou Early Childhood Education and Care - Home based  
**Attachments:** humphreys\_15-03-2016\_17-13-10.pdf; Educator Reimbursements; Payment updates

Kia ora

Please find attached copies of the emails received from the service provider Mo Tatou advising that all educators and staff have been reimbursed for monies owed to them.

We have followed up with our complainants and they have confirmed that they have received all monies owed to them.

As we still they have appointed new PR's for both of our licences and we still have GMA concerns we have decided to conduct a serious of home visits (see letter attached).

( We will continue to keep you in the loop.

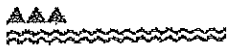
Kind Regards  
Shona

Shona Humphrey | Senior Advisor  
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19 Market Grove, Lower Hutt

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We back ourselves and others to win *Ka manawanui ki a mātou, me ētahi ake kia wīkitoria*  
We work together for maximum impact *Ka mahi ngātahi mō te tūkinga nui tonu*

Great results are our bottom line *Ko ngā huanga tino pai ā mātou whāinga mutunga*

  
MINISTRY OF EDUCATION  
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From: / on behalf of ECE Information Mailbox  
 Sent: Friday, 15 January 2016 2:03 p.m.  
 To:  
 Subject: RE: Urgent help

Kia ora

Thank you for your email informing us that the educators who work for 'Mo Tatou In-Home Early Childhood Education and Care' service have not received their full entitlement of pay.

I can confirm that Mo Tatou, as the service provider, has received all of its funding entitlements on time from the Ministry of Education.

The Ministry is responsible for ensuring the licensing regulations are met by licensed service providers, including meeting general governance and management requirements. I have forwarded your email to the ECE Manager in the Ministry's Lower Hutt office to investigate whether Mo Tatou is in breach of regulatory requirements. Someone from that office will be in contact with you soon.

You may like to contact the Ministry of Business, Innovation and Employment (MBIE) who will be able to provide advice and assistance in relation to employment agreements and employment rights. They can be contacted on 0800 20 90 20.

Thank you for bringing this matter to our attention.

Ng? mihi,

-----Original Message-----

From:  
 Sent: Tuesday, 12 January 2016 6:23 p.m.  
 To: ECE Information Mailbox  
 Subject: Urgent help

Hi

I want to make a complaint about a Educator provider  
 This provider is called Mo Tatou Early Childcare Education.

When payments came in on the 6th Jan 2016 only 1 week of pay came in. The 3 weeks payment he advise on December was going to come in, did not. I rang and left several messages on his phone no answer or reply was advised a meeting will be held today 12th Jan 2016. attended to find there were only 3 other educators and the team leader for the porirua area. ask where the CEO and his wife because this is important meeting to face the educators the truth and where is the money so get paid. Team leader said the CEO was in a

incident. This has been the same situation he has not attended any meeting to face the educators.

We need urgent help. They could be spending Funds from Ministry of education with something else and not on what its for.

I hope I am contacting the right place.

I really want to bring them down, this is not fair for the educators, they are mostly grandmothers with english their second language and this is their only source of Income.

You can contact me by replying to my email or mobile

Thanks,

Released under the OIA



**From:** Nathan Fogarty  
**Sent:** Monday, 18 January 2016 3:30 p.m.  
**To:** Kelly Grootjans  
**Subject:** FW: Recommendation for an audit - ECA2414 Mo Tatou

fyi

Nathan Fogarty | Team Leader - Auditors | Monitoring

---

**From:** Philippa Richards  
**Sent:** Monday, 18 January 2016 3:07 p.m.  
**To:** Teena Small  
**Cc:** Nathan Fogarty  
**Subject:** RE: Recommendation for an audit - ECA2414 Mo Tatou

Hi

Thanks.

These services are already in our audit programme for this year. They are being covered under our ECA audit approach (focussed audit on identified breaches from 2015) by Kelly G.

Philippa Richards | Manager - Monitoring and Risk Management

---

**From:** Teena Small  
**Sent:** Monday, 18 January 2016 9:46 a.m.  
**To:** Philippa Richards  
**Subject:** FW: Recommendation for an audit - ECA2414 Mo Tatou  
**Importance:** High

Morena

Not sure if you have this group of services on the list for audit. If not can you please add them. They are giving us serious concern at present and are not paying their people.

Cheers

Teena

Teena Small | Manager, ECE Operational Funding

---

**From:**  
**Sent:** Friday, 15 January 2016 4:54 p.m.  
**To:** Teena Small  
**Subject:** Recommendation for an audit - ECA2414 Mo Tatou  
**Importance:** High

Hi Teena

In regards to the email below and the monthly funding request I have recently sent through, I would like to recommend that the following services from ECA2414 get audited:

46372

46300

46494

46497

All services that submitted an RS7 for the 1 November payment claimed 18-20 days of operation in December as well as being open in January and February. However, the below email thread shows that their last day of operation was 18 December, which is a total of 14 days of operation (none of their licenses operate on weekends), meaning they have over claimed on their RS7.

Only one of these services has been audited, and with their current financial difficulties I believe that it would be in both the Ministry's and the Services interests to be audited.

Thanks

---

**From:** Shona Humphrey  
**Sent:** Friday, 15 January 2016 3:47 p.m.  
**To:**  
**Cc:** Mailbox  
**Subject:** Mo Tatou Licence 46372 and 46300  
**Importance:** High

Kia ora

Please see email below where the provider has confirmed their last day for 2015 was 18 December 2015.

Happy to discuss

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Aoga i Maota Charitable Trust [<mailto:accounts@motatou.org>]  
**Sent:** Friday, 15 January 2016 11:53 a.m.  
**To:** Shona Humphrey; [jeremia@motatou.org](mailto:jeremia@motatou.org)  
**Subject:**  
**Importance:** High

Talofa Shona

Thank you for your email.

In terms of your queries, please find answers below in green:

1. Can you please send me a copy of the communications that you sent to educators advising they can be reimbursed for any incurred bank fees. A face to face communication was made to all Educators, which was followed up by a telephone call to Educators that were unable to make those meetings. Based on your communication, we are also circulating a written notice to each of the Educators of which a copy is attached.

2. In your email you have advised that educators were paid their reimbursement due 9 December, I take this to mean that this payment was for the two weeks prior to 9 December that educators worked. If this is correct this would mean that educators would still be expecting a payment for the weeks up to your last day of operation, is this correct? If so when are educators expected to receive this payment? Your understanding is correct concerning reimbursements of which payment will be made on the first week of March.
3. What was your last day of operation for 2015? Officially our last day of operation was 18 December.

Also, we are currently finalising a major restructure and reorganisation and therefore would like to meet with you to further discuss.

We are available any time next week from Tuesday.

Enjoy the long weekend!

**From:** Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]  
**Sent:** Wednesday, 13 January 2016 10:07 AM  
**To:** 'Sala Roseanne Leota' <[roseanne@motatou.org](mailto:roseanne@motatou.org)>; [jeremia@motatou.org](mailto:jeremia@motatou.org)  
**Cc:** [tina@motatou.org](mailto:tina@motatou.org)  
**Subject:** Last day of operation

Talofa Roseanne

Thank you for your response it is good to hear that everyone has been paid up to 9 December 2015 and that the leave plan has also been paid out.

A couple of things:

1. Can you please send me a copy of the communications that you sent to educators advising they can be reimbursed for any incurred bank fees.
2. In your email you have advised that educators were paid their reimbursement due 9 December, I take this to mean that this payment was for the two weeks prior to 9 December that educators worked. If this is correct this would mean that educators would still be expecting a payment for the weeks up to your last day of operation, is this correct? If so when are educators expected to receive this payment?
3. What was your last day of operation for 2015?

In answer to your question – I received on 10 November an EC11 to add Vevesi Leilua-Tailolo as an additional PR to Siitia but not that Siitia is no longer working for Mo Tatou.

Kind Regards

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Salā Roseanne Leota [<mailto:roseanne@motatou.org>]  
**Sent:** Tuesday, 12 January 2016 4:40 p.m.  
**To:** Shona Humphrey; [jeremia@motatou.org](mailto:jeremia@motatou.org)  
**Cc:** [tina@motatou.org](mailto:tina@motatou.org)  
**Subject:** RE: Bank Fees  
**Importance:** High

Talofa Shona

Happy New Year!

My apologies for the delay in our email.

- All Educators have been advised that if they have incurred any bank fees in relation to their late reimbursement payment on 9 December, that we will reimburse those costs.
- All Educators have been paid their reimbursements due 9 December.
- All Educators have been paid their total 8% Leave Plan deduction and we have terminated the leave plan going forward.

I do have one query of my own, in relation to the Malaeola (46300) licence.

*Could you please advise whether you received our update to remove Siitia Lauvi-Anae from licence 46300 and to add Vevesi Leilua-Toilolo?*

Have a great year Shona, and we look forward to once again working with you.

Ia manuia,

Sala Roseanne Leota

**Co-Managing Director**

**Telephone:** 04 212 6997

**Mobile/Txt:** 021 704 213

**Website:** [www.motatou.org](http://www.motatou.org)

**Postal Address:** PO Box 57103, Mana, PORIRUA 5247

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**Mission Statement:**

Empowering communities to nurture our children's unique growth and development; fostering culture and language to promote confident and competent learners in a home based environment.

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From: Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]

Sent: Tuesday, 12 January 2016 11:30 AM

To: 'Sala Roseanne Leota' <[roseanne@motatou.org](mailto:roseanne@motatou.org)>; 'jeremia@motatou.org' <[jeremia@motatou.org](mailto:jeremia@motatou.org)>

Cc: 'tina@motatou.org' <tina@motatou.org>  
Subject: RE: Bank Fees

Talofa,  
I hope that you have all had a good break. I am back at work and following up on a response to the email below.

Kind Regards  
Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Shona Humphrey  
**Sent:** Friday, 18 December 2015 8:00 a.m.  
**To:** 'Sala Roseanne Leota'; 'jeremia@motatou.org'  
**Cc:** 'tina@motatou.org'  
**Subject:** RE: Bank Fees

Talofa Roseanne  
Thank you for the update. I am not as assured as you that BNZ, ANZ and Westpac will change policy/procedure based on your letter. I am seeking assurance that if the banks don't reversed any charges that you will compensate educators who have had charges to their accounts due to the non-payment of their wages by you as service provider.

Please also advise if all staff and educators have now been paid or are they having to wait until 5 January 2016 ?

Also can you please advise when educators who have had the 8% deducted through the year can expect to get that paid .

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Salā Roseanne Leota [mailto:roseanne@motatou.org]  
**Sent:** Tuesday, 15 December 2015 6:24 p.m.  
**To:** Shona Humphrey  
**Subject:** Bank Fees

Hi Shona

I spent this afternoon speaking with all the banks customer account services/care/support, with the following results:

- Kiwibank – all Educator account details forwarded for fee reversal consideration
- ASB - all Educator account details forwarded for fee reversal consideration
- BNZ -- fees cannot be reversed, it is the responsibility of the account holder to ensure enough funds are available
- PSIS - all Educator account details forwarded for fee reversal consideration
- ANZ – fees cannot be reversed, it is the responsibility of the account holder to ensure enough funds are available
- Westpac – fees cannot be reversed, it is the responsibility of the account holder to ensure enough funds are available

Due to the error being ours, I have lodged complaints with BNZ, ANZ and Westpac to help facilitate the fee reversals, and supplied related bank account details.

I'm fairly confident that this should resolve the issue.

All staff and Educators have been informed of this information.

Thank you again Shona for being so patient with us and our Educators.

**From:** Shona Humphrey [mailto:Shona.Humphrey@education.govt.nz]

**Sent:** Tuesday, 15 December 2015 12:55 PM

**To:** 'Sala Roseanne Leota' <roseanne@motatou.org>

**Subject:** RE: Can one of you please call me

Thanks Roseanne

Can you please make sure you provide updates to the staff and educators so they are kept informed. It doesn't sound to me like they are aware of an expected date of receipt. FYI they are being charged fees for the reverse charges.

Shona

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 | Mobile +64 27 494 8956

---

**From:** Salā Roseanne Leota [mailto:roseanne@motatou.org]

**Sent:** Tuesday, 15 December 2015 12:26 p.m.

**To:** Shona Humphrey; 'jeremia@motatou.org'

**Subject:** Re: Can one of you please call me

I just sent you an email Shona.

I'm so sorry you're being inundated with our calls.

I wish they'd call us.

Are you able to refer them back to us please?

We've already advised that we will provide letters but because they need to be personalized we just can't give a form letter.

I'm in the middle of a meeting writing away frantically, trying to go undetected!

I'll call you around 1.30 if you still need to speak with me.

Sorry again Shona!

Sent from Samsung Mobile

----- Original message -----

**From:** Shona Humphrey

**Date:** 15/12/2015 12:10 (GMT+12:00)

**To:** "'jeremia@motatou.org'"

**Cc:** "'roseanne@motatou.org'"

Subject: Can one of you please call me

Talofa

I am still receiving call advising that payment has not been received by educators and they are now receiving charges against reversed automatic payments.

Apparently if the educators are provided with a letter to show the bank that money is due they will not be charged fees !!

Talk to you soon.

Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 Mobile +64 27 494 8956  
19 Market Grove, Lower Hutt

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~~~~~  
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Released under the CIA



**Shona Humphrey**

From: /on behalf of ECE Funding Mailbox  
 Sent: Wednesday, 20 January 2016 4:09 p.m.  
 To: Eileen Tofa; Shona Humphrey  
 Subject: Monthly Funding - Aoga I Maota Charitable Trust ECA2414  
 Attachments: Monthly Funding letter to MoTatou 20.1.16 .pdf

Hi Shona and Eileen

As a result of my queries to you and your teams last week we are going ahead with putting Aoga I Maota Charitable Trust (ECA2414) and its services:

- Mo Tatou In-Home Childhood Education and Care – Malaeola (46300);
- Mo Tatou In-Home Childhood Education and Care – Ia Ta’auī Measina (46372);
- Mo Tatou In-Home Childhood Education and Care – Maninoa (46494);
- Mo Tatou In-Home Childhood Education and Care Nafoga (46497), on monthly funding from 1 March 2016.

Attached is a copy of the letter we are sending to the organisation today in the mail. We have not emailed them so they won't know until they receive this letter.

Thanks

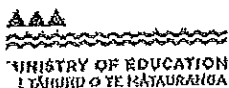
Advisor

33 Bowen St, Wellington

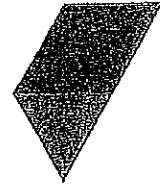
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Great results are our bottom line *Ko ngā huanga tino pai a mātou whāinga mutunga*



Released under the OIA



Aoga I Maota Charitable Trust  
PO Box 57103  
Porirua 5024

ECA2414

Attn: Ieremia Tuivaiti

20 January 2016

Dear Ieremia Tuivaiti

**Re: Monthly Funding – Aoga I Maota Charitable Trust (ECA2414)**

This is to advise you that Aoga I Maota Charitable Trust (ECA2414) and its services:  
Mo Tatou In-Home Childhood Education and Care – Malaeola (46300);  
Mo Tatou In-Home Childhood Education and Care – Ia Ta'au Measina (46372);  
Mo Tatou In-Home Childhood Education and Care – Mahinoa (46494);  
Mo Tatou In-Home Childhood Education and Care Nafoga (46497), are to be placed on monthly funding from 1 March 2016.


