

Actions Taken: Other (specified in note)
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: Show only active items

Page Size Page of 0

No related items found.

Assignment

Action Officer: _____

Escalation Officer: _____

Also Notify: _____

Calendar Profile: Weekday, 8am-5pm

Response Due: 20-May-2016 2:54 PM Resolution Due: 3-Jun-2016 2:54 PM

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

Actual Date	Data Logged	Logged By	Details	Collapse All Expand All
13-May-2016 2:54 PM	13-May-2016 2:57 PM		Request added, assigned to S	
13-May-2016 2:54 PM	13-May-2016 2:57 PM		Handoff to I Rec EC/8 to Amend SP Details. Handed paperwork over to	

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; Amend Operating Details #45543

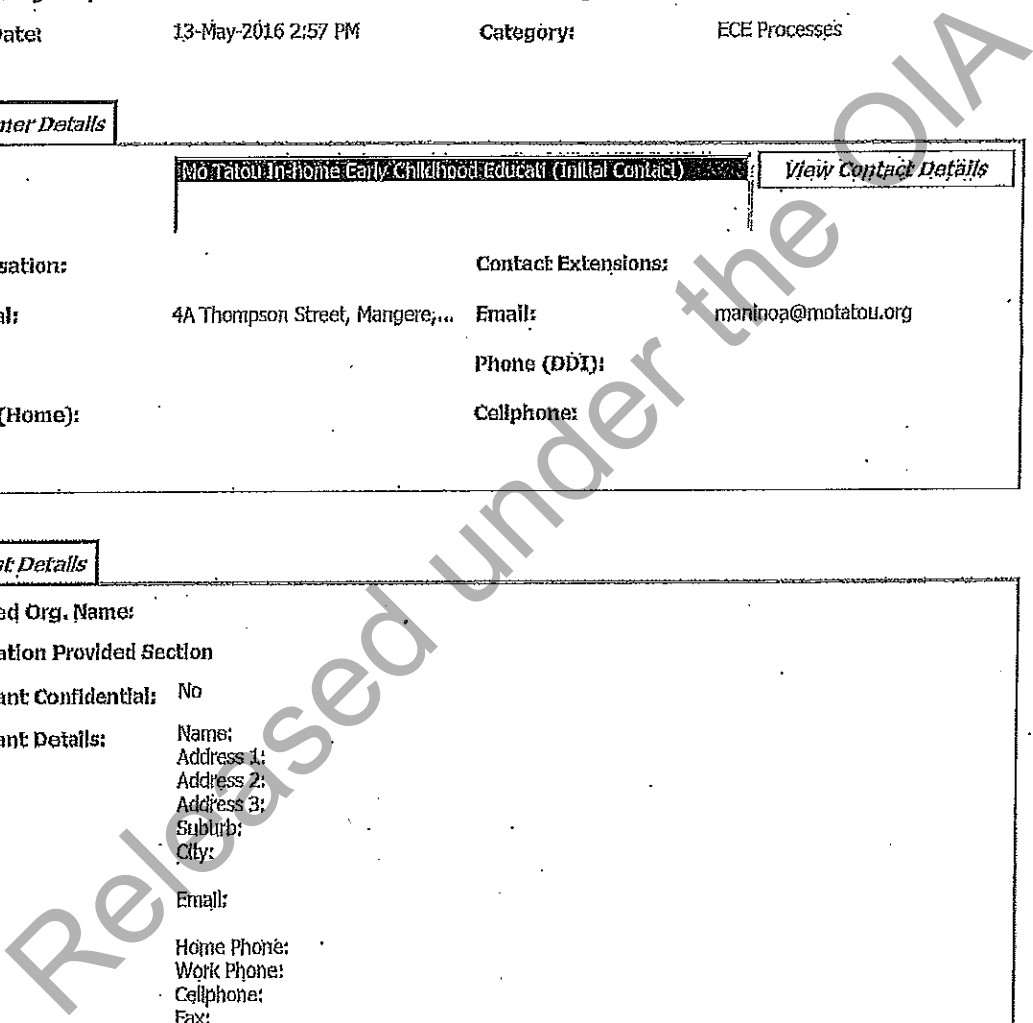
Status:	Active	ID:	45543
Lodged By:		Date Lodged:	13-May-2016 3:00 PM
Last Changed By:		Date Changed:	
Start Date:	13-May-2016 2:57 PM	Category:	ECE Processes

Customer Details

Name:	Mo Tatou In-home Early Childhood Educati (Initial Contact)	View Contact Details
Organisation:		Contact Extensions:
Physical:	4A Thompson Street, Mangere,...	Email: maninoa@motatou.org
ECA:		Phone (DDI):
Phone (Home):		Cellphone:
Fax:		

Request Details

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



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

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	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:

Also Notify:

Calendar Profile: Weekday, 8am-5pm

Response Due: 20-May-2016 2:57 PM Resolution Due: 3-Jun-2016 2:57 PM

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

Actual Date	Date Logged	Logged By	Details	Collapse All	Expand All
13-May-2016 2:57 PM	13-May-2016 3:00 PM		Request added, assigned to		
13-May-2016 2:57 PM	13-May-2016 3:00 PM		Handoff to Rec EC/8 to Amend SP Details.		

Released Under the OIA

From: Nathan Fogarty
Sent: Wednesday, 18 May 2016 10:46 a.m.
To: Elspeth Maxwell
Cc: Kelly Grootjans; Shona Humphrey
Subject: RE: Re Scheduled meeting

Kia Ora Elspeth

With the audit ongoing and potential escalation around this, I've asked Kelly not to attend this meeting. Our focus need to be on finalising the audit result which is still some way off (and looking likely to be a substantial recovery). He may have taken offence that Kelly and Caroline came in and removed the records required for audit. It is quite common for services to question the audit process when the substantive issues that we find at audit are significant.

Any questions they may have around the audit process or "protocol" can be directed to me, although I'm happy for you to refer to the following if it helps:

- We have not differed from the audit process outlined in the funding handbook, in our visit letter, and in the ECA cover letter.
- Following written notification of the audit, we extended the timeframe and they were given another week to have these records ready.
- It is common for auditors to collect records and take them off-site for the purposes of an audit, particularly when a service is literally based in someone's home and does not have an office for auditors to work from.
- We are authorised by the Secretary of Education to enter and inspect schools and ECE services under sections 78A and 319B of the Education Act 1989. This authority allows us to:
 - o Enter and inspect any licensed early childhood education and care services;
 - o Inspect, photocopy, print out or copy onto disk (whether held in electronic or paper form) that the person believes on reasonable grounds to belong to the licensed service;
 - o Remove any documents in its original form or an electronic or paper copy.

Happy to discuss

Ngā mihi
 Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Kelly Grootjans
Sent: Wednesday, 18 May 2016 9:42 a.m.
To: Nathan Fogarty
Subject: FW: Re Scheduled meeting

FYI

From: Shona Humphrey
Sent: Wednesday, 18 May 2016 8:57 a.m.
To: Kelly Grootjans
Subject: FW: Re Scheduled meeting

FYI I haven't had a chance to discuss with Elspeth but wanted to give you a heads up that they are not coming in today and also the link to audit protocol !!

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

From: Tuivaiti Jeremia Tuivaiti [mailto:jeremia@motatou.org]
Sent: Tuesday, 17 May 2016 3:12 p.m.
To: Shona Humphrey
Cc: Juanita Rapanana; 'Salā Roseanne Leota'
Subject: Re Scheduled meeting

Kia Ora Shona.