The Ministry of Education has been advised of current financial difficulties along with breaches to the regulations and criteria, currently being followed up with your Ministry local office.

Monthly funding works as follows:

- Wash-up funding plus advances for the first advance month only are paid in the first bulk funding payment
- Advances for the subsequent three months are withheld, added together, and paid overnight on the first working day of each of the following months

An organisation placed on monthly funding can first appeal 12 months after the first monthly funding payment is made. Any appeal must be accompanied by supporting documentation to warrant a return to the regular bulk funding cycle. If an appeal is approved, the organisation returns to the regular cycle from the next bulk funding period. If an appeal is declined, another appeal can first be made after another 12 months.

Yours sincerely



Anna Gillies | Advisor  
ECE Operational Funding  
DDI +64 4 463 7623  
33 Bowen St, Wellington

## ECE Complaint

Complaint: Mo'atou In-home Early Childhood Educati

Add Note...	Email...	Audit History...	Action	To Edit Mode	
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0. Complaint Logged	Status:	Complaint Completed	ID:	737886
1. Under 1st Peer Review	Lodged By:	Humphrey, Shona	Date Lodged:	22-Jan-2016 8:23 AM
2. 1st Escalation	Last Changed By:		Date Changed:	5-Apr-2016 10:27 AM
	Start Date:	22-Jan-2016 8:13 AM	Category:	Early Childhood
	Referred From:		Referral Method:	

3. Acting on Complaint

Customer Details	
Name:	Mo'atou In-home Early Childhood Educati (Full Contact) <a href="#">View Contact Details</a>
Organisation:	Contact Extensions:
Provider ID:	46300
Email:	isemla@mo'atou.org
Phone (DDI):	04-2123316
Cellphone:	
	Physical: 41 Chilton Drive, Paraparaumu
	ECA No:
	Phone (Home):
	Fax:

4. Under 2nd Peer Review

5. 2nd Escalation

6. Complaint Completed

## Request Details

Help assessing an ECE Complaint

## Complainant Details

Reason for contacting the Ministry:	Informing us about an Incident	
Confidential:	No	
Service Number:	46300	
Complainant Checklist		
Advised to follow service's complaints procedure:	No	Why Not Referred to ECE Service:
Complainant providing complaint in writing?:	No	

## Complaint Management

Date Received at MOE:	20-Jan-2016
Date/Time Of Incident:	
People Involved in Incident (if applicable):	service provider, educators
Summary of Complaint:	wanted to inform the Ministry of the situation where educators have not been reimbursed the full amount due to their is still owed for the days between and is expecting to get this in March 2016 which she is not happy about as
Complainant agrees with record of their complaint?:	Yes
Type of Incident:	Non-Regulatory
Complaint Acknowledged By:	Phone
Complaint Acknowledged On:	20-Jan-2016
Acknowledged within 5 Days?:	Yes

## MOE Details

Region:	Central South	MOE Office:	Lower Hutt Office
Direct Manager:	Elsbeth Maxwell		

Investigation Plan	
No Further Action Required by Ministry:	No
Propose Service Visit:	No
Investigation site visits should be carried out by at least two Ministry staff.	
Why No Service Visit:	The Ministry met with the service provider on 19 January 2016 and were able to confirm the details with Penanne.
Purpose of Investigation:	Governance Management & Administration
Refer to Another Agency:	No
Proposed Action:	The Ministry met with the service provider on 19 January 2016 to discuss three other complaints they had received regarding the reimbursement of educators. Educators have been paid up to 9 December 2015 and are still owed for the period 9-18 December 2015 and will be paid this in March 2016. [redacted] has been reimbursed for the 8% leave plan.

Peer Review	
Proposed Action Endorsed (PR1):	Yes
Do you wish to escalate? (PR1):	No
Proposed Action Endorsed (PR2):	Yes
Do you wish to escalate? (PR2):	No

Initial Investigation Actions	
Advise the provider of any implications of the allegation(s) and allow time to respond	
Contacted Service About Complaint:	Yes <span style="float: right;">Contacted Service On: 19-Jan-2016</span>
Visited Service:	No

Investigation Outcomes	
Informed Parents/Whanau of Investigation:	No
How will Parents be Informed?:	N/A
Why Parents/Whanau Not Informed?:	The incident does not affect parents
Ministry Actions Taken:	Ongoing Monitoring of Service
Summary of Actions Taken:	Followed up with the service provider both by phone and letter. Continued to monitor that the educators were reimbursed monies owed.
Licence Amended?:	No
Outcome of Investigation:	Breach Could Not Be Determined

Final Actions	
Decision Summary:	Advised that we will still be monitoring the service provider. The complainant is now working for another home based provider.
Decision Summary Sent to Complainant:	9-Mar-2016
Complaint Outcome Agreed with Service:	Yes <span style="float: right;">Actions Agreed with Service On: 9-Mar-2016</span>

Attachment Check Lists	
Check List 1:	Acknowledgement of complaint
Check List 2:	Communication with Informant

Related Complaints, LSMs, File Notes & Enquiry Logs	
Related LSM:	

	Description
No records to display.	

Related File Notes:

	Description
No records to display.	

Related Enquiry Logs:

	Description
No records to display.	

Related ECE Complaints:

		Description	
<input type="checkbox"/>	<input type="checkbox"/>	Complaint: Mo Tātou In-home Early Childhood Educati	2015
		9:00 a.m. (#730848)	
<input type="checkbox"/>	<input type="checkbox"/>	Complaint: Mo Tātou In-Home Early Childhood Educa	on 11-Dec-2015
		9:22 p.m. (#741384)	
<input type="checkbox"/>	<input type="checkbox"/>	Complaint: Mo Tātou In-Home Early Childhood Educati:	(#735938)

Attachments					
Title	Author	Date Changed	Attached By	Date Attached	
<input type="checkbox"/> Meeting with Mo Tātou 19 Jan 2016.docx	Shona Humphrey	22-Jan-2016	Shona Humphrey	22-Jan-2016	8:23 AM
<input type="checkbox"/> Clarification on reimbursement of educators.msg	Shona Humphrey	22-Jan-2016	Shona Humphrey	22-Jan-2016	8:41 AM
<input type="checkbox"/> Educator Reimbursements.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey	9-Mar-2016	11:29 AM
<input type="checkbox"/> Payment updates.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey	9-Mar-2016	11:29 AM

Related Items		Create Similar Workflow...	
Description	Type	Start/Actual Date	ID
<input type="checkbox"/> LSM: Mo Tātou In-home Early Childhood Educati: Licence Status Management, ID#784742	Licence Status Management	26-Apr-2016 1:44 PM	784742
<input type="checkbox"/> LSM: Mo Tātou In-Home Early Childhood Educati: Licence Status Management, ID#742195	Licence Status Management	1-Feb-2016 10:21 AM	742195
<input type="checkbox"/> Complaint: Mo Tātou In-home Early Childhood Educa Dec-2015 9:00 a.m. (#730848)	ECE Complaint	16-Dec-2015 4:04 PM	730848

<b>Assignment</b>	
Urgency:	
Action Officer:	Humphrey, Shona
Escalation 1:	
Escalation 2:	
Escalation 3:	
Also Notify:	
Calendar Profile:	Weekday, 8am-5pm

Current Status: 6, Complaint Completed

Action Log				<a href="#">Add Note...</a>	<a href="#">E-mail...</a>	<a href="#">Action</a>
State	Actual Date	Logged By	Details	<a href="#">Collapse All</a> <a href="#">Expand All</a>		
0	22-Jan-2016 8:13 AM	<a href="#">Humphrey, Shona</a>	Workflow added, assigned to Humphrey, Shona			
0	22-Jan-2016 8:23 AM	<a href="#">Humphrey, Shona</a>	Note added Ministry spoke to [redacted] and advised that her situation was the same as all educators and staff at Mo Tawiri. The Ministry is monitoring the service as they have received a number of complaints. [redacted] is not going to continue in 2016 to work for Mo Tawiri she has signed up with Barnardos. [redacted] has the contact details for the Senior Adviser and will be in contact again if she does not receive her reimbursement in March.			
0	22-Jan-2016 8:27 AM	<a href="#">Humphrey, Shona</a>	Progressed to 1. Under 1st Peer Review, assigned to Cottingham, Elaine Please review and move to monitoring the complaint.			
1	22-Jan-2016 8:36 AM		Progressed to 2. 1st Escalation, assigned to Humphrey, Shona I have reviewed the complaint and agree with the actions taken to date.			
2	22-Jan-2016 8:40 AM	<a href="#">Humphrey, Shona</a>	Progressed to 3. Acting on Complaint, assigned to Humphrey, Shona			
3	9-Mar-2016 11:27 AM	<a href="#">Humphrey, Shona</a>	Note added 2 and 3 March email received from service provider advising that all educators and staff have been reimbursed outstanding monies. Next payment is 16 March 2016.			
3	9-Mar-2016 4:42 PM	<a href="#">Humphrey, Shona</a>	Note added 9 March 2016 Ministry contacted [redacted] who advised that she has received all the monies owed to her. She is currently working for Barnardos and is happy.			
3	14-Mar-2016 1:36 PM	<a href="#">Humphrey, Shona</a>	Progressed to 4. Under 2nd Peer Review, assigned to Rapana, Juanita Please review and move to complaint closed. [redacted] is now working for another home based provider and as she has received all the outstanding monies owed to her no longer has a complaint.			
4	5-Apr-2016 10:25 AM		Progressed to 6. Complaint Completed, assigned to Humphrey, Shona Kia ora Shona - I have reviewed the complaint and process followed and agree that complaint can be closed.			

# Licence Status Management

ISM: Mo Tatou In-Home Early Childhood Educati Licence Status Management, ID: 742195

Workflow Calendar... SLA Report... Workflow List... Add Note... E-mail... Audit History... Action To Edit Mode

0. Breach Logged, Awaiting Decision	Status:	Monitoring the non-compliance	ID:	742195
	Lodged By:	Humbirev, Shona	Date Lodged:	1-Feb-2016 10:51 AM
1. Under Peer Review	Last Changed By:	Humbirev, Shona	Date Changed:	30-Jun-2016 6:10 PM
	Start Date:	1-Feb-2016 10:21 AM	Category:	Early Childhood

2. At National Office for review

3. Peer review completed

4. Awaiting approval

5. Monitoring the non-compliance

6. Completed

Customer Details	
Name:	Motatou In-Home Early Childhood Education Contact <a href="#">View Contact Details</a>
Organisation:	Contact Extension:
Physical:	41 Chillon Drive, Paraparaumu Central, Email: jerenia@motatou.org
ECA No:	2414 Fax:
Phone (HDI):	04-2123316 Phone (Home):
Cellphone:	Provider ID: 46372

Service Details	
Service Number:	46372
Local Office:	Lower Hutt Office
Regulation Year:	2006
Service Provision:	Teacher Led
Licence Class:	All Day
Licence Status at Time of Breach:	Full
Service Type:	Home-Based
Date Received:	11-Dec-2015
Service Information:	The service is a home-based service operating in Porirua (an area of participation interest). The service is licensed for up to 80 children (including under 2yrs and operates from 7am to 7pm Monday to Friday.

Details of Situation	
Type:	Complaint
Situation Overview:	The Ministry received two complaints against this licence and another licence 46380 in Wellington with the same service provider prior to Christmas. The service provider had requested a meeting with the Ministry on 11 December 2015 to advise of a recent employment issued they were working through. At the meeting on 10 December 2016 Ministry also discuss the complaints that had been received from educators who had not been paid the reimbursement they were entitled to. The service provider advised at the meeting that the reason for educators not being paid was a computer problem with the bank and that they were sorting it. They also advised that educators would be paid overnight on the 10 December 2015.
<a href="#">Click here to access the Guide to Severity</a>	
Severity of Current Situation:	Medium
Previous History of Non-Compliance:	Yes
Details of Previous History:	The Ministry of Education has worked consistently with this service provider who has a history of issues relating to safety and wellbeing of children attending the service and financial stability.
Initial Follow-Up Details:	Ministry have requested on a number of occasions further information and the service provider has always meet the compliance timeframes and provided the information required.
Commitment to Address Issues:	The service provider is and has always been committed to providing a quality service.
Impact on Participation:	The service caters predominately for Pasifika children in an area of participation interest. When Ministry staff met with the service on 11 December 2015 the service provider advised there were 71 children enrolled. From 20 January 2016 the service provider has advised 40/45 children enrolled.

ERO	
ERO History:	The service has not been reviewed by ERO

ERO Key Findings:	N/A
Secondary Decision:	No

Risk Assessment	
Initial assessment of the service's ability to mitigate the risk to children.	
Health & Safety Risk Mitigation:	The service provider is committed to continuing to meet the Regulations however there is concern of how they will ensure this happens within the homes as educators continue to not be reimbursed for their work.
Curriculum Risk Mitigation:	The ongoing financial viability of the service remains a concern. The service has been placed on monthly funding.
Governance & Management Risk Mitigation:	The ongoing financial viability of the service remains a concern. The service has been placed on monthly funding.
Premises and Facilities Risk Mitigation:	No evidence of concern.
Risk Effectively Mitigated:	Yes

Intervention Assessment (Click on "New..." button to create a regulation breach)				
Create Regulation/Criteria Breaches:		Regulation and/or Criteria Breached	Expected Compliance Date	Condition to be Met
	15/3	2008; Reg 45 PF17; Premises and facilities; HOME-BASED	4-May-2016	Ensure there are safe and hygienic nappy changing facilities available.
	15/3	2008; Reg 46 HS3;	4-May-2016	Ensure the procedure for changing (and

Intervention Recommendation	
<a href="#">Click here to view the Decision Making Flow Chart</a>	
Recommendation:	Regulatory
Intervention Type:	Grant Provisional Licence
Instruction:	Clearly outline below the decision to Grant Provisional Licence
Rationale of Decision:	<p>Continue to monitor the service using a non-regulatory approach. Home visits are scheduled for 22 and 24 March 2016, any breaches to the Regulations found at the homes a Provisional Licence will be issued immediately.</p> <p>The next payment for staff and educators is 16 March 2016 any complaints received by the Ministry will also be actioned through a Provisional Licence.</p> <p>13 April 2016 This LSM was previously being monitored using a non-regulatory approach while we investigated the complaints.</p> <p>To complete the complaints a decision was made to conduct announced visits to educators homes on 24 March 2016. A number of breaches to the Regulations were identified and are attached as Appendix 1.</p> <p>12 April 2016 The EC3 and information collected at the licensing assessment visits has been reviewed by another Senior Adviser who has also recommended that the status of the licence is reclassified to Provisional</p>
Licence Issue Date:	14-Apr-2016

Monitoring	
Action/Development Plan Required:	No
Action/Development Plan Developed:	
Action/Development Plan Received:	
SELO Support:	

Extension of Breach Compliance Date(s)	
Reasons Non-Compliance not Remedied:	
Efforts to Address Non-Compliance:	



Likelihood of Extension Being Met:  
 Detail Recommendation on Extension:

**Suspensions and Cancellations**  
 Suspended/Cancelled Under Regulation?  
 Suspension/Cancellation Effective Date:  
 Additional Comments:

**Breach Reminders (Click on "New..." to create a Breach Reminder)**  
 Create a Breach Reminder:

**Related Enquiry Logs, File Notes & LSMs**

**Related Enquiry Logs:**

Description	Caller	Issue
No records to display.		