Due to the seriousness of issues being raised, we would like to include a member of our board, Paul Stowers, to attend with Sala Roseanne, Leilua Vesi Leilua-Toilolo, and myself.

Unfortunately, the earliest our board member is available is next Tuesday.

I wanted to meet and give you a "heads-up" on current situation with 46300, and how we're progressing with the work of getting the license reinstated, but I am able to give that to you via an email, tomorrow afternoon.

At present, these are the agenda items of subject matters that we'd like to discuss.

These matters include:

- License Suspension 46300
- License 46372
- Audit protocol
- Complaint with Barnados

Ia manuia,

Tuivaiti Jeremia Tuivaiti
Service Delivery Manager
Telephone: 04 212 3316
Mobile/Txt: 021 236 3718
Website: 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

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From: Shona Humphrey [mailto:Shona.Humphrey@education.govt.nz]
Sent: Monday, 16 May 2016 2:37 PM
To: 'Tuivaiti Ieremia Tuivaiti' <ieremia@motatou.org>
Cc: Juanita Rapana <Juanita.Rapana@education.govt.nz>
Subject: RE: Postpone today's meeting for a later time

Talofa Ieremia

I have rescheduled the meeting to 10.30am on Wednesday 25 May 2016.

Can you please send me an agenda or a couple of bullet points for discussion.

This is for a couple of reasons:

- a. So I can be prepared with the answers to any of your questions
- b. We keep to the agenda items and don't get off track as this is an emotional area of discussion.

I look forward to hearing from you.

Shona

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

From: Tuivaiti Ieremia Tuivaiti [mailto:ieremia@motatou.org]
Sent: Monday, 16 May 2016 1:02 p.m.
To: Shona Humphrey
Subject: RE: Postpone today's meeting for a later time

Thank you Shona.

We'd like to meet on Wednesday, if it's possible, in the morning is preferable, however, the afternoon is acceptable.

Ia manuia,

Tuivaiti Ieremia Tuivaiti
Service Delivery Manager
Telephone: 04 212 3316
Mobile/Txt: 021 236 3718
Website: 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: Shona Humphrey [mailto:Shona.Humphrey@education.govt.nz]
Sent: Monday, 16 May 2016 12:51 PM
To: 'Tuivaiti Ieremia Tuivaiti' <ieremia@motatou.org>
Cc: 'accounts@motatou.org' <accounts@motatou.org>; 'roseanne@motatou.org' <roseanne@motatou.org>
Subject: RE: Postpone today's meeting for a later time

Talofa Ieremia

Are you able to meet at 3.30pm today or Wednesday would be the next available time?

Shona

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

From: Tuivaiti Ieremia Tuivaiti [mailto:ieremia@motatou.org]
Sent: Monday, 16 May 2016 11:38 a.m.
To: Shona Humphrey; accounts@motatou.org; Roseanne Leota
Subject: Postpone today's meeting for a later time

Kia Ora and Good morning Shona.

You were right.

I Bellerive that Kelly and associate waltz in and collect paperwork but it's not that simple.

Is it possible to postpone our face to face meeting until later today or tomorrow?

Tuivaiti

Sent from my Samsung device

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7597 / Virus Database: 4568/12238 - Release Date: 05/15/16

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Released under the OIA

From: Nathan Fogarty
Sent: Friday, 20 May 2016 9:05 a.m.
To: Teena Small
Cc: Kelly Grootjans
Subject: RE: Motato

Thanks Teena - Likely to be finalised on Monday and likely to be just over \$111k over three of their licenses. I'll get Kelly to let you know when this is through.

Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Teena Small
Sent: Thursday, 19 May 2016 4:13 p.m.
To: Nathan Fogarty
Subject: Motato

Hi Motato are due approx \$75k on 1 June. We have pulled them from the funding run at this stage till you have finalised the recovery details.

Teena

Sent from my Samsung device

Released under the OIA

From:
Sent: Friday, 20 May 2016 10:10 a.m.
To: Nathan Fogarty
Subject: Wellington Audits

Hi Nathan

A quick summary on the audit recovery amounts (Subject to final checking)
Mo Tatou In home Childhold Education and Care services for 1 October 2015 to 31 January 2016
46300 – \$46,103.36 (Limited Audit)
46372 - \$29,046.86 (Full Audit)
46497 - \$36,479.08 (Full Audit)

The audit worksheet summaries will be in filenet shortly for a more comprehensive break down of rule breaches and RS7 adjustments for unsigned timesheets.

Resourcing Auditor | Monitoring Team

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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 wikaoria*
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 ē mātou whāinga mutunga*

MINISTRY OF EDUCATION
TE TĀHURUHURU O TE MĀTAURANGA

Released under the OIA

From: Nathan Fogarty
Sent: Friday, 20 May 2016 10:39 a.m.
To: Rhonda Cowell-Bari
Subject: RE: Mo Tatou Milestone 4 Payment

Hi Rhonda

They have been advised of the outcome of the audit including the recovery amount (\$111,629.30). We will be finalising their audit report next week. Please note the amount is still subject to final checks (but unlikely to differ significantly).

- 46300 – recovery \$46,103.36
- 46372 –recovery \$29,046.86
- 46497 – recovery \$36,479.08

We have significant concerns relating to the appropriateness of their funding claims.

Regards
Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing
DE

From: Rhonda Cowell-Bari
Sent: Friday, 20 May 2016 10:00 a.m.
To: Nathan Fogarty
Subject: RE: Mo Tatou Milestone 4 Payment

Kia ora Nathan

Could you please let me know once Mo Tatou have been advised of the outcome of their recent audit (#46300).

Thanks and regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education
DDI

From: Rhonda Cowell-Bari
Sent: Thursday, 19 May 2016 11:54 a.m.
To: Nathan Fogarty
Subject: Mo Tatou Milestone 4 Payment
Importance: High

Kia ora Nathan

Thanks very much for our conversation, It was very helpful.

Below is the email I mentioned from mo Tatou.

Regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education
DE

From: Salā Roseanne Leota [mailto:roseanne@motatou.org]
Sent: Thursday, 19 May 2016 7:11 a.m.
To: Rhonda Cowell-Bari
Cc: Kay Tracey; 'Tuivaiti Ieremia Tuivaiti'
Subject: Milestone 4 Payment
Importance: High

Ata marie Rhonda

I left two voice mail messages yesterday, one on your landline and the other on your mobile phone concerning the decision to place our milestone 4 payment on hold pending the outcome of the audit.

We had thought this had been a condition placed by the Resourcing Auditors but in discussing with them they advised that this was not them and to go back to you concerning this decision.

This seems both severe and sudden – especially without any discussion or consultation.

In addition to this we had also highlighted the urgency in receiving this payment before the 23 May, of which you had indicated that the payment would be made late this week.

I have also been unable to find any condition within our contracted arrangement that allows the payment to be placed on hold in relation to the pending outcome of an audit – of which you brought to our attention yesterday as the reasoning for the delay:

Outcome Agreement between the Ministry of Education and Aoga I Maota Charitable Trust

8 Payment

8.1 Subject to the Purchasing Agency's rights under clause 13.1 to 13.3 of the Framework Terms and Conditions (Recovery, Reduction or Suspension of Payments), the Purchasing Agency will pay the Provider the amounts specified for the Service, at the times and subject to any pre-conditions set out in Appendix 5.

Pre-conditions to receiving payment

- (a) the Service Provider has notified the Ministry in writing that the relevant Project milestone has been completed; and*
- (b) the Service Provider has provided the Ministry with GST invoices for all goods and services purchased to complete the relevant Project milestone; and*
- (c) the Ministry is satisfied, either by inspecting the completed work, by receipt of the relevant invoices, or by some other means, that the Project milestone is completed in accordance with Schedule 2.*

Note: Payments will be made within 20 working days from the date the invoice is received and accepted by the Ministry.

Framework Terms and Conditions

13. Recovery, Reduction or Suspension of Payments

13.1 If the Provider does not:

- (a) provide the Services in accordance with the Outcome Agreement, including without limitation;*
- (i) meeting any Service delivery targets or performance measures recorded in an Outcome Agreement; or*
- (ii) satisfying any conditions that can result in the Purchasing Agency suspending or terminating the Services under an Outcome Agreement, the Purchasing Agency may:*
 - (b) require the Provider to:*
 - (i) repay a portion of funding already paid to the Provider; or*
 - (ii) reduce the amount to be paid on subsequent payment dates; or*
 - (c) suspend or delay payment of a portion of the amount to be paid on subsequent payment dates until a Remedy Plan is agreed and its obligations are performed.*

13.2 Any amount to be repaid, reduced, suspended or delayed pursuant to clause 13.1 or 12.3(c) will be determined by the Purchasing Agency acting reasonably and following a discussion with the Provider regarding the quality and quantity of Services that were provided or the circumstances relevant to the suspension or delay in payment.

13.3 The Provider must repay the Purchasing Agency within 30 days of the date the Purchasing Agency provides written notice of the amount to be repaid to the Provider.

Earlier yesterday afternoon we met with the Resourcing Auditors who indicated that our audit would be complete today of which they would contact us to provide additional feedback/information.

Does this mean that our payment will be processed today?

We are in Auckland today and Friday, and will try contacting you again for further information around the processing of our Milestone 4 payment.

Released under the OIA

From: Teena Small
Sent: Monday, 23 May 2016 1:21 p.m.
To: Kelly Grootjans
Subject: RE: ECA2414 - Mo Tatou In-home Early Childhood Education

Thanks Kelly. At this stage we have withheld the funding due to them on 1 June.

Teena

Teena Small | Manager, ECE Operational Funding

From: Kelly Grootjans
Sent: Monday, 23 May 2016 1:17 p.m.
To: Teena Small
Cc: Nathan Fogarty
Subject: ECA2414 - Mo Tatou In-home Early Childhood Education

Hi Teena,

Just to let you know, RAS has been updated for ECA2414 for the funding period October 2015 – January 2016

This includes the following networks:

46300 - Mo Tatou In-home Early Childhood Education \$46,103.36

46497 - Mo Tatou In-home Early Childhood Education and Care – Nafoga \$36,479.08

46372 - Mo Tatou In-home Early Childhood Education and Care – La Taau Measina \$29,046.86

Total audit recovery for ECA2414 \$111,629.30

Kelly Grootjans | Acting Team Leader | Monitoring

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

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Sent: Monday, 23 May 2016 2:21 p.m.
To: Parliament - C Teena Small
Subject: Re: Mo Tatou in home ECE

36

Kia Ora

Teena Small is our Manager of ECE Operational Funding and will make contact with Rose-Anne.

Teena could you please advise of the outcome of your discussion once you have discussed this with Rose-Anne.

Thanks
Anthony

Sent from my Samsung device

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

From: Parliament
Date: 23/05/2016 2:16 PM (GMT+12:00)
To: Anthony Newton <Anthony.Newton@education.govt.nz>
Subject: Mo Tatou in home ECE

Kia ora Anthony

Minister Parata office received a call from Rose-Anne Leota who rang in regards to contract issue around ece payments with MoE office in Auckland. Rose-Anne mentioned that Mo Tatou was notified in an email stating that Mo Tatou would not receive financial payment until their audit had been completed. This payment they are waiting on is to pay their ece providers and staff this week.

Is it possible if you could please call Ms Leota and discuss this in further detail on 021 236 3718.

I look forward to hearing from you.

Office of Hon Hekia Parata - Minister of Education

From: Teena Small
Sent: Tuesday, 24 May 2016 8:39 a.m.
To: Anita Ciesionik-Jones
Subject: FW: Mo Tatou in home ECE

Back ground info that I sent Anthony yesterday.

Teena

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

From: Teena Small <Teena.Small@education.govt.nz>
Date: 23/05/2016 2:43 PM (GMT+12:00)
To: Anthony Newton <Anthony.Newton@education.govt.nz>
Subject: RE: Mo Tatou in home ECE

Kia ora

Theresa is on the phone with her now.

Please note her query is regarding TAP 3 funding not operational funding.

However please note that their recently completed audit has resulted in a recovery of over \$111,000.00 for 3 of their services. This is significant recovery.

They are a serious risk to the crown at present and we have been dealing with a large number of issues concerning this service provider over the last quarter, this is the service provider that we did the special calculation for last funding round when we placed them on monthly to help them clear the outstanding payments to educators. It appears that they have again stopped paying their educators.

I don't believe they are financially viable to continue to operate. Auckland office is withholding the TAP 3 instalment due to the high level of risk (I understand the provider was planning to use the TAP 3 to clear the debts to the educators) I also understand that Wellington office has ceased their contract with them for SELO and word of mouth is that they have a \$250k debt to the IRD that they have stopped paying.

As a result I have withheld their 1 June payment of \$71k until we can establish and finalise the debt and establish a payment recovery plan.

Teena

Teena Small | Manager, ECE Operational Funding

Shona Humphrey

From: Elspeth Maxwell
Sent: Tuesday, 24 May 2016 9:00 a.m.
To: Anthony Newton
Cc: Teena Small; Sarah Morrison; Anita Ciesionik-Jones; Susan Howan; Shona Humphrey
Subject: Re: Withholding of payments to Aoga I Maota Charitable Trust
Attachments: image001.jpg

Kia ora Anthony. The Wtgn Region has no Tap Grant Agreements with this Provider but we do have two licences with interventions in place including Prov and Suspension. I am on annual leave today but Shona is well across the detail so can you please ask Anita to invite her to the telelink today in my stead. Thanks Elspeth

Sent from my iPhone

On 24/05/2016, at 7:59 am, Anthony Newton <Anthony.Newton@education.govt.nz> wrote:

Hi folks

Before I respond to the below, I know that there are a lot of on-going issues/dialogue across offices with regards to the contractual r/ships and non-compliance with reporting. Also audit and monitoring responses and ops funding and IRD debts. The Ministers office has also been contacted with regards to this and Teena provided some summary information to them yesterday. We need to provide an EWU update quickly (Anita will draft something this morning), but we urgently need a full picture across all contracts/ops funding etc.

Anita has offered to chair a t/c today to coordinate all this information in preparation. Can you please advise direct to Anita who needs to be involved. I know we have Wtgn and AKL contracts – do any other regions need to be involved?

Many thanks

Anthony

Anthony Newton | Manager ECE Resourcing and Implementation

From: Salā Roseanne Leota [<mailto:roseanne@motatou.org>]
Sent: Tuesday, 24 May 2016 7:34 a.m.
To: Anthony Newton
Cc: 'Tuivaiti Jeremia Tuivaiti'
Subject: Withholding of payments to Aoga I Maota Charitable Trust
Importance: High

Dear Anthony,

Following the decision to withhold payment to Aoga I Maota Charitable Trust (Trust), the Trust now finds itself in a precarious position in that it will be in breach of its employment agreements with its employees.