**Related File Notes:**

Description	Actions Taken	Details of Issue and troubleshooting steps taken	Complaint?
No records to display.			

**Related LSMs:**

Description	Licence Status at Time of Breach	Recommendation
LSM: Mo Tatou In-home Early Childhood Educati; Licence Status Management; ID#784742	Full	Regulatory

**Related ECH Complaints:**

Description	Date Received at MOE	Decision Summary
Complaint: Mo Tatou In-home Early Childhood Educati on 11-Dec-2015 9:00 a.m.	11-Dec-2015	(Unspecified)

**Resolution of LSM**  
 Resolution:

**Attachments**

Title	Author	Date Changed	Attached By	Date Attached
Meeting with Mo Tatou 19 Jan 2016.docx	Shona Humphrey	1-Feb-2016	Shona Humphrey	1-Feb-2016 10:51 AM
26 January 2016 Letter to Mo Tatou.pdf	Shona Humphrey	1-Feb-2016	Shona Humphrey	1-Feb-2016 1:07 PM
1.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey	1-Feb-2016 1:07 PM
Change of Entity.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey	1-Feb-2016 1:07 PM
.FW Ref#46300 and 46372.msg 1.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey	1-Feb-2016 1:07 PM
Gain or reward question.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey	1-Feb-2016 1:07 PM

<input type="checkbox"/>				
<input type="checkbox"/>	Mo Tatou 46372.msg 5.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input type="checkbox"/>	Mo Tatou 46372.msg 6.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input checked="" type="checkbox"/>	Mo Tatou response to information provided 28 Ja...	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input checked="" type="checkbox"/>	Monthly Funding Letter.pdf	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input type="checkbox"/>	RE Ref# 46372.msg 2.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input type="checkbox"/>	RE Ref# 46372.msg 4.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input type="checkbox"/>	RE Ref#46300 .msg 3.msg	Shona Humphrey	1-Feb-2016	Shona Humphrey 1-Feb-2016 1:07 PM
<input type="checkbox"/>	RE Gain or reward question - responsa to legal,msg	Shona Humphrey	3-Feb-2016	Shona Humphrey 3-Feb-2016 9:21 AM
<input type="checkbox"/>	Mo Tatou ECA 2414 Licences (Auckland ) 46497 4...	Shona Humphrey	11-Feb-2016	Shona Humphrey 11-Feb-2016 9:09 AM
<input type="checkbox"/>	RE Mo Tatou 46372.msg	Shona Humphrey	11-Feb-2016	Shona Humphrey 11-Feb-2016 9:09 AM
<input checked="" type="checkbox"/>	Response to identity forms.pdf	Shona Humphrey	16-Feb-2016	Shona Humphrey 16-Feb-2016 4:53 PM
<input type="checkbox"/>	Educator Reimbursements.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey 9-Mar-2016 11:54 AM
<input type="checkbox"/>	Payment updates.msg	Shona Humphrey	9-Mar-2016	Shona Humphrey 9-Mar-2016 11:54 AM
<input type="checkbox"/>	Mo Tatou Early Childhood Education and Care - H...	Shona Humphrey	15-Mar-2016	Shona Humphrey 15-Mar-2016 5:36 PM
<input checked="" type="checkbox"/>	Mo Tatou Letter advising of home visits March 20...	Shona Humphrey	15-Mar-2016	Shona Humphrey 15-Mar-2016 5:36 PM
<input type="checkbox"/>	RE Licences 46300 and 46372.msg	Shona Humphrey	18-Mar-2016	Shona Humphrey 18-Mar-2016 9:01 AM
<input checked="" type="checkbox"/>	MoE Response to home visits.pdf	Shona Humphrey	24-Mar-2016	Shona Humphrey 24-Mar-2016 4:02 PM
<input type="checkbox"/>	Photo 2 22 March 2016.msg	Shona Humphrey	24-Mar-2016	Shona Humphrey 24-Mar-2016 4:12 PM
<input type="checkbox"/>	Photos 22 March 2016.msg	Shona Humphrey	24-Mar-2016	Shona Humphrey 24-Mar-2016 4:12 PM
<input type="checkbox"/>	46372 Licence assessment visit.msg	Shona Humphrey	8-Apr-2016	Shona Humphrey 8-Apr-2016 8:36 AM
<input type="checkbox"/>	Appendix 1 Mo Tatou docx (2) (3).docx	Shona Humphrey	13-Apr-2016	Shona Humphrey 13-Apr-2016 2:44 PM
<input type="checkbox"/>	Appendix 1A (2).docx	Shona Humphrey	13-Apr-2016	Shona Humphrey 13-Apr-2016 2:44 PM
<input type="checkbox"/>	LSM742195.msg	Bridget Firmin	14-Apr-2016	Bridget Firmin 14-Apr-2016 11:33 AM
<input checked="" type="checkbox"/>	14 April 2016 Provisional Licence response to ho...	Shona Humphrey	15-Apr-2016	Shona Humphrey 15-Apr-2016 8:36 AM
<input type="checkbox"/>	46372 - Additional Information Provisional Licence...	Shona Humphrey	10-May-2016	Shona Humphrey 10-May-2016 4:28 PM
<input type="checkbox"/>	46372 Provisional Licence.msg	Shona Humphrey	10-May-2016	Shona Humphrey 10-May-2016 4:28 PM
<input type="checkbox"/>	Licence 46372.msg	Shona Humphrey	10-May-2016	Shona Humphrey 10-May-2016 4:28 PM
<input type="checkbox"/>	RE Licence 46372 - M	Shona Humphrey	11-May-2016	Shona Humphrey 11-May-2016 4:19 PM
<input type="checkbox"/>	Confirmation educator removed from network pe...	Shona Humphrey	12-May-2016	Shona Humphrey 12-May-2016 1:35 PM
<input checked="" type="checkbox"/>	Amended Provisional Licence.pdf	Shona Humphrey	13-May-2016	Shona Humphrey 13-May-2016 4:27 PM
<input type="checkbox"/>	FW TOGIATOGIA - Agency A10136 - Agency Refe...	Shona Humphrey	17-May-2016	Shona Humphrey 17-May-2016 10:39 AM
<input type="checkbox"/>	46372 Compliance Report.msg	Shona Humphrey	9-Jun-2016	Shona Humphrey 9-Jun-2016 5:32 PM
<input type="checkbox"/>	Possible homes to visit for 46372 .msg	Shona Humphrey	9-Jun-2016	Shona Humphrey 9-Jun-2016 5:32 PM
<input type="checkbox"/>	Professional Development Session.msg	Shona Humphrey	9-Jun-2016	Shona Humphrey 9-Jun-2016 5:32 PM
<input checked="" type="checkbox"/>	10 June 2016 Mo Tatou Amended Provisional Lice...	Shona Humphrey	13-Jun-2016	Shona Humphrey 13-Jun-2016 6:51 PM
<input checked="" type="checkbox"/>	Home visits 9 June 2016 Police Vets.pdf	Shona Humphrey	13-Jun-2016	Shona Humphrey 13-Jun-2016 6:51 PM
<input type="checkbox"/>	46372 - Update 22 June 2016.msg	Shona Humphrey	30-Jun-2016	Shona Humphrey 30-Jun-2016 6:40 PM

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

1 - 1 of 1 type:  All  Show only active items Page Size: 20 Page 1 of 1

Description	Type	Start/Actual Date	ID
LSM: Mo Tatou In-home Early Childhood Educati: Licence Status Management, ID#794742	Licence Status Management	26-Apr-2016 1:44 PM	784742

**Assignment**

Urgency:

Action Officer: [Humphrey, Shona](#)

Escalation 1: [ECE Information Mailbox \(Group\)](#)

Escalation 2:

Escalation 3:

Also Notify:

Calendar Profile: [Weekday, 8am-5pm](#)

## Current State 5. Monitoring the non-compliance

Action Log		Add Note...	Email...	Action
State	Actual Date	Logged By	Details	Collapse All Expand All
0	1-Feb-2016 10:21 AM	Humphrey, Shona	Workflow added, assigned to Humphrey, Shona	
0	1-Feb-2016 11:41 AM	Humphrey, Shona	<p><i>Note added</i></p> <p>The Ministry met with the service provider on 19 January 2016 (notes attached) at the meeting the SP advised they were considering changing the entity of the service.</p> <p>20 January 2016 Operational Funding Team advised the service they were moving the Entity to monthly funding.</p> <p>25 January 2016 Email was received from SP advising the new organization structure and a template of the proposed agency agreement that educators and staff were to sign to show they knew they would not be paid or reimbursed until March 2016.</p> <p>26 January 2016 Ministry wrote to service provider confirming the points of discussion at the meeting on 19 January 2016 provide a follow up in writing for some points and outlining any further actions required. At the meeting it was identified that the PR had tendered her resignation from 29 January 2016. The service were advised that they would be unable to continue to operate without a PR from 1 February 2016.</p> <p>The letter requested further information to be provided by Thursday 28 January 2016. The information required is outlined in the letter but is as follows:</p> <ul style="list-style-type: none"> <li>provide an update of PR plus a copy of qualifications and registration</li> <li>provide a copy of the budget from January to July 2016.</li> <li>provide indemnity forms completed by educators and staff shows they understand they will not receive their remuneration until March 2016.</li> <li>complete the ECR/03 to change the service provider contact and entity.</li> </ul> <p>28 January 2016 Ministry Regional Office requested clarification of the gain and reward regulations to whether a service was in breach of the regulations if they failed to meet their own policies and procedures.</p> <p>28 January 2016 an email was received from the SP with the information requested in the letter dated 26 January 2016. Ministry responded with a letter dated 29 January 2016.</p> <p>1 February 2016 Email received from SP advising that the PR will not commence her duties as Practice Leader until a PR is able to be appointed for licence 46372. Follow up phone call from PR Rosa Duffy confirming she understands her roles and responsibilities, and that she understands the financial situation of the service.</p> <p>SP emailed Operational Funding team requesting an review of the monthly funding decision.</p>	
0	3-Feb-2016 9:18 AM	Humphrey, Shona	<i>Note added</i>	
0	11-Feb-2016 8:59 AM	Humphrey, Shona	<i>Note added</i>	
0	16-Feb-2016 4:50 PM	Humphrey, Shona	<p>9 February 2016 email received from SP with an updated educator list and the Auckland indemnity forms for educators.</p> <p>11 February 2016 email sent to Auckland office with information provided by SP in response to the Wellington office letter dated 26 January 2016.</p>	
0	9-Mar-2016 11:40 AM	Humphrey, Shona	<p><i>Note added</i></p> <p>16 February 2016 Response sent to SP confirming receipt of the information requested in the Ministry letter dated 26 January 2016. Copy of letter also sent to Auckland Ministry office.</p> <p>2 and 3 March 2016 email received from service provider advising that all educators and staff have been fully reimbursed for monies owed. The next payment is due 16 March 2016.</p> <p>9 March 2016 phone call received from Open Polytechnic. Requesting information on the service provider. The open polytechnic have an arrangement with Mo Taton to provide fees for educators working in their services. The open polytechnic wished to get a feeling on the financial viability of the service. Ministry advised that the service currently had full licences, we were aware as are the Open Polytechnic that the service has financial concerns and that they are working through these with educators and staff. Two new PR's have been appointed which will impact on the quality of the curriculum provided and the support they are able to provide to educators who are studying.</p>	
0	14-Mar-2016 2:15 PM	Humphrey, Shona	<i>Note added</i>	
0	15-Mar-2016 5:22 PM	Humphrey, Shona	<p><i>Note added</i></p> <p>8 March 2016 Contact was made with the ex person responsible requesting confirmation that she had received all monies owed to her when she left the service. She confirmed that she had received everything outstanding and was not expecting any further payments from the service provider.</p> <p>15 March 2016 letter to service provider acknowledging emails advising that all educators and staff have been reimbursed monies owed to them. The letter also</p>	

			advises that we wish to conduct a series of home visits to educators to ensure the impact of the poor GMA is not affecting the children attending the service. Email advising the Auckland office of our next steps to keep them in the loop as they also have two licences for the same provider.
0	15-Mar-2016 5:43 PM	Humphrey, Shona	<i>Progressed to 1. Under Peer Review, assigned to</i> <i>Kia</i> Can you please review this LSM as monitoring using a non-regulatory approach. If the Ministry receive any further complaints from staff or educators not receiving payment the service will be reclassified to a provisional licence. Home visits are scheduled for 22 and 24 March 2016 any breaches to the regulations and the service will also be reclassified to a provisional licence with the breaches identified.
1	16-Mar-2016 11:29 AM		<i>Progressed to 2. At National Office for review, assigned to ECE Information Mailbox (Group)</i> I agree with the approach to monitor this service non regulatory with the provision to change this to a regulatory approach after the onsite visits late March and any further complaints are received.
2	16-Mar-2016 12:11 PM		<i>Progressed to 3. Peer review completed, assigned to Humphrey, Shona</i> Kia ora Shona, I am happy with the approach you are taking with monitoring this service.
3	18-Mar-2016 8:59 AM	Humphrey, Shona	<i>Note added</i> 16 March 2016 email provided by service provider with the list of homes registered in each licence for MoE to confirm home visits.
3	24-Mar-2016 4:00 PM	Humphrey, Shona	<i>Note added</i> 24 March 2016 Letter to service provider providing an update on the visits to licence 46300 attached.
3	8-Apr-2016 8:31 AM	Humphrey, Shona	<i>Note added</i> Ministry staff visited two homes operating in the licence on 24 March 2016 as advised in the letter of 15 March 2016. A number of breaches were identified and are attached as Appendix 1.  on the 3 April 2016 an email was received subsequent to the home visits advising of the service attempt to address some of the breaches identified in the visits the home.
3	8-Apr-2016 10:41 AM	Humphrey, Shona	<i>Note added</i> The information provided by the SP on 3 April 2016 has been assessed and added to Appendix 1A. There is evidence that they meet PF22 and HS10 in the homes visited.
3	13-Apr-2016 7:14 AM	Humphrey, Shona	<i>Handoff to MacMurtrie, Kelly</i> Kia ora Kelly Can you please review this LSM and check against Appendix 1A that I have added all the breaches. Thanks
3	13-Apr-2016 01:37 AM	MacMurtrie, Kelly	<i>Handoff to Humphrey, Shona</i> Peer reviewed and all good to go.
3	13-Apr-2016 2:22 PM	Humphrey, Shona	<i>Note added</i> This LSM was previously being monitored using a non-regulatory approach while we investigated the complaints.  To complete the complaints a decision was made to conduct announced visits to educators homes on 24 March 2016. A number of breaches to the Regulations were identified and are attached as Appendix 1.  12 April 2016 The ECE and Information collected at the licensing assessment visits has been reviewed by another Senior Adviser who has also recommended that the status of the licence is reclassified to Provisional
3	13-Apr-2016 2:41 PM	Humphrey, Shona	<i>Handoff.</i>  Thanks to ... feeling to peer review this LSM. We were monitoring this service using a non-regulatory approach however in light of the number and seriousness of the breaches identified during the home visits we are recommending a Provisional Licence.  Can you please hand back to me once you have reviewed it as I will have to hand off to someone at National Office as the LSM has been through the peer review and NO approval process.
3	13-Apr-2016 4:29 PM		<i>Handoff to Humphrey, Shona</i> These breaches look serious, I agree that your decision to change this to a regulatory response. I understand you are going to gather history for Reg 28 to ensure visits are taking place
3	14-Apr-2016 11:26 AM		<i>Quarant to 2. At National Office for review, assigned to ECE Information Mailbox (Group)</i> Returning to State 2 as per request from Shona Humphrey - see attached email.
2	14-Apr-2016 2:40 PM		<i>Progressed to 3. Peer review completed, assigned to Humphrey, Shona</i> Hi Shona, I agree with the decision to issue a Provisional and with the timeframes for remedying the breaches.
3	15-Apr-2016 8:30 AM		<i>Progressed to 4. Awaiting approval, assigned to Maxwell, Elspeth</i> Progressing to next level, to manager of officer currently actioning this workflow, at request of Shona Humphrey.
4	15-Apr-2016 8:33 AM	Humphrey, Shona	<i>Note added</i> 14 April 2016 Provisional Licence Issued Letter attached.