The Trust believes that the withholding of payments is beyond or outside of the Framework Terms and Conditions (FT&C) notwithstanding the terms of the Outcome Agreement (Tap 3).

Clause 6.3 of the Framework Terms and Conditions provides that;

6.3 If the Conditioned Party does not satisfy or comply with any condition that is specified in the Outcome Agreement as having to be satisfied or complied with after the Outcome Agreement is in full effect, the Non-conditioned Party, may do any one or more of the following:

(a) Take action it is allowed to under the Outcome Agreement;

(b) Require a Remedy Plan to be agreed (if appropriate) and require the Conditioned Party to perform all actions recorded in the Remedy Plan. However, if a Remedy Plan is not entered by a date specified by the Non-Conditioned Party (acting reasonably), the Non-Conditioned Party can then take any other action it is allowed to under the Outcome Agreement;

It is the Trusts view that the Ministry of Education (MOE) should have activated clause 6.3 (b) above which required the implementation of a remedy plan prior to any withholding of funds or suspension.

The Trust has been in communication with MOE regarding TAP 3 Milestone 4.

Date	Contact	Comm	Purpose	Outcome
12/5	RCB to R	email	Payment holdup	Process payment 13 May once documents received
13/5	R to RCB	Email	Docs provided	Docs received, payment not available to end of following week
17/5	R to RCB	Phone	Payment	Payment later in the week. Son to A&E has impacted on payment time frame.
18/5	RCB to R	Email	Milestone 4 payment	Payment placed on hold due to MOE audit
19/5	R to RCB	Email	Query	Withholding of payment questioned re relevance of Outcome Agreement & Framework agreement
	R to RCB	Email	confusion	Milestone payment concern
23/5 8.30am	T to RCB	Phone	Follow up on email	Compile docs and speak to manager Sarah Morrison or Yvette Guttenbell - Pouhila for sign off of payment. Call back at 10.30am
12.45pm	RCB to T	Phone	Payment	YGP not comfortable with payment while audit underway.
1.00pm	T to YGP	Phone	Payment	Left message

Rhonda Cowell-Bari (RCB), Roseanne (R) Tuivaiti (T) Yvette Guttenbell-Pohila (YGP) Hekia Parata (HP)

In addition to the misinterpretation of clause 6.3 (b) of the FT&C, the Trust believes that the Ministry of Education has breached the Relationship Principles of the FT&C in failing to communicate openly and in a timely manner including a failure to work in a collaborative and constructive manner – including towards the resolution of real or perceived problems and issues, to name just two.

As alluded to above, the suspension of payment and the withholding of contracted payments is, not only inappropriate but in breach of the terms of the FT&C. This breach has impacted on the Trusts activities and ongoing liabilities and will no doubt result in the Trust receiving claims for compensation and/or damages.

The Trust is confused as to why the Ministry has taken such sudden and extreme action when alternatives were clearly available to it. This included a direct face to face meeting explaining the dire position that the Trust was in including the Ministry of Education's perspective on matters. Such a meeting would have discussed any information that allowed the Ministry to form its views on the Trusts performance and acquired any relevant responses from the Trust that could have contributed to Ministry's decision. The Trust believes that a Remedy Plan should have been considered in the first instance.

Finally, if the Ministry of Education has acted on any information that has been received from any source outside of the Ministry about the Trust then the Trust would appreciate that this information to be provided, without delay so it can provide the appropriate response.

Regards,

Salā Roseanne Leota

Telephone: 04 212 6997

Mobile/Txt: 021 704 213

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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

<image001.jpg>

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: Teena Small
Sent: Tuesday, 24 May 2016 9:05 a.m.
To: Anita Ciesionik-Jones
Subject: Mo Tatou - Ops Funding timeline

Hi

February 2016 funding round:

- Received notification via regional office that provider is not paying educators and have concerns with the provider
- Placed service provider on monthly funding
- Service provider appealed the decision advising they had commitments in place to pay educators and other bills – monthly funding would not allow them to meet those commitments in the agreed timeframes
- Declined request to remain on standard funding – completed a special calculation to provide enough funding to meet the commitments of payment to educators within agreed timeframes
- Requested Resourcing Monitoring complete an urgent audit of the services
- 20 May: Audit completed – significant recovery as follows:
 - 46300 - Mo Tatou In-home Early Childhood Education \$46,103.36
 - 46497 - Mo Tatou In-home Early Childhood Education and Care – Nafoga \$36,479.08
 - 46372 - Mo Tatou In-home Early Childhood Education and Care – La Taau Measina \$29,046.86
 - Total audit recovery for ECA2414 \$111,629.30
- Received notification that provider is again not paying their educators
- 1 June monthly funding has been withheld due to the large audit debt and other serious concerns with the service provider
- Service Provider was advised that we would be withholding the 1 June funding via a phone call yesterday, will be followed up in writing

Other notes:

- Service provider has opened 4 new companies and is looking to move one service to each new company (currently they are all under 1 ECA) – regional offices have been advised to stall this
- Word of mouth is that provider has a significant outstanding debt with the IRD

Cheers

Teena

Teena Small | Manager, ECE Operational Funding

33 Bowen St, Wellington

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**From:** Rhonda Cowell-Barl  
**Sent:** Tuesday, 24 May 2016 9:14 a.m.  
**To:** n  
**Subject:** RE: 46494 upload issue resolved

Good morning

That's good news, thanks very much for your help with this.

Have a good day.

Regards

| Adviser | Early Childhood Education

---

**From:**  
**Sent:** Tuesday, 24 May 2016 9:08 a.m.  
**To:** Rhonda Cowell-Barl  
**Subject:** 46494 upload issue resolved

Hi Rhonda,

I counted about 66 enrolments this morning for 46494. So the upload issue that Roseanne was originally experiencing seems to be resolved now.

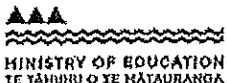
Kind regards

| Senior Resourcing Officer

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**From:** Yvette Guttenbell-Po'uhila  
**Sent:** Tuesday, 24 May 2016 9:18 a.m.  
**To:** Anita Ciesionik-Jones  
**Subject:** FW: Aoga I Maota TAP3 Milestone 4 Payment on Hold  
**Attachments:** Aoga I Maota Memo to Isabel Evans May16.docx

Yvette Guttenbell-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education

**From:** Rhonda Cowell-Bari  
**Sent:** Monday, 23 May 2016 4:45 p.m.  
**To:** Yvette Guttenbell-Po'uhila  
**Subject:** Aoga I Maota TAP3 Milestone 4 Payment on Hold

Hi Yvette

Attached Aoga I Maota memo as discussed.

I have highlighted "30 enrolments currently on ELI". There has been work done on this today but changes will not show up on the ELI report until tomorrow, so I'll update it then.

Also note that on 13 May 2016 applications to Amend Service Provider Details were received by the Auckland office. These requested to change the ownership type from one Charitable Trust to two Limited Companies.

This afternoon I advised Ieremia at Aoga I Maota that milestone 4 payment of \$20,000 is currently on hold pending further investigation. He expressed concern that they would not be able to pay their Educators without this funding.

He asked for your phone number so will probably be in touch.

Let me know if you need anything further.

Regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education  
 12-18 Normanby Rd, Auckland

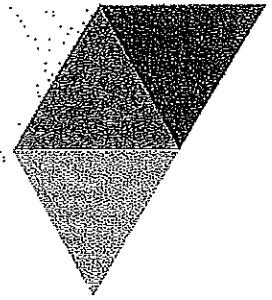
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## MEMO

**To:** Isabel Evans, Director of Education, Auckland Region  
**From:** Rhonda Cowell-Bari, Adviser ECE  
**cc:** Yvette Guttenbeil-Po'uhila, Manager Education  
**Date:** 23 May 2016  
**Subject:** Withholding of payment for Targeted Assistance for Participation Stream 3, Milestone 4 to Aoga I Maota Charitable Trust

---

### *Purpose*

This memorandum is to provide you with information regarding the withholding of payment for Targeted Assistance for Participation Stream 3 (TAP3), Milestone 4 to Aoga I Maota Charitable Trust.

### *Recommendation*

It is recommended that you:

- **note** the intention to withhold this payment subject to further investigation of this Service Provider's operations
- **Use** the information in this memo for any briefings required or questions asked about the withholding of payment

### *Background*

A Targeted Assistance to Participation Stream 3 (TAP3) 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 Census Area Units. The value of the agreement was \$99,650.00 and a balance of \$34,650.00 remains to be paid.

Mo Tatou In-Home Early Childhood Education and Care – Maninoa (46494) was subsequently established and issued a provisional license on 4 December 2015.

Aoga I Maota Charitable Trust has been operating as an ECE Service Provider since 20 September 2013 with two licences operating in Wellington (46300 & 46372). One further service was funded from TAP3 in Auckland, Mo Tatou In-Home Early Childhood Education and Care – Nafoga (46497) which was licensed on 13 August 2014.

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**Current Status**

Below is the milestone payment schedule from the Outcome Agreement. Milestone 1-3 requirements were met and have been paid out.

I met with the provider in February and March 2016 where they noted they had faced some challenges with the Network Leader and some Educators resigning with a subsequent decline in children. They then submitted an action plan for the completion of the project by 30 June 2016.

Milestone 4 requirements have been met with the exception of the list of addresses of educators and the name, date of birth and address of children enrolled. The Provider has submitted a list of 62 children, but currently only 30 enrolments are showing on the Ministry's Early Learning Information database (ELI).

| 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 (Total 40)</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 (Total 60)</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    |

The Ministry's Wellington regional office alerted us to the non-compliance and subsequent suspension of license 46300 on 6 May 2016 and license 46372 being placed on a provisional license on 14 April 2016.

We were also advised that a recent Resourcing Audit resulted in a recovery amount of approximately \$111,000.00 across these and the other Auckland license.

On 13 May 2016 applications to Amend Service Provider Details were received by the Auckland office. These requested to change the ownership type from one Charitable Trust to two Limited Companies.

The Provider has been advised that this milestone 4 payment of \$20,000 is currently on hold pending further investigation. They expressed concern that they would not be able to pay their Educators without this funding.

**From:** Shona Humphrey  
**Sent:** Tuesday, 24 May 2016 9:33 a.m.  
**To:** Anita Ciesionik-Jones  
**Subject:** Update since Memo 5 May 2016 to Suze Strowger advising of the suspension

Morena Anita

- Wellington has two licences (46300) suspended to 30 May 2016 until the service is able to show compliance with Regulations and Licensing Criteria – LSM 784742 and (46372) Provisional – LSM 742195 final compliance date 3 August 2016.
- 6 May 2016 The service provider was advised of the suspension of licence 46300 and invited to attend a meeting to discuss if they wished.
- Since this date there have been two offers to meet that they rescheduled due to the auditors visit.
- Currently we are still negotiating to meet at this stage they have requested to meet tomorrow at 3.30pm. however we will be deferring due to the number of issues being addressed across all the licence and at National Office level.

Happy to discuss.

Shona Humphrey | Senior Advisor

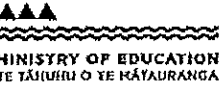
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Released under the OIA

43

From: Yvette Guttenbeil-Po'uhila
Sent: Tuesday, 24 May 2016 10:09 a.m.
To: Rhonda Cowell-Bari
Subject: RE: Aoga I Maota TAP3 Milestone 4 Payment on Hold

When you have a minute, could you pop round to my office

Yvette Guttenbeil-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education
DDI +64 9 632 9584 | Ext 99584 | Mobile +64 27 273 7702

From: Rhonda Cowell-Bari
Sent: Tuesday, 24 May 2016 9:25 a.m.
To: Yvette Guttenbeil-Po'uhila
Subject: RE: Aoga I Maota TAP3 Milestone 4 Payment on Hold

Morena Yvette

Resourcing has this morning advised me that this service now has 66 enrolments showing on ELI, so it appears their uploading issue has been fixed. This means they have met all the milestone 4 requirements.

I've amended the attached memo accordingly.

Regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education
DDI +64

From: Rhonda Cowell-Bari
Sent: Monday, 23 May 2016 4:45 p.m.
To: Yvette Guttenbeil-Po'uhila
Subject: Aoga I Maota TAP3 Milestone 4 Payment on Hold

Hi Yvette

Attached Aoga I Maota memo as discussed.

I have highlighted "30 enrolments currently on ELI". There has been work done on this today but changes will not show up on the ELI report until tomorrow, so I'll update it then.

Also note that on 13 May 2016 applications to Amend Service Provider Details were received by the Auckland office. These requested to change the ownership type from one Charitable Trust to two Limited Companies.

This afternoon I advised Ieremia at Aoga I Maota that milestone 4 payment of \$20,000 is currently on hold pending further investigation. He expressed concern that they would not be able to pay their Educators without this funding.

He asked for your phone number so will probably be in touch.

Let me know if you need anything further.

Regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education

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MINISTRY OF EDUCATION
TE TĀHIRIHU O TE KĀTAURANGA

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From: Rhonda Cowell-Bari
 Sent: Tuesday, 24 May 2016 12:15 p.m.
 To: Anita Ciesionik-Jones
 Cc: Yvette Guttenbeil-Po'uhiia
 Subject: Aoga I Maota CT TAP3 Funding
 Attachments: Aoga I Maota Charitable Trust TAP3 funding timeline May16.docx; Aoga I Maota Memo to Isabel Evans May16.docx; RE: Milestone 4 Payment; Milestone 4 Payment

Kia ora Anita

Please find attached timeline and draft memo to Isabel Evans regarding Aoga I Maota.

I've also attached two recent emails received from Aoga I Maota for your information.

Let me know if you need anything further, best to contact me on my cellphone this afternoon.

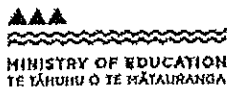
Regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education
 12-18 Normanby Rd, Auckland

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**Aoga I Maota Charitable Trust - TAP3 funding timeline**

|              |                                                                                                                                                                                                                                                                                           |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 07 Jan 2014  | TAP3 Year 4 Grant Agreement signed for \$100,000.00 to establish a licensed Home Based network creating 80 new child places in Otara North Census Area Unit.                                                                                                                              |
| 13 Aug       | Probationary license issued for Mo Tatou In Home Early Childhood education and Care <b>Nafoga (46497)</b>                                                                                                                                                                                 |
| 17 Dec       | TAP Contract completed, final milestone paid out.                                                                                                                                                                                                                                         |
| 10 July 2015 | Full license issued for Mo Tatou In Home Early Childhood education and Care <b>Nafoga (46497)</b>                                                                                                                                                                                         |
| 29 Jun 2015  | TAP3 Year 5 Outcome Agreement signed for \$99,650.00 to establish a licensed Home Based network creating 80 new child places in Manurewa East and Wiri Census Area Units.                                                                                                                 |
| 09 Sep       | Milestone 1 payment made of \$25,000.00                                                                                                                                                                                                                                                   |
| 4 Dec        | Probationary license issued for Mo Tatou In-Home Early Childhood Education and Care <b>Maninoa (46494)</b>                                                                                                                                                                                |
| 21 Dec       | Milestone 2 payment made of \$20,000.00 – 20 child places available                                                                                                                                                                                                                       |
| 02 Feb 2016  | Kay Tracey and Rhonda Cowell-Bari met with the provider in February where they noted they had faced some challenges with the Network Leader and some Educators resigning with a subsequent decline in children. MOE requested and action plan to address delays in achieving milestone 3. |
| 11 Feb       | Kay Tracey and Rhonda Cowell-Bari met again with the provider. Provider will submit extra information regarding the two Auckland TAP funded networks and an action plan to achieve full capacity.                                                                                         |
| 07 Apr       | Milestone 3 payment made of \$20,000.00 – 40 child places available                                                                                                                                                                                                                       |
| 14 Apr       | Mo Tatou In-Home Early Childhood Education and Care <b>Ia Ta'au Measina(46372)</b> (by Wellington office)                                                                                                                                                                                 |
| 15 Apr       | Milestone 4 – one report received from provider with advice that further reports and invoice would follow                                                                                                                                                                                 |
| 20 Apr       | Provider requests confirmation that further documentation and invoice has been received.                                                                                                                                                                                                  |
| 03 May       | Provider advised that further documentation and invoice has not been received. (Delayed response as Rhonda was on leave)                                                                                                                                                                  |
| 06 May       | Suspension of License for Mo Tatou In-Home Early Childhood Education and Care <b>Malaeola (46300)</b> (by Wellington office)                                                                                                                                                              |
| 13 May       | Full documentation and invoice received via SPAM notification.                                                                                                                                                                                                                            |
| 13 May       | Two applications to Amend Service Provider Details received requesting change of ownership type from one Charitable Trust to two Limited Companies.                                                                                                                                       |
| 17 May       | Providers enrolment listing for milestone 4 (62 children) doesn't match ELI records (12 children)                                                                                                                                                                                         |
| 18 May       | Provider advised that Milestone 4 payment of \$20,000.00 has been placed on hold pending the outcome of the Ministry resourcing audit.                                                                                                                                                    |
| 19 May       | Provider queries what conditions in contract allows us to withhold payment                                                                                                                                                                                                                |
| 20 May       | Advised by Resourcing that Audit resulted in a significant recovery amount.                                                                                                                                                                                                               |
| 20 May       | Advised provider that payment is on hold pending further investigation. They expressed concern that they would not be able to pay their Educators without this funding.                                                                                                                   |
| 24 May       | Resourcing advised that ELI now shows 66 enrolments. Provider now meets Milestone 4 requirements                                                                                                                                                                                          |

Note: Invoice for milestone 4 received 13 May 2016. 20 working day payment period expires on 10 June 2016.

The value of the agreement was \$99,650.00 and a balance of \$34,650.00 remains to be paid.



---

**From:** Salā Roseanne Leofa [roseanne@motatou.org]  
**Sent:** Thursday, 19 May 2016 3:13 p.m.  
**To:** Rhonda Cowell-Bari  
**Cc:** Kay Tracey; 'Tuivaiti Ieremia Tuivaiti'  
**Subject:** RE: Milestone 4 Payment

**Importance:** High  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi again Rhonda

Thank you for your email, as I left my phone in Wellington.

I apologise for seeming confused or challenging, but I am trying to understand what is happening with our milestone 4 payment.

If you recall, we had emailed through our Milestone 4 documentation minus the Licensed Service Regulatory Compliance Audit Check on 15 April, 2016, however you only received the first email containing the ERO Self Review report. Based on prior experiences with emails being sent to the Ministry I felt this was because our emails were being stripped of which you later advised that you were receiving our emails marked as spam.

On the 12 May I sent an email request for payment to be made prior to 23 May, In your reply to this email, you indicated that you would process our payment on 13 May, pending receipt of a number of documents.

1. Our RBA Reports
2. The Milestone 4 Invoice
3. Licensed Service Regulatory Compliance Audit Check
4. Our story of Success - supporting information for RBA report
5. Spreadsheet with an updated list of addresses of Educators and the name, date of birth and address of children enrolled
6. The above spreadsheet contains the additional 20 child places
7. Please feel free to contact me should you require any additional information.
8. ERO Self Review report

On the 13 May you sent an email acknowledging receipt of our documents and indicating that the payment would not likely be before the end of this week.

As our Xero package had put our original invoice dated 15 April into an overdue status we generated another invoice on 12 May, of which you are now calculating the 20 days, as per our outcome agreement.

We then received your email dated yesterday, advising of the payment being on hold pending the outcome of the audit – of which I only wanted to understand why this was occurring, as there is nothing I was able to find in our contract – and in my email this morning it just seemed sudden and severe.

It is not until today that you are now saying it is in relation to our documentation and ELI issues, which is frustrating, since we have been trying to facilitate payment of this completed milestone since 15 April 2016.

I am currently working on resolving the ELI issues.

We have had many issues with our TAP 3 contract in relation to delayed payments and missing documentation which has all impacted negatively on our service. Case in point, our licensing documentation, last August 2015, which was misplaced on 3 occasions, holding up our licensing visit, and our milestone payment, which then led to delay on our licensing and our RS3 funding.

I am only trying to ensure this does not continue and appreciate you working with us to resolve this issue.

It is my hope that you will be able to make payment as requested.

Thank you for your time Rhonda and I apologise once again if you felt I was being less than fair in trying to understand the delays in payment.

Ia manuia,

Salā Roseanne Leota

**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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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: Rhonda Cowell-Bari [mailto:Rhonda.CowellBari@education.govt.nz]  
Sent: Thursday, 19 May 2016 1:45 p.m.

To: 'Sala Roseanne Leota' <roseanne@motatou.org>  
Subject: RE: Milestone 4 Payment

Kia ora Roseanne

I've left a message on your cellphone .

Firstly I spoke to Mark Fletcher at Resourcing again. He said that Maninoa now shows 19 children enrolled, up from 12 on Monday. He advised that you try to upload again and ensure that the bar shows 100% uploaded. Can you screenshot this and email to him once done. Otherwise if you still have problems can you please call him on 04 463 8361.

In regard to payment of Milestone 4, I did mention that payment would not likely be before 20 May, however that was prior to looking through the documentation. I do need to verify the enrolments. I also note that as the invoice was received on 13 May, we are still within the 20 working days payment period.

Can you let me know once you have sorted out the ELL issue.

Thanks and regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education  
DDI +64 9 632 9426 | Ext 99426 | Mobile +64 27 704 6654

---

**From:** Salā Roseanne Leota [mailto:roseanne@motatou.org]  
**Sent:** Thursday, 19 May 2016 7:11 a.m.  
**To:** Rhonda Cowell-Bari  
**Cc:** Kay Tracey; 'Tuivaiti Ieremia Tuivaiti'  
**Subject:** Milestone 4 Payment  
**Importance:** High

Ata marie Rhonda

I left two voice mail messages yesterday, one on your landline and the other on your mobile phone concerning the decision to place our milestone 4 payment on hold pending the outcome of the audit.

We had thought this had been a condition placed by the Resourcing Auditor's but in discussing with them they advised that this was not them and to go back to you concerning this decision.

This seems both severe and sudden – especially without any discussion or consultation.

In addition to this we had also highlighted the urgency in receiving this payment before the 23 May, of which you had indicated that the payment would be made late this week.