4	15-Apr-2016 9:42 AM	<u>Maxwell, Elspeth</u>	<i>Progressed to B. Monitoring the non-compliance, assigned to Humphrey, Shona</i>
5	10-May-2016 4:23 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 5 May 2016 Information provided to meet compliance with the Provisional Licence conditions. Information to be assessed, Home visits to be conducted on 5 May 2016 these visits were rescheduled due to flooding in Porirua. Visits rescheduled to 10 May 2016.
5	10-May-2016 4:28 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 10 May 2016 Home visits completed email to follow up with confirmation of police vets.
5	11-May-2016 3:58 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 11 May 2016 email confirmation of police vets for homes visited on 10 May 2016 received, PF17,20,21 HS3,6,8,9,11 Reg 50 have been met. Extend to 8 June 2016 to align with PD and other conditions HS22,24,25,26,32 Extend to 8 June 2016 HS14,15 after clarification with PR as to what is expected, Reg 20 has been met for months of March and April
5	12-May-2016 11:36 AM	<u>Humphrey, Shona</u>	<i>Note added</i> GMA6 also met as service provider has confirmed that the educator has been removed from the network until police vet clearance is received.
5	12-May-2016 1:33 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 12 May 2016 email confirmation received that educator is removed from network pending police vet clearance for her son.
5	13-May-2016 4:25 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 13 May 2016 Amended Provisional Licence and letter attached.
5	17-May-2016 10:36 AM	<u>Humphrey, Shona</u>	<i>Note added</i> email received advising that the police vet has been received for the educators son. The educator was removed from the network on 12 May, Ministry has advised that educator can be reinstated.
5	9-Jun-2016 4:42 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 9 June 2016 Ministry conducted visits to two homes in the licence and 7 conditions have been assessed as met. HS22,24,25,26,7,14,15 Due to the instability of the educators and children attending the service Regulation 28 (1) (a) has been added to the Provisional Licence. Due to the serious financial situation the service provider is managing Reg 28 and Reg 44 have been extended to 3 August 2016 to ensure the financial situation does not impact on the safety and wellbeing of children.
5	9-Jun-2016 5:26 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 7 June 2016 Evidence to meet compliance received and attached. 8 June 2016 Confirmation that three premises remain in this licence and are able to be visited on 9 June 2016. 8 June 2016 The PD that the SP had committed to for educators on the HS conditions on the Provisional Licence did not happen. As only three homes are left in the licence the PR completed the PD individually with the educators.
5	13-Jun-2016 6:47 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 10 June 2016 Amended Provisional Licence and letter sent.
5	30-Jun-2016 6:07 PM	<u>Humphrey, Shona</u>	<i>Note added</i> 22 June 2016 the service provider has provided an email with attachments as requested in criteria C2. The information is yet to be assessed.

## Shona Humphrey

---

**From:** Shona Humphrey  
**Sent:** Thursday, 11 February 2016 8:58 a.m.  
**To:** Yvette Guttenbeil-Po'uhila; Eileen Tofa  
**Cc:** ECE Funding Mailbox  
**Subject:** Mo Tatou ECA 2414 Licences (Auckland ) 46497 46494  
**Attachments:** Updated Educators list 5Feb16.xlsx; humphreys\_10-02-2016\_16-57-20.pdf; 26 January 2016 Letter to Mo Tatou.pdf; humphreys\_11-02-2016\_8-42-34.pdf

Kia ora koutou

Please find attached signed identity forms from staff and educators for the Auckland licences as requested in our letter also attached dated 26 January 2016. We will continue to keep you in the loop as to any decisions that we make regarding the licences in Wellington and ask that you do the same Eileen for the Auckland licences. I have an LSM 742195 open that you can view if you are unable to get hold of me for any reason.

Ngā mihi  
Shona


Shona Humphrey | Senior Advisor

19 Market Grove, Lower Hutt

education.govt.nz | Follow us on Twitter: @EducationGovtNZ

We get the job done *Ka oti i a mātou ngā mahi*  
 We are respectful, we listen, we learn *He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou*  
 We back ourselves and others to win *Ka manawanui ki a mātou, me ētahi ake kia wikitoria*  
 We work together for maximum impact *Ka mahi ngātahi mā te tukunga nui tonu*

Great results are our bottom line *Ko ngā huanga tino pai ā mātou whāinga mutunga*

  
 MINISTRY OF EDUCATION  
 TE YAIRIHU O TE KĀTAURANGA

# 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: Mo Tatou In-home Early Childhood Educati; Amend Operating Details #44262

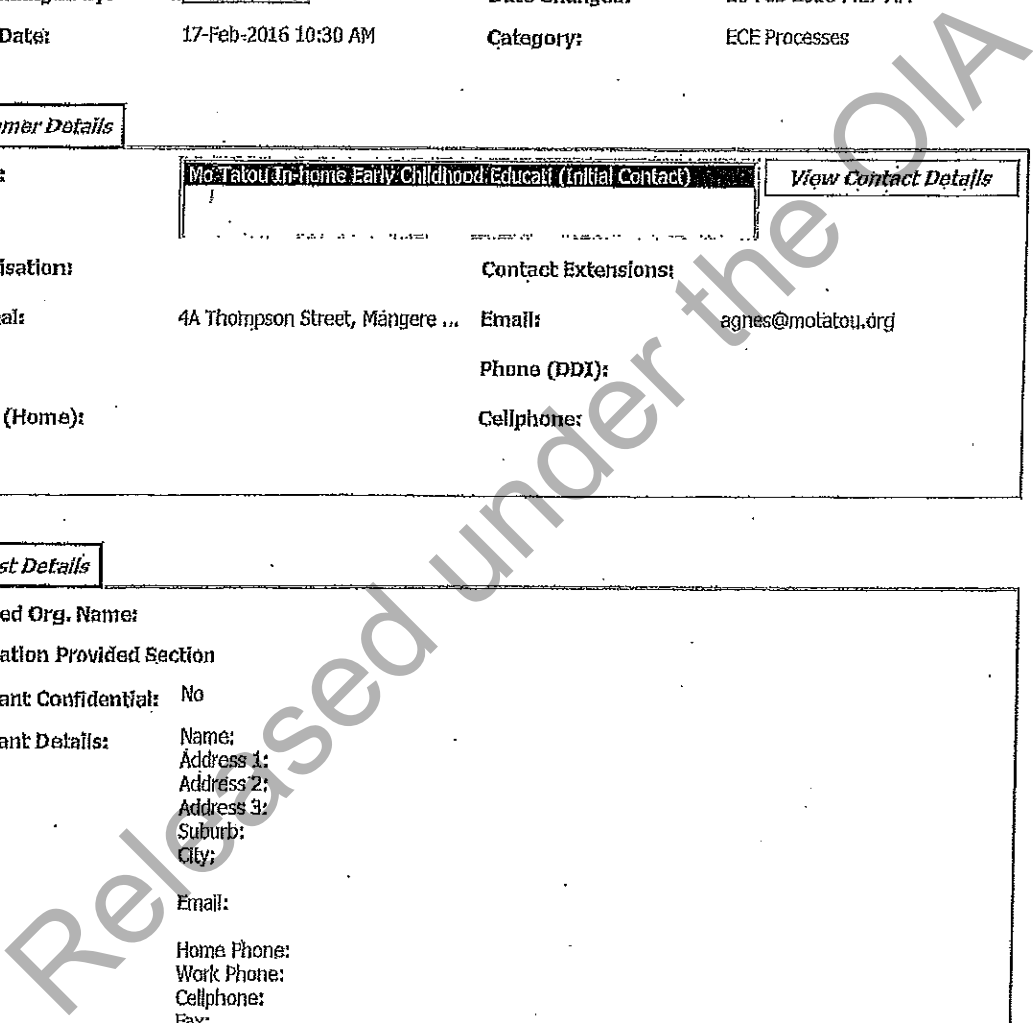
<b>Status:</b>	Resolved	<b>ID:</b>	44262
<b>Lodged By:</b>		<b>Date Lodged:</b>	17-Feb-2016 10:36 AM
<b>Last Changed By:</b>		<b>Date Changed:</b>	26-Feb-2016 7:27 AM
<b>Start Date:</b>	17-Feb-2016 10:30 AM	<b>Category:</b>	ECE Processes

### Customer Details

<b>Name:</b>	Mo Tatou In-home Early Childhood Educati (Initial Contact)	<a href="#">View Contact Details</a>	
<b>Organisation:</b>		<b>Contact Extensions:</b>	
<b>Physical:</b>	4A Thompson Street, Māngere ...	<b>Email:</b>	agnes@motatou.org
<b>ECA:</b>		<b>Phone (DDI):</b>	
<b>Phone (Home):</b>		<b>Cellphone:</b>	
<b>Fax:</b>			

### Request Details

<b>Proposed Org. Name:</b>	
<b>Information Provided Section</b>	
<b>Informant Confidential:</b>	No
<b>Informant Details:</b>	Name: Address 1: Address 2: Address 3: Suburb: City: Email: Home Phone: Work Phone: Cellphone: Fax:
<b>Referred From:</b>	Service Provider Contact
<b>Referral Method:</b>	Other (specified in details)
<b>Details of issue and troubleshooting steps taken:</b>	Rec EC8 to Amend SPC, Funding Contac and Service address details.
<b>Note relates to:</b>	Amend Operating Details
<b>TLA:</b>	
<b>Information Management Section</b>	
<b>Severity:</b>	None
<b>Is this Suspected Non-compliance?:</b>	No



<b>Actions Taken:</b>	Other (specified in note)
<b>Confidential word doc:</b>	<a href="#">Click here to generate a confidential word document</a>
<b>Location:</b>	
<b>Closure category:</b>	Action Completed

Related File Notes, Enquiry Logs & LSMs						
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<b>Related Enquiry Logs:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Description	Caller	Issue	Outcome/Solution/Action Required
	No records to display.					
<b>Related LSM:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Description	Recommendation	Intervention Type	Rationale of Decision
	No records to display.					
<b>Related Complaints:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Description			
	No records to display.					
<b>Related ECE Ops Funding workflows:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Description			
	No records to display.					



**Attachments**

No attachments.

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

Type:   Show only active items

Page Size: 20 Page: 1 of 0

No related items found.

**Assignment**

Action Officer: \_\_\_\_\_

Escalation Officer: Guttenbell-Po'uhiha, Yvette

Also Notify: Morrison, Sarah

Calendar Profile: Weekday, 8am-5p...

Response Due: 24-Feb-2016 10:30 AM Resolution Due: 9-Mar-2016 10:30 AM

<b>Action Log</b>			<a href="#">Add Note...</a>	<a href="#">E-mail...</a>	<a href="#">Action</a>
<i>Actual Date</i>	<i>Date Logged</i>	<i>Logged By</i>	<i>Details</i>		
17-Feb-2016 10:30 AM	17-Feb-2016 10:36 AM		<i>Request added, assigned to</i>		
17-Feb-2016 10:30 AM	17-Feb-2016 10:36 AM		<i>Handoff to</i>		
			Rec EC8 to Amend SPC, Funding Contac and Service address details. Recent KBase #43815 7-1-2016		
24-Feb-2016 11:43 AM	24-Feb-2016 11:44 AM		<i>Handoff to Guttenbell-Po'uhiha, Yvette</i>		
			Ready to be endorse		
			Thanks		
25-Feb-2016 5:35 PM	25-Feb-2016 5:35 PM	<u>Guttenbell-Po'uhiha, Yvette</u>	<i>Handoff to</i>		
			Approved, thank you.		
26-Feb-2016 7:26 AM	26-Feb-2016 7:27 AM		<i>Resolution added</i>		
			Printed, stamped, QCed, copied, posted yesterday.		

### 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: Mo Tatou In-home Early Childhood Educati; Amend Operating Details #44263

<b>Status:</b>	Resolved	<b>ID:</b>	44263
<b>Lodged By:</b>		<b>Date Lodged:</b>	17-Feb-2016 10:38 AM
<b>Last Changed By:</b>		<b>Data Changed:</b>	1-Apr-2016 8:15 AM
<b>Start Date:</b>	17-Feb-2016 10:36 AM	<b>Category:</b>	ECE Processes

#### Customer Details

<b>Name:</b>	Mo Tatou In-home Early Childhood Educati (Initial Contact)	<a href="#">View Contact Details</a>
<b>Organisation:</b>		<b>Contact Extensions:</b>
<b>Physical:</b>	4A Thompson Street, Mangere,...	<b>Email:</b>
<b>ECA:</b>		<b>Phone (DDI):</b>
<b>Phone (Home):</b>		<b>Cellphone:</b>
<b>Fax:</b>		

#### Request Details

<b>Proposed Org. Name:</b>	
<b>Information Provided Section</b>	
<b>Informant Confidential:</b>	No
<b>Informant Details:</b>	Name: Address 1: Address 2: Address 3: Suburb: City: Email: Home Phone: Work Phone: Cellphone: Fax:
<b>Referred From:</b>	Service Provider Contact
<b>Referral Method:</b>	Other (specified in details)
<b>Details of issue and troubleshooting steps taken:</b>	Rec ECB to Amend SPC, Funding Contact and Service address details.
<b>Note relates to:</b>	Amend Operating Details
<b>TLA:</b>	
<b>Information Management Section</b>	
<b>Severity:</b>	None
<b>Is this Suspected Non-compliance?:</b>	No

<b>Actions Taken:</b>	Other (specified in note)
<b>Confidential word doc:</b>	<a href="#">Click here to generate a confidential word document</a>
<b>Location:</b>	
<b>Closure category:</b>	Action Completed

Related File Notes, Enquiry Logs & LSMs					
<b>Related File Notes:</b>		Description	Actions Taken	Details of issue and troubleshooting steps taken	Complaint?
	No records to display.				
<b>Related Enquiry Logs:</b>		Description	Caller	Issue	Outcome/Solution/Action Required
	No records to display.				
<b>Related LSM:</b>		Description	Recommendation	Intervention Type	Rationale of Decision
	No records to display.				
<b>Related Complaints:</b>		Description			
	No records to display.				
<b>Related ECE Ops Funding workflows:</b>		Description			
	No records to display.				

Released Under the OIA

**Attachments**

No attachments.

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

Type:  All  Show only active items

Page Size: 20 Page: 0 of 0

No related items found.

**Assignment**

Action Officer:

Escalation Officer: [Guttenbell-Po'uhila, Yvette](#)

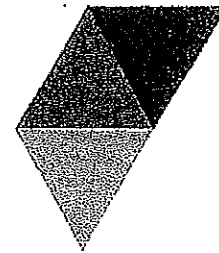
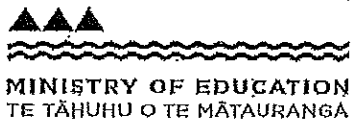
Also Notify: [Morrison, Sarah](#)

Calendar Profile: Weekday, 8am-5pm

Response Due: 24-Feb-2016 10:36 AM Resolution Due: 9-Mar-2016 10:36 AM

<b>Action Log</b>			<a href="#">Add Note...</a>	<a href="#">E-mail...</a>	<a href="#">Action</a>
Actual Date	Date Logged	Logged By	Details	<a href="#">Collapse All</a>	<a href="#">Expand All</a>
17-Feb-2016 10:36 AM	17-Feb-2016 10:38 AM		<i>Request added, assigned to</i>		
17-Feb-2016 10:36 AM	17-Feb-2016 10:38 AM		<i>Handoff to Petrovska, Elena</i>		
24-Feb-2016 11:44 AM	24-Feb-2016 11:45 AM		<i>Rec EC8 to Amend SPC, Funding Contact and Service address details. Paperwork in Tray.</i>		
25-Feb-2016 5:36 PM	25-Feb-2016 5:36 PM	<a href="#">Guttenbell-Po'uhila, Yvette</a>	<i>Handoff to Guttenbell-Po'uhila, Yvette</i>		
26-Feb-2016 7:28 AM	26-Feb-2016 7:29 AM		<i>ready to be endorse</i>		
1-Apr-2016 8:12 AM	1-Apr-2016 8:15 AM		<i>Thanks</i>		
			<i>Approved, thank you.</i>		
			<i>Resolution added</i>		
			<i>Printed, stamped, QCed, copied and posted.</i>		
			<i>Note added</i>		
			<i>Service sent E-mail that they had not received licence.</i>		
			<i>sent another licence.</i>		

22



# MEMO

**To:** Anthony Newton  
**Cc:** Kay Tracey, Yvette Guttenbell-Po'uhila, Zainab Ali  
**From:** Rhonda Cowell-Bari  
**Date:** 08 March 2016  
**Subject:** Targeted Assistance for Participation Stream 3 – Aoga I Maota Charitable Trust M3

### Purpose

This memo seeks your approval for payment of Milestone 3 for \$20,000.00 GST Exclusive to Aoga I Maota Charitable Trust.

### Introduction

A Targeted Assistance to Participation Stream 3 Outcome Agreement was signed on 29 June 2015 for Aoga I Maota Charitable Trust to establish a licensed Home Based network creating 80 new child places in Manurewa East and Wiri CAU's.

Total contract value	\$99,650.00
Total paid to date	\$45,000.00
Value of this payment	\$20,000.00
Budget remaining after this invoice is paid	\$34,650.00

All values GST Exclusive

### Progress

Milestone 3 requirements are to be licensed for an additional 20 child places (total 40), provide a list of educators and children enrolled, and provide the second Quarterly Results Based Accountability report.

Aoga I Maota licensed this home based network under the name Mo Tatou In-Home Early Childhood Education and Care Maninōa (46494) for up to 80 child places. They currently have 12 Educators, creating 48 licensed child places, with 26 children enrolled.

Aoga I Maota have faced some challenges with the Network Leader and some Educators resigning with a subsequent decline in children enrolled. They have addressed these issues and met the Milestone 3 requirements. I have asked them to focus on reaching their targets of 30% children aged 3-4 years old and 70% whose home address is in or adjacent to the relevant Census Area Units.

An action plan has been provided for the completion of the project by 30 June 2016.

Kbase# 41624

### Recommendation

That Invoice IV0016 of \$20,000.00 GST exclusive for Milestone 3 be paid out of the TAP budget 3-4104-5293-703.

### Payment Details

Payment	3	Due Date	20 November 2015
Invoice No.	IV0016	Supplier No.	ECA2414
Invoice amount	\$20,000.00 (ex GST)		

### Payment schedule

Milestone No.	Milestone Requirements	Milestone Due Date	Payment Amount
1	Project plan completed including timeline and budget	15 July 2015	\$25,000.00
2	<ul style="list-style-type: none"><li>Licensed for a minimum of 20 Child Places</li><li>Provide a list of addresses of Educators and the name, date of birth and address of children enrolled</li><li>Provide the 1st Quarterly Results Based Accountability Report</li></ul>	30 September 2015	\$20,000.00
3	<ul style="list-style-type: none"><li>Licensed for a minimum of 20 additional Child Places</li><li>Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li><li>Provide the 2nd Quarterly Results Based Accountability Report</li></ul>	31 December 2015	\$20,000.00
4	<ul style="list-style-type: none"><li>Licensed for a minimum of 20 additional Child Places</li><li>Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li><li>Provide Licensed Service Regulatory Compliance Audit Check</li><li>Provide ERO Self Review (Home Based)</li><li>Provide the 3rd Quarterly Results Based Accountability Report</li></ul>	31 March 2016	\$20,000.00
5	<ul style="list-style-type: none"><li>Licensed for a minimum of 20 additional Child Places, a minimum total of 80 Child Places for the license</li><li>Provide an updated list of addresses of Educators and the name, date of birth and address of children enrolled</li><li>Provide the 4th Quarterly Results Based Accountability Report</li><li>Provide Licensed Service Regulatory Compliance Audit Check</li><li>Provide ERO Self Review (Home Based)</li></ul>	30 June 2016	\$14,650.00
Total Contract Value			\$99,650.00
Total Paid			\$65,000.00
Balance to Pay			\$34,650.00

**Attachments:** Invoice IV0016, RBA Report, List of Educators and Enrolments, Action Plan

Signed

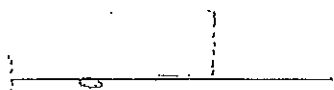


Rhonda Cowell-Barf  
ECE Advisor -- Auckland

Date: 08 MAR 16

OIA

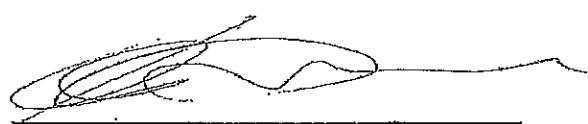
Peer Reviewed



Date: 10/8/16

ECE Team Leader - Auckland Region

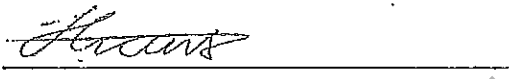
Quality Assured



Date: 14/8/16

Yvette Guttenbeil-Po'uhihi,  
Education Manager - Auckland Region

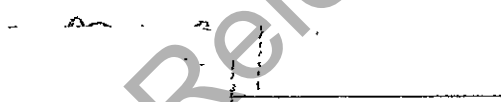
Funding Quality Assured



Date: 15/3/16

National Office

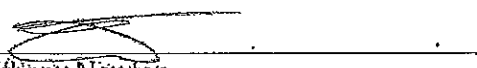
Endorsed/Not Endorsed



Date: 15/3/16

Team Leader - ECE Funding and Implementation Planning

Approved / Not Approved



Date: 15-3-16

Anthony Newton  
Senior Manager - ECE Funding and Implementation Planning

National Office Use:

Returned for financial records:	
Paid and Input in Crown Workbooks:	

PAID



TAX INVOICE

Ministry of Education

Invoice Date  
20 Nov 2015

Invoice Number  
INV-00016

Reference  
Milestone 3 Tap 3 Mapinoa  
Manuwera

GST Number  
105782152

Aoga I Maota Charitable  
Trust  
Attention: Ieremia Tuivaiti  
P.O.Box 57103  
Mana 5247  
Porirua  
NEW ZEALAND

Description	Quantity	Unit Price	Amount NZD
Licensed for a minimum of 20 additional child places Provide an updated list of addresses of Educators and the name, date of birth and addresses of children enrolled Provide the 2nd Quarterly Results Based Accountability Report Provide Licensed Service Regulatory Compliance Audit Check Provide ERO Self Review (Home Based)	1.00	20,000.00	20,000.00
		Subtotal	20,000.00
		TOTAL GST 15%	3,000.00
		TOTAL NZD	23,000.00

Due Date: 20 Dec 2015

~~016300~~ - 046300  
3-4104-5293-703  
Porirua

6/4/16

PAYMENT ADVICE

To: Aoga I Maota Charitable Trust  
Attention: Ieremia Tuivaiti  
P.O.Box 57103  
Mana 5247  
Porirua  
NEW ZEALAND

Customer: Ministry of Education  
Invoice Number: INV-00016  
Amount Due: 23,000.00  
Due Date: 20 Dec 2015

Amount Enclosed

Enter the amount you are paying above



# ECE Audit

ECE Audit: Mo Tatou In-home Early Childhood Educati #46497

<a href="#">Workflow Calendar...</a>	<a href="#">SLA Report...</a>	<a href="#">Workflow List...</a>	
<a href="#">E-mail...</a>		<a href="#">Audit History...</a>	

<b>0. With Team Leader</b>	<b>Status:</b>	Audit Completed	<b>ID:</b>	783079
	<b>Lodged By:</b>	Grootjans, Kelly	<b>Date Lodged:</b>	18-Apr-2016 1:48 PM
<b>1. With Auditor</b>	<b>Last Changed By:</b>		<b>Date Changed:</b>	24-May-2016 2:53 PM
<b>2. With National Office</b>	<b>Start Date:</b>	18-Apr-2016 1:47 PM	<b>Category:</b>	Monitoring

### 3. Audit Completed

Customer Details	
<b>Name:</b>	Mo Tatou In-home Early Childhood Ed <a href="#">View Contact Details</a>
<b>Organisation:</b>	Contact Extensions:
<b>Address:</b>	4A Thompson Str... <b>E-Mail:</b> agnes@motatou...
<b>Phone (Work):</b>	<b>Phone (Home):</b>
<b>Cellphone:</b>	<b>Fax:</b>

Audit Planning			
<b>ECE Service Number:</b>	46497	<b>ECA Number (if applicable):</b>	ECA2414
<b>Service Type:</b>	Home-based		
<b>Reason for Audit:</b>	Limited audit		
<b>Auditor:</b>	Kelly Grootjans		
<b>Audit Region:</b>	Lower North Island		
<b>Proposed audit date:</b>	16-May-2016		
<b>Team Leader signoff:</b>	Approved		

Audit Details			
<b>Date of audit:</b>	16-May-2016		
<b>20 Hours ECE offered:</b>	Yes		
<b>Feb-May:</b>	No		
<b>Jun-Sept:</b>	No		
<b>Oct-Jan:</b>	Yes		
<b>Software:</b>	APT		
<b>Funding Adjustments</b>			
<b>U2 (hrs):</b>	1382	<b>Funded child hour recovery (\$):</b>	36,479.08
<b>O2 (hrs):</b>	278	<b>Rate change recovery</b>	0.00

Released under the OIA

20 Hours ECE (hrs):	2360	(£):	
Plus 10 (hrs):	1180	Total recovery/payment (£):	36,479.08
Service has enquired about Instalments:	No		

<b>Funding Rate</b>	
Funding Rate Change:	No
Reasons for rate change:	
Comments for other funding rate changes:	

<b>Reason for audit change</b>			
1a. Claimed 20 Hours ECE before attested:	Yes	1b. Claimed 20Hours ECE different to what attested:	No
1c. Charged fees for 20 Hours ECE:	No	1d. Claimed 20 Hours ECE and WINZ:	No
2a. 3 week continuous absences:	Yes	2b. Frequent absence:	Yes
2c. Make up day/non-enrolled hours breach:	No	2d. Claimed before first attendance:	Yes
2e. Claimed child left/attending school:	Yes	2f. Claimed O2 as U2:	No
3a. Claimed Public Holidays:	Yes	3b. Claimed when educator unavailable/not paid:	No
3c. Family member as educator breach:	No	3d. Educators claimed own children:	No
4a. Claimed over licence maximum:	No	4b. Arithmetic error/Data entry errors:	No
4c. Administrative - Other:	No		
5a. Service underclaimed hours:	No		
5b. Reason for underclaim:			
6a. Other Reasons for audit changes:	Unsigned timesheets		

<b>Summary</b>	
Other (days):	4
Date of audit report:	16-May-2016
Recommend revisit:	Yes
Auditor comments:	

<b>Administration (to be completed by National Office)</b>			
Audit report received	Yes	RAS updated:	Yes

by NO:

Audit result appealed: No

Related ECE Audits:

	Description	Audit Region	Date of audit
No records to display.			

**Attachments**

No attachments.

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

Type:  All  Show only active items

Page Size: 20 Page: 0 of 0

No related Items found.

**Assignment**

Action Officer:

Escalation 1: [Mailbox, ECE Funding](#)

Escalation 2: [Fogarty, Nathan](#)

Escalation 3: [Fogarty, Nathan](#)

Also Notify:

Calendar Profile: Weekday, 8am-5pm

Current State: 3. Audit Completed

**Action Log**

State	Actual Date	Logged By	Details	<a href="#">Collapse All</a>	<a href="#">Expand All</a>
0	18-Apr-2016 1:47 PM	<a href="#">Grootjans, Kelly</a>	Workflow added, assigned to Fogarty, Nathan		
0	18-Apr-2016 2:39 PM	<a href="#">Fogarty, Nathan</a>	Progressed to 1. With Auditor, assigned to Grootjans, Kelly		
1	24-May-2016 12:59 PM	<a href="#">Grootjans, Kelly</a>	Progressed to 2. With National Office, assigned to A (Resourcing Monitoring Advisory Officer)		
2	24-May-2016 2:52 PM		Progressed to 3. Audit Completed,		

*assigned to Amante, Hannah  
(Resourcing Monitoring Advisory  
Officer)*

Released under the OIA

## ECE Complaint

Complaint: Mo Tatou In-home Early Child

[Add Note](#)
[Email](#)
[Audit History](#)
[Action](#)
[To Edit Mode](#)

19-Apr-2016 11:39 am (#783853)

0. Complaint Logged	Status:	Complaint Completed	ID:	783853
	Lodged By:	<a href="#">Humphrey, Shona</a>	Data Lodged:	20-Apr-2016 5:40 PM
1. Under 1st Peer Review	Last Changed By:	<a href="#">Humphrey, Shona</a>	Data Changed:	17-May-2016 4:43 PM
	Start Date:	20-Apr-2016 5:23 PM	Category:	Early Childhood
2. 1st Escalation	Referred From:		Referral Method:	

3. Acting on Complaint

## Customer Details

Name:	<a href="#">Mo Tatou In-home Early Childhood Educator (initial contact)</a>			<a href="#">View Contact Details</a>
Organisation:		Contact Extensions:		
ProviderID:	46300	Physical:	41 Chilton Drive, Panapaumu	
Email:	leremia@motatou.org	ECA:		
Phone (DDI):	04-2123316	Phone (Home):		
Cellphone:		Fax:		

4. Under 2nd Peer Review

5. 2nd Escalation

6. Complaint Completed

## Request Details

Help assessing an ECE Complaint

## Complainant Details

Reason for contacting the Ministry:	Complaint		
Confidential:	No		
Service Number:	46300		
Complainant Checklist:			
Advised to follow service's complaints procedure:	No	Why Not Referred to ECE Services:	has already spoken to SPC
Complainant providing complaint in writing?:	No		

## Complaint Management

Date Received at MOE:	19-Apr-2016
Date/Time Of Incident:	19-Apr-2016 11:39 AM
People Involved in Incident (if applicable):	educator, visiting teacher, service provider
Summary of Complaint:	19 April 2016
	Phone call received from [redacted] who was very angry with the service provider she was working for (Mo Tatou).
	Ministry staff had recently visited her home as part of the monitoring of the licence due to a number of complaints. The Ministry identified a breach to PF20, PF21, and PF22 in this home and the other one visited. The Ministry had requested the service provider complete an audit of this home and the others in the licence to ensure they are able to meet PF20, 21 and 22.
	The service provider's response was to buy the equipment needed to ensure they were able to meet PF20, 21 and 22 and deliver it to the educator and then ask them to sign a piece of paper confirming they agreed to the cost of the equipment being taken out of their fortnightly reimbursement.
	The educator was not happy with this as she heard the Ministry advise the service provider it was their responsibility to ensure the educators are able to meet licensing criteria. She refused to sign the paper and the equipment was taken away.
Complainant agrees with record of their complaint?:	No
Type of Incident:	Non-Regulatory
Complaint Acknowledged By:	Phone
Complaint	19-Apr-2016

Acknowledged On:
Acknowledged within 5 Days?: Yes

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

<b>Investigation Plan</b>	
No Further Action Required by Ministry:	No
Propose Service Visit:	
Purpose of Investigation:	Premises & Facilities Other
Specify Other:	relationships
Refer to Another Agency:	
Proposed Action:	Meet with the service provider on 22 April 2016 to discuss the complaint and the evidence provided as requested in the Ministry letter dated 8 April 2016.