I have also been unable to find any condition within our contracted arrangement that allows the payment to be placed on hold in relation to the pending outcome of an audit – of which you brought to our attention yesterday as the reasoning for the delay:

**Outcome Agreement between the Ministry of Education and Aoga I Maota Charitable Trust**

**8 Payment**

8.1 Subject to the Purchasing Agency's rights under clause 13.1 to 13.3 of the Framework Terms and Conditions (Recovery, Reduction or Suspension of Payments), the Purchasing Agency will pay the Provider the amounts specified for the Service, at the times and subject to any pre-conditions set out in Appendix 5.

*Pre-conditions to receiving payment*

(a) the Service Provider has notified the Ministry in writing that the relevant Project milestone has been completed; and

(b) the Service Provider has provided the Ministry with GST invoices for all goods and services purchased to complete the relevant Project milestone; and

(c) the Ministry is satisfied, either by inspecting the completed work, by receipt of the relevant invoices, or by some other means, that the Project milestone is completed in accordance with Schedule 2.

Note: Payments will be made within 20 working days from the date the invoice is received and accepted by the Ministry.

### Framework Terms and Conditions

#### 13. Recovery, Reduction or Suspension of Payments

##### 13.1 If the Provider does not:

(a) provide the Services in accordance with the Outcome Agreement, including without limitation;  
(i) meeting any Service delivery targets or performance measures recorded in an Outcome Agreement; or  
(ii) satisfying any conditions that can result in the Purchasing Agency suspending or terminating the Services under an Outcome Agreement, the Purchasing Agency may:

(b) require the Provider to:

(i) repay a portion of funding already paid to the Provider; or  
(ii) reduce the amount to be paid on subsequent payment dates; or  
(c) suspend or delay payment of a portion of the amount to be paid on subsequent payment dates until a Remedy Plan is agreed and its obligations are performed.

13.2 Any amount to be repaid, reduced, suspended or delayed pursuant to clause 13.1 or 12.3(c) will be determined by the Purchasing Agency acting reasonably and following a discussion with the Provider regarding the quality and quantity of Services that were provided or the circumstances relevant to the suspension or delay in payment.

13.3 The Provider must repay the Purchasing Agency within 30 days of the date the Purchasing Agency provides written notice of the amount to be repaid to the Provider.

Earlier yesterday afternoon we met with the Resourcing Auditors who indicated that our audit would be complete today of which they would contact us to provide additional feedback/Information.

Does this mean that our payment will be processed today?

We are in Auckland today and Friday, and will try contacting you again for further information around the processing of our Milestone 4 payment.

#### 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:** Salā Roseanne Leota [roseanne@motatou.org]  
**Sent:** Thursday, 19 May 2016 7:11 a.m.  
**To:** Rhonda Cowell-Bari  
**Cc:** Kay Tracey; 'Tuivaiti Ieremia Tuivaiti'  
**Subject:** Milestone 4 Payment

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Ata marie Rhonda

I left two voice mail messages yesterday, one on your landline and the other on your mobile phone concerning the decision to place our milestone 4 payment on hold pending the outcome of the audit.

We had thought this had been a condition placed by the Resourcing Auditors but in discussing with them they advised that this was not them and to go back to you concerning this decision.

This seems both severe and sudden – especially without any discussion or consultation.

In addition to this we had also highlighted the urgency in receiving this payment before the 23 May, of which you had indicated that the payment would be made late this week.

I have also been unable to find any condition within our contracted arrangement that allows the payment to be placed on hold in relation to the pending outcome of an audit – of which you brought to our attention yesterday as the reasoning for the delay:

**Outcome Agreement between the Ministry of Education and Aoga I Maota Charitable Trust**

**8 Payment**

8.1 Subject to the Purchasing Agency's rights under clause 13.1 to 13.3 of the Framework Terms and Conditions (Recovery, Reduction or Suspension of Payments), the Purchasing Agency will pay the Provider the amounts specified for the Service, at the times and subject to any pre-conditions set out in Appendix 5.

**Pre-conditions to receiving payment**

- (a) the Service Provider has notified the Ministry in writing that the relevant Project milestone has been completed; and
- (b) the Service Provider has provided the Ministry with GST invoices for all goods and services purchased to complete the relevant Project milestone; and
- (c) the Ministry is satisfied, either by inspecting the completed work, by receipt of the relevant invoices, or by some other means, that the Project milestone is completed in accordance with Schedule 2.

Note: Payments will be made within 20 working days from the date the invoice is received and accepted by the Ministry.

**Framework Terms and Conditions**

**13. Recovery, Reduction or Suspension of Payments**

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  - (ii) satisfying any conditions that can result in the Purchasing Agency suspending or terminating the Services under an Outcome Agreement, the Purchasing Agency may:
- (b) require the Provider to:
  - (i) repay a portion of funding already paid to the Provider; or

*(ii) reduce the amount to be paid on subsequent payment dates; or  
(c) suspend or delay payment of a portion of the amount to be paid on subsequent payment dates until a Remedy Plan is agreed and its obligations are performed.*

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*13.3 The Provider must repay the Purchasing Agency within 30 days of the date the Purchasing Agency provides written notice of the amount to be repaid to the Provider.*

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Does this mean that our payment will be processed today?

We are in Auckland today and Friday, and will try contacting you again for further information around the processing of our Milestone 4 payment.

Released under the OIA

**From:** Anita Ciesionik-Jones  
**Sent:** Tuesday, 24 May 2016 4:18 p.m.  
**To:** Yvette Guttenbeil-Po'uhila; Elspeth Maxwell; Anthony Newton; Zainab Ali; Teena Small; Jyotika Sharma; Rhonda Cowell-Bari; Shona Humphrey; Jane Evans  
**Cc:** Anita Ciesionik-Jones  
**Subject:** Mo Tatou meeting tomorrow morning  
**Attachments:** Mo Tatou.docx; TAP outcome agreement low cost high value TAP 3.pdf; Framework\_Terms\_\_Conditions\_-Master\_Template\_Final\_-\_26\_February\_2014.pdf

Kia ora all

Firstly, many thanks to you all for getting information to me so quickly about the various issues relating to this provider.

Please find attached a summary memo for the Mo Tatou meeting tomorrow. I apologise in advance for any errors contained within it as I have not had the time to send it out for review in advance of the meeting. The purpose of this memo is to summarise all the issues relating to Mo Tatou and provide a platform for our discussion in the morning. Also attached is the terms and conditions and outcome agreement relating to the TAP3 grant.

Hear you all in the morning -- teleconference pin details are in the meeting invite sent out by Ashley.

Have a good evening

Ngā mihi

Anita

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

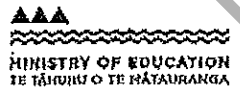
33 Bowen St, Wellington

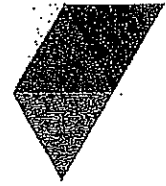
Please note that I am not in the office on Fridays.