<b>Peer Review</b>	
Proposed Action Endorsed (PR 1):	
Do you wish to escalate? (PR1):	
Proposed Action Endorsed (PR2):	
Do you wish to escalate? (PR2):	

<b>Initial Investigation Actions</b>	
Advise the provider of any implications of the allegation(s) and allow time to respond	
Contacted Service About Complaint:	
Visited Service:	

<b>Investigation Outcomes</b>	
Informed Parents/Whanau of Investigation:	
Ministry Actions Taken:	
Summary of Actions Taken:	
License Amended?:	
Outcome of Investigation:	

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

<b>Attachment Check Lists</b>	
Check List 1:	
Check List 2:	

<b>Related Complaints, ISMs, File Notes &amp; Enquiry Logs</b>	

Related LSM:	<table border="1"> <tr> <th>Description</th> </tr> <tr> <td>No records to display.</td> </tr> </table>	Description	No records to display.
Description			
No records to display.			
Related File Notes:	<table border="1"> <tr> <th>Description</th> </tr> <tr> <td>No records to display.</td> </tr> </table>	Description	No records to display.
Description			
No records to display.			
Related Enquiry Logs:	<table border="1"> <tr> <th>Description</th> </tr> <tr> <td>No records to display.</td> </tr> </table>	Description	No records to display.
Description			
No records to display.			
Related ECE Complaints:	<table border="1"> <tr> <th>Description</th> </tr> <tr> <td>No records to display.</td> </tr> </table>	Description	No records to display.
Description			
No records to display.			

Attachments				
Title	Author	Date Changed	Attached By	Date Attached
<input checked="" type="checkbox"/> Incident Report Template, Mo Tatou.docx.msg	Shona Humphrey	22-Apr-2016	Shona Humphrey	22-Apr-2016 2:05 PM
<input checked="" type="checkbox"/> Incident Report - Mo Tatou.msg	Shona Humphrey	4-May-2016	Shona Humphrey	4-May-2016 3:05 PM
<input checked="" type="checkbox"/> Response to Incident Report - 46300.pdf	Shona Humphrey	17-May-2016	Shona Humphrey	17-May-2016 4:44 PM

Related Items				Create Similar Workflow...	
Description	Type	Start/Actual Date	ID		
<input checked="" type="checkbox"/> LSM: Mo Tatou In-home Early Childhood Educatl: Licence Status Management, ID#784742	Licence Status Management	26-Apr-2016 1:44 PM	784742		
<input checked="" type="checkbox"/> LSM: Mo Tatou In-Home Early Childhood Educatl: Licence Status Management, ID#742195	Licence Status Management	1-Feb-2016 10:21 AM	742195		

<b>Assignment</b>	
Urgency:	
Action Officer:	Humphrey, Shona
Escalation 1:	
Escalation 2:	
Escalation 3:	
Also Notify:	
Calendar Profile:	Weekday, 8am-5pm

Current State: 6. Complaint Completed

Action Log	<input type="button" value="Add Note..."/>	<input type="button" value="E-mail..."/>	<input type="button" value="Action"/>
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<i>State</i>	<i>Actual Date</i>	<i>Logged By</i>	<i>Details</i>	<a href="#">Collapse All</a>	<a href="#">Expand All</a>
0	20-Apr-2016 5:23 PM	<a href="#">Humphrey, Shona</a>	<i>Workflow added, assigned to Humphrey, Shona</i>		
0	22-Apr-2016 2:01 PM	<a href="#">Humphrey, Shona</a>	<i>Note added</i> 22 April 2016 met with the service provider meeting followed up with email and request for Incident report to be provided by 2 May 2016		
0	4-May-2016 3:03 PM	<a href="#">Humphrey, Shona</a>	<i>Note added</i> Incident Report received from Service Provider		
0	17-May-2016 4:39 PM	<a href="#">Humphrey, Shona</a>	<i>Progressed to 6. Complaint Completed, assigned to Humphrey, Shona</i> 17 May 2016 Ministry wrote to the Service Provider advising that as the licence is currently suspended recommendations have been made at this stage. The service will continue to be monitored on a Provisional Licence if the suspension is lifted.		

Released under the OIA

# Licence Status Management

LSM: Mo Tatu In-home Early Childhood Education Licence Status Management ID: 764742

<a href="#">Workflow Calendar...</a>	<a href="#">SLA Report...</a>	<a href="#">Workflow Lists...</a>	
<a href="#">Add Note...</a>	<a href="#">Email...</a>	<a href="#">Audit History...</a>	<a href="#">Action</a>
			<a href="#">To Edit Mode</a>

<b>0. Breach Logged, Awaiting Decision</b>	<b>Status:</b> Cancelled	<b>ID:</b> 764742
	<b>Lodged By:</b> Humphrey, Shona	<b>Date Lodged:</b> 26-Apr-2016 1:52 PM
<b>1. Under Peer Review</b>	<b>Last Changed By:</b> Humphrey, Shona	<b>Date Changed:</b> 25-May-2016 3:34 PM
	<b>Start Date:</b> 26-Apr-2016 1:44 PM	<b>Category:</b> Early Childhood

2. At National Office for review

3. Peer review completed

4. Awaiting approval

5. Monitoring the non-compliance

6. Completed

Cancelled

Customer Details		View Contact Details	
Name:			
Organisation:	Contact Extensions:		
Physical:	41 Chillon Drive, Paraparaumu	Email:	leremia@motatou.org
ECA No:		Fax:	
Phone (DDI):	04-2123316	Phone (Home):	
Cellphone:		Provider ID:	46300

Service Details	
Service Number:	46300
Local Office:	Lower Hutt Office
Regulation Year:	2008
Service Provision:	Teacher Led
Licence Class:	All Day
Licence Status at Time of Breach:	Full
Service Type:	Home-Based
Date Received:	26-Apr-2016
Service Information:	Service is located in Lower Hutt providing education and care predominately to Pasifika families. The service is licensed to operate 7am to 6pm Monday to Friday for up to 60 children.

Details of Situation	
Type:	Other
Situation Overview:	The Ministry received two complaints against this licence and another licence 46372 in Wellington with the same service provider prior to Christmas. The service provider had requested a meeting with the Ministry on 11 December 2015 to advise of a recent employment issue they were working through. At the meeting on 10 December 2015 Ministry also discuss the complaints that had been received from educators who had not been paid the reimbursement they were entitled to. The service provider advised at the meeting that the reason for educators not being paid was a computer problem with the bank and that they were sorting it. They also advised that educators would be paid overnight on the 10 December 2015.
<a href="#">Click here to access the Guide to Severity</a>	
Severity of Current Situation:	Medium
Previous History of Non-Compliance:	Yes
Details of Previous History:	The Ministry of Education has worked consistently with this service provider who has a history of issues relating to safety and wellbeing of children attending the service and financial viability.
Initial Follow-Up Details:	Ministry have requested on a number of occasions further information and the service provider has always meet the compliance timeframes and provided the information required.
Commitment to Address Issues:	The service provider is and has always been committed to providing a quality service.
Impact on Participation:	The service caters predominately for Pasifika children in an area of participation interest. When Ministry staff met with the service on 11 December 2015 the service provider advised there were 71 children enrolled. When Ministry staff meet the service provider on 22 April 2016 they advised the roll was down to 30-40 children.

ERO	
ERO History:	The service has not been reviewed by ERO
ERO Key Findings:	N/A

Secondary Decision: No

**Risk Assessment**

Initial assessment of the service's ability to mitigate the risk to children.

**Health & Safety Risk Mitigation:** The service provider is committed to continuing to meet the Regulations however there is concern of how they will ensure this happens within the homes as educators continue to not be reimbursed for their work. The Ministry undertook announced visits to two homes to ensure the service was continuing to meet Regulations.

**Curriculum Risk Mitigation:** Ministry staff visited two homes and assessed that the children in this licence were being visited by the PR and the curriculum was being implemented by educators.

**Governance & Management Risk Mitigation:** The ongoing financial viability of the service remains a concern. The service has been placed on monthly funding.

**Premises and Facilities Risk Mitigation:** There were some breaches identified in the homes relating to premises and facilities. These breaches were identified in the letter dated 24 March 2016 and in Appendix 1. The service provider was given a short time frame to remedy the breaches.

**Risk Effectively Mitigated:** Yes

**Intervention Assessment (Click on "New..." button to create a regulation breach)**

Create Regulation/Criteria Breaches:	Regulation and/or Criteria Breached	Expected Compliance Date	Condition to be Met
	2008; Reg 15 (1) (c); Provisional Licence; alleged non-compliance	5-May-2016	A complaint has been lodged against the service provider alleging non-compliance with these regulations. The Secretary considers that the complaint warrants further investigation into the service providers assessment of the health and safety of their service provision.

**Intervention Recommendation**

[Click here to view the Decision Making Flow Chart](#)

**Recommendation:** Regulatory

**Intervention Type:** Suspend Licence - Immediate

**Instruction:** Clearly outline below the decision to Suspend Licence - Immediate

**Rationale of Decision:** 27 April 2016 As this service has received a number of complaints regarding the governance and management of the service and the ongoing financial viability a Provisional Licence is to be issued while the Ministry investigate the current complaint and the service provider is provided a timeframe to respond. Issue a Provisional Licence.

The Ministry also intends to continue doing monitoring visits to the homes in this licence.

Suspend the licence effective from 5 May 2016 in accordance with Regulation 30 (1) (a) to 25 May 2016 advising the Service Provider they must inspect compliance with Appendix 1, 29 April 2016 which will be attached to the letter advising of the suspension. Ministry staff will ensure further home visits are completed before the suspended licence is lifted.

**License Issue Date:** 28-Apr-2016

**Monitoring**

**Action/Development Plan Required:** No

**Action/Development Plan Developed:** The service provider has previously been supported through a SELO contract for a significant period of time.

**Action/Development Plan Received:**

**SELO Support:** No

**Extension of Breach Compliance Date(s)**

**Reasons Non-Compliance not Remedied:**

**Efforts to Address Non-Compliance:**

**Likelihood of Extension Being Made:**

**Detail Recommendation:**

on Extension!

#### Suspensions and Cancellations

Suspended/Canceled Under Regulation: 2006; Rèu 30; Suspension of licences

Suspension/Cancellation Effective Date: 5-May-2016

Additional Comments: The timeline attached shows a long history of non-compliance of Health and Safety, Premises and Facilities and Governance and Management Regulations.

The Service Provider confirmed on 18 April 2016 that the homes registered in the licence meet compliance with the Regulations. A further three homes were visited by Ministry staff and breaches to the Health and Safety, Premises and Facilities were identified.

This service provider also has a history concerns about ongoing financial viability.

#### Breach Reminders (Click on "New..." to create a Breach Reminder)

Create a Breach Reminder:

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

##### Related Enquiry Logs:

	Description	Caller	Issue
No records to display...			

##### Related File Notes:

	Description	Actions Taken	Details of Issue and troubleshooting steps taken	Complaint?
No records to display.				

##### Related LSMs:

	Description	Licence Status at Time of Breach	Recommendation
<input checked="" type="checkbox"/>	LSM: Mo Taitou In-home Early Childhood Educat: Licence Status Management, ID#578346	Probationary	Regulatory
<input checked="" type="checkbox"/>	LSM: Mo Taitou In-Home-Early Childhood Educat: Licence Status Management, ID#742195	Full	Regulatory

##### Related ECE Complaints:

	Description	Date Received at MOE	Decision Summary
<input checked="" type="checkbox"/>	Complaint: Mo Taitou In-home Early Childhood Educat: Dec-2015 9:00 a.m. (#730848)	11-Dec-2015	(Unspecified)

#### Resolution of LSM

Resolution:

#### Attachments

Title	Author	Date Changed	Attached By	Date Attached
<input checked="" type="checkbox"/> 24 march 2016.pdf	Shona Humphrey	26-Apr-2016	Shona Humphrey	26-Apr-2016 2:40 PM
<input checked="" type="checkbox"/> 7 April 2016 Response to evidence provided.pdf	Shona Humphrey	26-Apr-2016	Shona Humphrey	26-Apr-2016 2:40 PM
<input checked="" type="checkbox"/> Malaeola - 46300.msg	Shona Humphrey	26-Apr-2016	Shona Humphrey	26-Apr-2016 2:40 PM
<input checked="" type="checkbox"/> attachments left off initial email.msg	Shona Humphrey	26-Apr-2016	Shona Humphrey	26-Apr-2016 2:45 PM
<input checked="" type="checkbox"/> Malaeola 46300.msg	Shona Humphrey	26-Apr-2016	Shona Humphrey	26-Apr-2016 2:45 PM

	26 April 2016 Mo Tatou 46300.pdf	Shona Humphrey	27-Apr-2016	Shona Humphrey	27-Apr-2016 4:50 PM
	19a Park Ave.msg	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:39 PM
	4 Biddle Street.msg	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:39 PM
	High Street - holes in the walls covered with paper...	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:39 PM
	Photos 1324 High St.msg	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:39 PM
	Photos 4 Biddle 29 April 2016.msg	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:39 PM
	Photos 4 Biddle Crescent Talta.msg	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:39 PM
	1324 High St 29 april 2016.msg	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:45 PM
	Appendix 1.29 April 2015 (46300).docx	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:45 PM
	ÉC3 Licensing Assessment 29 April 2016 Mo Tatou...	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:45 PM
	Further concerns Mo Tatou 46300.docx	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:45 PM
	#067 FINAL Mo Tatou Signed SOW.pdf	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 2:52 PM
	Timeline 46300.docx	Shona Humphrey	3-May-2016	Shona Humphrey	3-May-2016 4:56 PM
	Licence Suspension letter appendix 1 and photos.pdf	Shona Humphrey	6-May-2016	Shona Humphrey	6-May-2016 1:35 PM
	Memo to Suze Strouger.docx	Shona Humphrey	9-May-2016	Shona Humphrey	9-May-2016 8:40 AM
	Confirmation of meeting.msg	Shona Humphrey	13-May-2016	Shona Humphrey	13-May-2016 4:42 PM
	Our response to Suspension of License.msg	Shona Humphrey	13-May-2016	Shona Humphrey	13-May-2016 4:42 PM
	ECA2414 May 2016 Audit Report.pdf	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	EWU on Mo Tatou.msg	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	Postpone meeting.msg	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	RE Licence 46300.meeting request.msg	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	RE Meeting next week.msg	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	Re Scheduled meeting .msg	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	Re Withholding of payments to Aoga I Maota Charit...	Shona Humphrey	24-May-2016	Shona Humphrey	24-May-2016 5:15 PM
	RE Licence 46300 Voluntary course (1).msg	Shona Humphrey	25-May-2016	Shona Humphrey	25-May-2016 9:35 PM

<b>Related Items</b>		<b>Create Similar Workflow...</b>	
1 - 1 of 1	Type: <u>All</u>	<input type="checkbox"/> Show only active items	Page Size: <u>20</u> Page: <u>1</u> of <u>1</u>
<b>Description</b>	<b>Type</b>	<b>Start/Actual Date</b>	<b>ID</b>
LSM: Mo Tatou In-Home Early Childhood Educat: Licence Status Management; ID#742195	Licence Status Management	1-Feb-2016 10:21 AM	742195

<b>Assignment</b>	
Urgency:	
Action Officer:	Humphrey, Shona
Escalation 1:	ECE Information Mailbox (Group)
Escalation 2:	
Escalation 3:	
Also Notify:	Tofa, Elleen
Calendar Profile:	Weekday, 0am-5pm

Current State: Cancelled

<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 Expand All</b>
0	26-Apr-2016 1:44 PM	Humphrey, Shona	Workflow edited, assigned to Humphrey, Shona	
0	26-Apr-2016 2:09 PM	Humphrey, Shona	Note added Following the letter dated 24 March 2016 the service provider responded with evidence that they met some of the breaches identified at the home visits. It was difficult to assess whether or not the service met PF 20, 21 and 22 from the photos. Further home visits were conducted on 7 April 2016 and a further letter dated 8 April 2016 was provided in response to the 2nd home visits.	
0	26-Apr-2016 2:39 PM	Humphrey, Shona	Note added 18 April 2016 The service provider confirmed by email that they have completed all the tasks requested in the letter dated 8 April 2016. Ministry Senior Adviser phoned the service provider to advise a new complaint had been received LSM 783853 and requested a meeting on 22 April 2016 at 10.30am to discuss	

			both the complaint and the evidence provided in the email dated 18 April 2016.
0	26-Apr-2016 3:10 PM	Humphrey, Shona	<p><i>Note added</i></p> <p>22 April 2016 Ministry staff met with the service provider to discuss the recent complaint and the evidence provided to meet compliance with PF20, 21 and 22 as detailed in the Ministry letter dated 6 April 2016.</p> <p>The Ministry advised that the evidence provided does meet compliance with PF 20, 21 and 22. The complaint relates to how the service provider managed ensuring the educator met compliance by providing the equipment and then asking the educator to sign that a stipulated amount would be deducted from the educator's reimbursement, until full payment had been made.</p> <p>This raises concerns on the service provider's ability to govern and manage the service in accordance with good management practices.</p> <p>Part of the evidence provided is a review of the system of assessing premises and facilities against the Regulations and Criteria. The service has been operating for a period of 2 years with this licence and licence 46372. During this period the Ministry has identified on a number of occasions breaches in the homes relating to premises and facilities to the Regulations and Licensing Criteria. The Ministry has accepted on face value that systematic changes will impact on the ability of staff at the service to assess premises and facilities against the Regulations and Criteria.</p> <p>As the Ministry has accepted systematic changes previously to meet compliance a full assurance in this instance is not guaranteed. As the service provider has confirmed that a full audit of all homes in this licence has been completed the Ministry advised that further home visits will be completed.</p> <p>After discussion with the Education Manager Elspeth Maxwell the decision to issue a Provisional Licence while the complaint is investigated and to allow further home visits to be completed.</p> <p>The service provider was emailed an incident report to complete by 2 May 2016 in response to the complaint on LSM783853.</p>
0	26-Apr-2016 5:13 PM	Humphrey, Shona	<p><i>Progressed to 1, Under Peer Review, assigned to.</i></p> <p>Kia ora Thanks for agreeing to peer review this LSM. Happy to discuss. I am currently drafting a letter to go out with the Provisional Licence which will be attached once signed.</p>
1	27-Apr-2016 9:09 AM		<p><i>Progressed to 2, At National Office for review, assigned to ECE Information Mailbox (Group)</i></p> <p>I agree with the decision to grant a provisional licence to allow time for the complaint to be investigated fully.</p>
2	27-Apr-2016 10:13		<p><i>Progressed to 3, Peer review completed, assigned to Humphrey, Shona</i></p> <p>Hi Shona, I also agree that a provisional licence is the correct intervention type until matters raised through the complaints are resolved.</p>
3	27-Apr-2016 10:42 AM	Humphrey, Shona	<p><i>Progressed to 4, Awaiting approval, assigned to Maxwell, Elspeth.</i></p> <p>Kia ora Elspeth Please approve. Shona</p>
4	27-Apr-2016 2:21 PM	Maxwell, Elspeth	<p><i>Progressed to 5, Monitoring the non-compliance, assigned to Humphrey, Shona</i></p>
5	27-Apr-2016 4:48 PM	Humphrey, Shona	<p><i>Note added</i></p> <p>26 April 2016 Letter advising the service of the decision to reclassify the licence to Provisional.</p>
5	3-May-2016 9:20 AM		<p><i>Quoted to 1, Under Peer Review, assigned to Humphrey, Shona</i></p> <p>Returned to Peer Review as requested by Shona Humphrey.</p> <p>Vanessa KBaso Admin</p>
1	3-May-2016 2:40 PM	Humphrey, Shona	<p><i>Note added</i></p> <p>29 April 2016 The Ministry completed monitoring to three homes listed in the network and identified a number of breaches attached as Appendix 1 29 April 2016; the EC3 is also attached along with photographic evidence of non-compliances.</p> <p>Other concerns: Ministry staff have concerns relating to the inability of the service provider to govern and manage the service in accordance with good management practices and to be able to continually meet the Regulations and Licensing Criteria. Ministry staff are concerned about the health, safety and wellbeing of the children attending the service. Concerns have also being raised about the level of quality of the educational programme being provided by the service.</p> <p>Health and Safety/Premises and facilities 1. The need for the Ministry to continually provide advice to the service provider as to what meets Regulations and Licensing Criteria within educators homes over the past three years. 2. The service provider is incapable of assessing premises and facilities to meet Regulations and Licensing criteria and has shown on numerous occasions that they are unable to problem solve when they are face with complicated scenarios in educators premises. 3. The service provider is saying premises meet PF11 as the property is fenced however the areas that are accessed by children are located outside the fence. The premises has heating, ventilation, and suitable flooring however this is not the areas children have access to for all hours of the day. Examples:</p>

			<ul style="list-style-type: none"> <li>The boundary fencing of the property being behind the children on two occasions. (see photos)</li> <li>Heating being in parts of the homes the children don't have access to.</li> <li>Identifying hazards in educators outdoor areas (see photos)</li> </ul> <p>3. The Service provider or person responsible inability to be consistently updating and checking the environment on visits to assess the premises are maintaining Regulations. The inability of educators to understand that they must continue to meet Regulations and licensing criteria at all times and that they are also responsible for maintaining their premises to meet Regulations and Licensing criteria eg. Unsecuring TV's etc. The inability of staff to notice or question changes to the educator's environment and how these impact on maintaining the Regulations therefore impacting on children.</p> <p>4. The service provider has assessed that it meets Regulations and Licensing criteria to have children located in garages. Of the five homes visited recently in this licence 2 homes were operating out of garages when Ministry staff visited and there was photographic evidence sighted at the third home that the educator operates out of her garage. When questioned the educator in the third home advised that the children only spend the last hour of their day in the garage while waiting for their parents. Two of the garages were located outside of the boundary fences thereby not meeting PF11, and a number of other criteria relating to heating, flooring, and ventilation.</p> <p>Regulation 10 The inability of the service to maintain a correct list of addresses where homes are providing care and education for their service. Out of 5 homes visited by MoE after the list was provided on 16 March 2016 were incorrect. Concerns in an emergency would the service provider know at any given time where children were located.</p> <p>Regulation 45/PF1 and PF2 Concerns regarding the children's ability to have access to the outdoors. Routines for children are structured around indoor activities from conversations it appears that children are not able to access outdoor activities freely.</p> <p>Regulation 46/ HS22, HS24, HS25, HS26 In all five homes visited not one child was documented as having an accident or receiving medication or any category.</p> <p>Regulation 43/ C1-C5 C7-C10 All three educators visited on 29 April 2016 have been studying towards an ECE qualification. Two with Workforce Development who have completed level 1 and level 4. One with the Open Polytechnic Level 3. The two Educators who had studied at Workforce Development had photos of the children in the journals that had not identified the children's interests or learning. The VT learning stories were of what she observed the children doing on the day of the visit.</p> <p>The educator who had studied at Open Polytechnic has completed templates that identified children's interests Evidence of programme planning is seen as structure/daily routines. C10 - Ministry staff observed two boys hitting each other in the third home. Service Provider instructed the educator to talk to the boys. She removed them from the room and it is unclear whether she knew what to do. The conversations were in Samoan and heard by a Samoan Ministry staff member.</p> <p>The quality level of the educational programme being offered to children in this service based on the evidence sighted in the homes visited is questionable and raised further concerns</p>
1	3-May-2016 4:29 PM	<u>Humphrey, Shona</u>	<i>Handoff to 1</i>
1	3-May-2016 6:54 PM		<p>Thank you for agreeing to peer review the Suspension of this licence.</p> <p><i>Progressed to 2. At National Office for review, assigned to ECE Information Mailbox (Group)</i></p> <p>Kia ora Shona, I agree with the decision to suspend the licence. It is evident from the most recent MoE visits that the risks to children have not been sufficiently mitigated, and it appears that the Service Provider and PR are unable to assess the homes to ensure children's safety. I agree with suspending the licence whilst the service provider addresses all of the health and safety risks, environment concerns and lack of curriculum documentation identified as this is in the best interest of the children enrolled in the service.</p>
2	4-May-2016 8:08 AM		<p><i>Progressed to 3. Peer review completed, assigned to Humphrey, Shona</i></p> <p>Kia ora Shona, your documentation supports your recommendation to suspend the licence. It is clear from the information here that there are ongoing issues with regard to the service provider not understanding how to meet requirements and support their educators.</p>
3	4-May-2016 8:19 AM	<u>Humphrey, Shona</u>	<p><i>Progressed to 4. Awaiting approval, assigned to Maxwell, Elspeth</i></p> <p>Please approve the suspension of this licence.</p>
4	4-May-2016 1:08 PM	<u>Maxwell, Elspeth</u>	<p><i>Progressed to 5. Monitoring the non-compliance, assigned to Humphrey, Shona</i></p>
5	9-May-2016 4:30 PM	<u>Humphrey, Shona</u>	<p><i>Note added</i></p> <p>6 May 2016 Ministry staff phoned Iorenia (SPC) advising that he will be receiving a letter by email advising of the decision to suspend the licence (46300) effective from 6.00pm on 6 May 2016. If he has any questions once he received the letter happy for him to call. He was also advised that we would be happy to meet next week if he wishes.</p> <p>6 May 2016 Phone call received from Roseanne who was distressed and upset regarding about the decision to suspend the licence for 46300. Discussed the following points:  <ul style="list-style-type: none"> <li>The licence is suspended as outlined clearly in the letter. Advised her to calmly read the letter and if she has any further questions I would be happy to talk further.</li> <li>The licence has not been suspended because of the complaint that is currently being investigated although the number of complaints has also been taken into consideration. The licence has been suspended on the history of non-compliance with regulatory requirements ranging from health and safety, premises, governance.</li> <li>The licence has been suspended until 30 May 2016 but if they wish to provide information before that date we will assess it. It is in your best interests to get the suspension lifted asap to enable you to continue to be funded.</li> <li>Children can continue to attend the service so long as no more than two children are in each home. The Ministry will not fund you while the licence is suspended.</li> </ul> </p>

		<ul style="list-style-type: none"> <li>Roseanne asked if she could transfer the children from this licence into the other licence 46372 that currently has a Provisional status, she was advised not to do this as the homes do not meet compliance therefore she would be jeopardising the status of licence 46372 which would potentially then also need to be suspended.</li> <li>Discussed further the photos and what was observed in the homes, Roseanne agreed and said she had looked at them with the lens would I put my children/grandchild in these homes.</li> <li>Roseanne finished the phone conversation calm and stating she 99% agreed but there was 1% she didn't agree.</li> </ul>
5	19-May-2016 4:40 PM <u>Humphrey, Shona</u> <i>Note added</i>	Information provided as requested when licence was suspended, Email requesting a meeting with Ministry staff.
5	24-May-2016 5:10 PM <u>Humphrey, Shona</u> <i>Note added</i>	<p>24 May 2016 Service Provider requests Ministry considers a partial release of funds prior to the visit next week.</p> <p>24 May 2016 Confirmed Ministry audit Auditors confirm a significant adjustment owed to Ministry of \$11,629.30.</p> <p>24 May 2016 Confirmation received from the service provider they would like to meet 25 May 2016 after 3.30pm Ministry responded advising that at this stage we would like to postpone the meeting as it is understood.</p> <p>24 May 2016 Service provider contacts Senior Manager, ECE Funding and Implementation requesting clarification of withholding TAP payments. The service provider requests an explanation on why the Ministry of Education is withholding progress payments for a TAP grant in the Auckland office.</p> <p>Regional offices are advised that the Minister's office has also been contacted.</p> <p>18 May 2016 Service Provider makes a Request to reschedule meeting to 24 May 2016 Ministry advised they were unable to meet as requested on 24 May 2016 and offered to meet 25 May 2016 between 9-12pm or after 3pm. The service provider provided an agenda and a list of attendees for the meeting. Ministry licensing staff advise that they were unable to provide advice on one of the agenda items being audit protocol as this was not an area of expertise for licensing staff. Clarification was also requested of the role of one attendee at the meeting.</p> <p>16 May 2016 Meeting schedule for 1.30pm rescheduled to 18 May 2016 as the service was being visited by MoE auditors. Ministry requested an agenda for the rescheduled meeting on 18 May 2016.</p> <p>13 May 2016 An ECE/00 is received to change the entity of the licence. The four services are currently linked within the Ministry under the name Aoga I Maori Charitable Trust. However the provider has also established 4 new companies and is looking to move one service into each of the new companies. This means they will no longer be linked.</p>
5	25-May-2016 3:31 PM <u>Humphrey, Shona</u> <i>Cancelled</i>	<p>Telofa Shona</p> <p>Thank you for your email.</p> <p>This is to confirm that we are voluntarily closing licence 46300.</p> <p>We do not wish to transfer the 3 remaining educators into 46372.</p> <p>In tianata, Sala Roseanne Leota Chief Executive Officer Telephone: 04 212 6997 Mobile/Fax: 021 704 213</p>



**From:** Kelly Grootjans  
**Sent:** Monday, 2 May 2016 1:18 p.m.  
**To:** Shona Humphrey  
**Subject:** RE: Mo Tatou

Kia ora Shona,

Thank you for your email.

I have sent a copy of the audit visit letter electronically today, very strange that the original has not made it to him yet?

Thanks

Kelly Grootjans | Acting Team Leader | Monitoring

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**From:** Shona Humphrey  
**Sent:** Friday, 29 April 2016 3:11 p.m.  
**To:** Kelly Grootjans  
**Subject:** Mo Tatou

Kia ora Kelly

I met with Ieremia from Mo Tatou today and he advised that he had not received the letter from you after your phone call last week.

Can you please email it to him. [Ieremia@motatou.org](mailto:Ieremia@motatou.org).

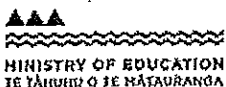
Thanks  
Shona

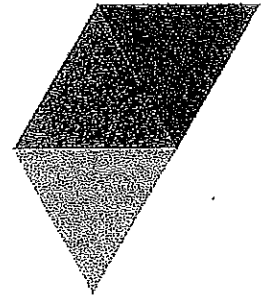
Shona Humphrey | Senior Advisor  
DDI +64 4 463 7024 Mobile +64 27 494 8956  
19 Market Grove, Lower Hutt

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We get the job done *Ka oti i a mātou ngā mahi*  
We are respectful, we listen, we learn *He rōpiti manaaki, he rōpiti whakarongo, he rōpiti ako mātou*  
We back ourselves and others to win *Ka manawanui ki a mātou, me ēlahi ako kia wīkitoria*  
We work together for maximum impact *Ka mahi ngātahi mō te tukinga nui tonu*

Great results are our bottom line *Ko ngā huanga tino pai ā mātou whāinga mutunga*





## MEMO

**To:** Suze Strowger, Director of Education, Wellington Region  
**From:** Shona Humphrey, Senior Adviser ECE  
**cc:** Elspeth Maxwell, Manager Education  
**Date:** 5 May 2016  
**Subject:** Licence suspension for Mo Tatou In-Home Early Childhood Education and Care - Malaeola

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### **Purpose**

This memorandum is to provide you with information regarding the recent suspension of the licence for **Mo Tatou In-Home Early Childhood Education and Care – Malaeola (46300)**.

### **Recommendation**

It is recommended that you:

- **note** the licence suspension for the above service is effective from 6 May 2016
- **Use** the information in this memo for any briefings required or questions asked about the suspension

### **Background**

Mo Tatou In-Home Early Childhood Education and Care – Malaeola (46300) is a Pasifika home-based service that provides education and care in Lower Hutt and has been operating since 20 September 2013. The Service Provider has three other licences, one that provides education and care in Porirua and two that operate in Auckland.

The service has a history of persistent non-compliance with regulatory requirements ranging from health and safety, premises, governance (including police vetting) concerns to poor teaching practice as well as ongoing financial issues. Teaching staff and educators have been unpaid on several occasions since the service opened.

On 19 January 2016 the Service Provider met with Ministry staff to discuss the four complaints received by the Ministry since 11 December 2015. The complaints related to staff and educators being unpaid and not expecting to be paid or reimbursed until 4 March 2016 when the next funding payment was expected from the Ministry. At the meeting the Service Provider confirmed ongoing financial difficulties.

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We get the job done Ka oti i a mātou ngā mahi  
We are respectful, we listen, we learn He rōpū manaaki, he rōpū whakārongó, he rōpū ako mātou  
We back ourselves and others to win Ka mānāwanui ki a mātou me ētahi ake kia wikitoria  
We work together for maximum impact Ka mahi ngātahī mō te tukinga nui tonu  
Great results are our bottom line Ko ngā huanga tino pai ā mātou whāinga mutunga

### ***Current status of licence***

Since January 2016 Ministry staff have been intensively monitoring the service to ensure the recent financial issues have not impacted on the Service Provider's ability to meet regulatory requirements.

Monitoring visits to educators homes were conducted on 22 March 2016 and a number of less significant breaches to the regulations were identified at that time. The Service Provider was asked to remedy the breaches by 1 April 2016.

The Service Provider was subsequently unable to demonstrate compliance for all breaches identified on 22 March 2016. Information provided advised that the service was yet again implementing changes to their systems and processes.

On 8 April 2016 the Service Provider was advised of our concerns about the apparent systemic failures of their systems and processes to ensure all homes in their service continue to meet regulations at all times. The Service Provider was requested to undertake urgent checks on all their homes by 18 April 2016 to provide confirmation of compliance.

On 19 April 2016 the Ministry received the fifth complaint since December 2015, alleging breaches to the regulations in all licences the Service Provider operates in the Wellington area.

The Licence for this service was re-classified to Provisional on 27 April 2016, and monitoring visits were conducted to three homes in the network on 29 April 2016. Ministry staff identified a significant number of breaches to the regulations that relate to the health and safety of children attending the service. All the more concerning as the Service Provider has completed their checks of all homes and had provided confirmation of compliance.

As the Service Provider has been unable to provide assurance that they have the capability and capacity to effectively ensure educators premises meet regulations at all times the decision has been made to suspend the licence under Regulation 30 (1) (a) of the Regulations ie it is not in the best interests of children to be attending the service.

The suspension is in place until 30 May 2016 to provide the Service Provider with an opportunity to meet Regulations 43, 45, 46 and 47.

### ***Ministry Support***

Ministry staff and contracted professional development providers have been working with the service over a long period of time to meet requirements and improve the financial situation. The Ministry has initiated and intensively supported the service through regular and ongoing monitoring visits as well as contracting providers through the Ministry's Strengthening Early Learning Opportunities (SELO) professional development work-stream. The Service Provider has been unable to consistently provide a safe, quality learning environment for Pasifika learners.

The decision to suspend the licence was talked through with the Service Provider on 6 May 2017 and we have also offered to meet with them next week.

### ***Current Status of Operational Funding***

The service is on monthly funding due to its ongoing financial management issues. The declining roll has had a significant impact on funding that has added further pressure to the financial issues and ongoing viability of the service. Ministry auditors are scheduled to audit all the licences operated by this Service Provider on 16 May 2016.

### ***Participation***

The service is currently licensed for a maximum of 80 children, and operates Monday through to Friday, 7.00 am to 6.00pm.

There are currently thirty to forty children enrolled at the service. Other local ECE providers catering to the Pasifika community have capacity to enrol additional children and the Ministry is confident that families seeking alternative provision will be able to be accommodated within the existing network. The Ministry will support families to access appropriate alternative provision.

The Service Provider has been advised that although the licence is suspended it is able to continue to offer the service to families in the network so long as no more than two children are attending each home. However, no funding will be paid, or can be claimed.

### ***Risks***

#### Media

There may be some media interest given the service's information was released in December 2015 under an OIA request that focussed on Provisional Licences. Our action in imposing this intervention provides a robust response to presenting quality issues which is likely to be the focus of any media interest. Media requests to the Ministry relating to the suspension of the service's licences will be handled by you as Director of Education, Wellington Region.

#### Other Services

This Service Provider has three other licences operating, one in our region and two in Auckland. The systemic nature of the breaches we are seeing across this licence strongly suggests the Service Provider has limited capability and/or capacity to ensure ongoing compliance. Shortfalls in this licence are likely to be evident across their other licences. The other licence in our region is also being closely monitored and is currently on a Provisional Licence. We recommend that a copy of this memo is also sent to the Director of Education, Auckland where the other two services are located.

### ***Next steps***

On 30 May 2016, you will be provided with an update as to whether the suspension notice has been revoked and the ongoing licence status of this service.

# 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: Mo Tatou In-home Early Childhood Educati; 2008 Regulatory Framework #45460

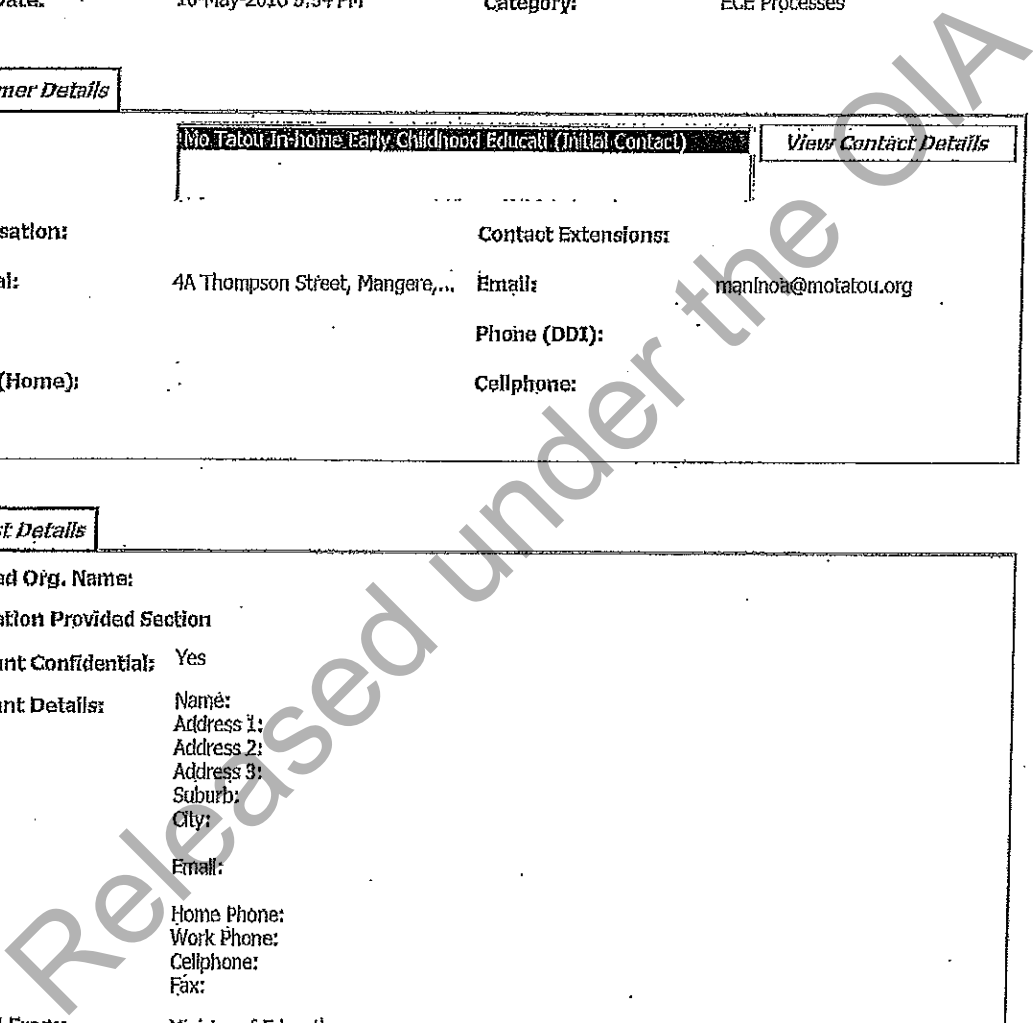
<b>Status:</b>	Active	<b>ID:</b>	45488
<b>Lodged By:</b>		<b>Date Lodged:</b>	10-May-2016 6:05 PM
<b>Last Changed By:</b>		<b>Date Changed:</b>	
<b>Start Date:</b>	10-May-2016 5:54 PM	<b>Category:</b>	ECE Processes

### Customer Details

<b>Name:</b>	Mo Tatou In-home Early Childhood Educati (Initial Contact)	<a href="#">View Contact Details</a>
<b>Organisation:</b>		<b>Contact Extensions:</b>
<b>Physical:</b>	4A Thompson Street, Mangere,...	<b>Email:</b> maninoa@motalou.org
<b>ECA:</b>		<b>Phone (DDI):</b>
<b>Phone (Home):</b>		<b>Cellphone:</b>
<b>Fax:</b>		

### Request Details

<b>Proposed Org. Name:</b>	
<b>Information Provided Section</b>	
<b>Informant Confidential:</b>	Yes
<b>Informant Details:</b>	Name: Address 1: Address 2: Address 3: Suburb: City: Email: Home Phone: Work Phone: Cellphone: Fax:
<b>Referred From:</b>	Ministry of Education
<b>Referral Method:</b>	Other (specified in details)
<b>Details of issue and troubleshooting steps taken:</b>	Probationary to full assessment allocation
<b>Note relates to:</b>	2008 Regulatory Framework
<b>TLA:</b>	
<b>Information Management Section</b>	
<b>Severity:</b>	None
<b>Is this Suspected Non-compliance?:</b>	No



**Actions Taken:**  
**Confidential word doc:** [Click here to generate a confidential word document](#)  
**Location:**  
**Closure category:**

**Related File Notes, Enquiry Logs & LSMs**

**Related File Notes:**

	Description	Actions Taken	Details of issue and troubleshooting steps taken	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 Complaints:**

	Description
No records to display.	

**Related ECE Ops Funding workflows:**

	Description
No records to display.	

**Attachments**

No attachments.

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

Type:  All  Show only active items

Page Size: 20 Page: 1 of 0

No related items found.

**Assignment**

Action Officer:

Escalation Officer: [Guttenbell-Po'uhila, Yvette](#)

Also Notify: [Morrison, Sarah](#)

Calendar Profile: Weekday, 8am-5pm

Response Due: 17-May-2016 5:00 PM Resolution Due: 31-May-2016 5:00 PM

Action Log		<a href="#">Add Note...</a>	<a href="#">E-mail...</a>	<a href="#">Action</a>
Actual Date	Date Logged	Logged By	Details	<a href="#">Collapse All</a> <a href="#">Expand All</a>
10-May-2016 5:54 PM	10-May-2016 6:05 PM		Request added, assigned to i	
10-May-2016 5:54 PM	10-May-2016 6:05 PM		Handoff to: Can you please action this probationary to full assessment. It expires on the 03/12/16. Thanks	

Released Under the OIA

# 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: Mo Tatou In-home Early Childhood Educati; Amend Operating Details #45542

<b>Status:</b>	Active	<b>ID:</b>	45542
<b>Lodged By:</b>		<b>Date Lodged:</b>	13-May-2016 2:57 PM
<b>Last Changed By:</b>		<b>Date Changed:</b>	
<b>Start Date:</b>	13-May-2016 2:54 PM	<b>Category:</b>	ECE Processes

### Customer Details

<b>Name:</b>	Mo Tatou In-home Early Childhood Educati (Initial Contact)	<a href="#">View Contact Details</a>	
<b>Organisation:</b>		<b>Contact Extensions:</b>	
<b>Physical:</b>	4A Thompson Street, Mangere ...	<b>Email:</b>	agnes@motatou.org
<b>ECA:</b>		<b>Phone (DDI):</b>	
<b>Phone (Home):</b>		<b>Cellphone:</b>	
<b>Fax:</b>			

### Request Details

<b>Proposed Org. Name:</b>	
<b>Information Provided Section</b>	
<b>Informant Confidential:</b>	No
<b>Informant Details:</b>	Name: Address 1: Address 2: Address 3: Suburb: City: Email: Home Phone: Work Phone: Cellphone: Fax:
<b>Referred From:</b>	Service Provider Contact
<b>Referral Method:</b>	Other (specified in details)
<b>Details of issue and troubleshooting steps taken:</b>	Rec EC/8 to Amend SP Details
<b>Note relates to:</b>	Amend Operating Details
<b>TLA:</b>	<u>Auckland</u>
<b>Information Management Section</b>	
<b>Severity:</b>	None
<b>Is this Suspected Non-compliance?:</b>	No