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~~~~~  
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 We back ourselves and others to win *Ka mahawenui ki a mātou, me ētahi ake kia wikaoria*
 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*





To: Yvette Guttenbeil-Po'uhila; Elspeth Maxwell; Anthony Newton; Zainab Ali; Teena Small; Jyotika Sharma; Rhonda Cowell-Bari; Shona Humphrey; Jane Evans

From: Anita Ciesionik-Jones

Date: 24 May 2016

Mo Tatou – Issue Summary

Service provider details

1. Mo Tatou In-Home Early Childhood Education is a Pasifika home-based ECE provider that has been operating since 20 September 2013. It has 4 licenses that are currently linked under the ECA2414: Aoga I Maota Charitable Trust. Details of the licenses are as follows:

46300	Mo Tatou In-home Early Childhood Education and Care: Malaeola	Lower Hutt Office	Suspended
46372	Mo Tatou In-home Early Childhood Education and Care: Ia Ta'aul Measina	Lower Hutt Office	Provisional
46494	Mo Tatou In-home Early Childhood Education and Care: Maninoa	Auckland Office	Probationary
46497	Mo Tatou In-home Early Childhood Education and Care: Nafoga	Auckland Office	Full

Timeline of major events

2. The major events relating to this matter are as follows:

DATE	EVENT
June 2015	TAP3 grant of \$99,650.00 awarded to establish a new home-based network in Auckland
December 2015	4 complaints received relating to non-payment of salary or wages to educators and staff across all services
December 2015	Provider placed on monthly funding
April 2016	Complaint received about breaches to regulations in Wellington networks
April 2016	License 46300 (Wellington) suspended and license 46372 (Wellington) reclassified to provisional.
May 2016	TAP 3 milestone report received late. Delays in verification of information. Milestone payment withheld
20 May 2016	Audit advised of recovery of \$111,629.30 for three networks

23 May 2016	Provider: <ul style="list-style-type: none"> • contacts Minister's office and National Office about withholding of TAP3 milestone payment • Indicated that payment is required to pay educators • advised that they would not be receiving their June funding payment
23 May 2016	Ministry advised that provider is again not paying their educators.
24 May 2016	Verification received that the enrolment milestone set out in the TAP3 agreement has been met

Licensing summary

3. Wellington met with the provider on 19 January to discuss the December 2015 complaints. The provider confirmed ongoing financial difficulties at this meeting, advising that they were unable to pay staff and educators until they received the 4 March 2016 funding payment.
4. The provider produced affidavits from staff indicating their willingness to continue working for Mo Tatou despite the lack of payment.
5. Due to concerns about the impact of the provider's financial issues on the provision of education and care, Wellington increased its monitoring, conducting home visits on 22 March 2016. Minor breaches were identified, and the provider was given to 1 April 2016 to remedy the breaches.
6. The provider supplied information indicating they were changing systems and processes. These changes did not have the intended impact. On 8 April 2016 they were directed to undertake checks on all homes and provide confirmation of compliance by 18 April 2016. This was completed as required.
7. On 19 April 2016 a complaint was received alleging breaches to the regulations across both Wellington licenses.
8. On 29 April 2016 monitoring visits were completed to three homes. A significant number of breaches were identified relating to the health and safety of children.
9. License 46372 was reclassified as provisional and license 46300 was suspended. The suspension is in place until 30 May 2016 to provide an opportunity to meet specified regulations. The provisional licence has a compliance date of 3 August 2016.
10. There are currently no sanctions on either Auckland licence.

TAP 3 summary

11. A TAP3 Outcome Agreement was signed on 29 June 2015 for the provider to establish a licensed home-based ECE network creating 80 new child places in Manurewa East and Wiri Census Area Units. This agreement relates to licence 46494.
12. This was the second TAP3 grant provided to Mo Tatou to establish a new service. Auckland licence 46497 was established as a result of a TAP 3 grant on 13 August 2013.
13. The value of the agreement was \$99,650.00. A balance of \$34,650.00 remains to be paid.
14. Milestones 1-3 of the agreement were met and payment subsequently made.
15. On 23 May the provider contacted the Minister's office and National Office about the delay in receiving their Milestone 4 payment of \$20,000. They advised in their communications that this payment was needed to pay their educators.

16. The due date for invoice payment is 10 June 2016.
 17. Verification of milestone was delayed due to delays in receiving the data from the provider and then due to network issues. Verification of milestone enrolments was confirmed on 24 May 2016.
 18. The Ministry must be satisfied that the project milestones have been completed. Clause 4.1 of the agreement requires the provider to satisfy a number of performance measures, including "children receive quality early learning experiences".
 19. Given Wellington's licence sanctions, Auckland intend to conduct home-visits to determine if the performance measure noted above is being met. These visits will be completed before 10 June 2016.
-

Funding summary

20. Following the December 2015 complaints the provider confirmed ongoing financial difficulties and was subsequently placed on monthly funding.
 21. The provider appealed the decision advising they had commitments in place to pay educators and other bills and that monthly funding would not allow them to meet those commitments in the agreed timeframes.
 22. Their request to remain on standard funding was declined. However the Ministry completed a special calculation to provide enough funding to meet the commitments of payment to educators within agreed timeframes.
 23. Operational Funding then requested Resourcing Monitoring complete an urgent audit of the services. On 20 May Resource Monitoring advised that the audit had been completed, with a significant recovery totaling \$111,629.30 broken down as follows:
 - a. Licence 46300 (Lower Hutt) - \$46,103.36
 - b. Licence 46497 (Auckland) - \$36,479.08
 - c. Licence 46372 (Lower Hutt) - \$29,046.86
 24. On 23 May 2016 the Ministry received notification that the provider is again not paying their educators.
 25. The Provider's 1 June monthly funding has been withheld due to the large audit debt. The provider was advised of this on 23 May 2016 by telephone. This will be confirmed in writing.
-

Other information

26. The Ministry has provided intensive support to the provider over a period of time: there has been regular and ongoing monitoring visits as well as the provision of SELO through the professional development work stream.
 27. The provider has opened 4 new companies and is looking to move one service to each new company (currently they are all under 1 ECA). Both Wellington and Auckland have received applications to change the status of each individual network from a Charitable Trust to a Limited Liability company.
 28. Barnardos have advised us that they have taken on some educators and children from the Mo Tatou services in Wellington.
-

Issues requiring discussion and resolution

29. The following matters require discussion at the 25 May teleconference:

- a. A process for managing the licensing sanctions in place in Wellington and an investigation to determine whether similar regulatory breaches are present in the Auckland licenses.
- b. Next steps regarding the TAP3 milestone 4 payment.
- c. A discussion of the overall financial impact of the audit recovery debt – in particular a plan for managing and monitoring the debt.
- d. The impact of the applications to change the status of the service.
- e. The development of a communications plan and possible Q&A's relating to the matter.
- f. Next steps regarding the provider:
 - i. Arranging a meeting
 - ii. Determining the relationship lead

Released under the OIA

From: Rhonda Cowell-Bari
Sent: Wednesday, 25 May 2016 8:32 a.m.
To: Yvette Gutfenbeil-Po'uhila; Anita Ciesionik-Jones
Subject: Mo Tatou FW: Urgent request to meet

Importance: High

FYI

Rhonda Cowell-Bari | Adviser | Early Childhood Education

From: Salā Roseanne Leota [<mailto:roseanne@motatou.org>]
Sent: Wednesday, 25 May 2016 7:53 a.m.
To: Rhonda Cowell-Bari
Cc: Sarah Morrison; Kay Tracey
Subject: Urgent request to meet
Importance: High

Talofa lava and Good morning

We are requesting to hold an urgent meeting with the Auckland Ministry of Education office, tomorrow, Thursday 26 May, to discuss the current challenges that our Auckland licences are facing.

It is important for us to understand the decisions that the Ministry of Education has made but also for the Ministry to understand the current and future impact of this decision on our Auckland Mo Tatou community: children, parents, Educators and employees.

We did receive an email from Shona Humphrey in the Wellington Ministry office, advising that further communication would be received from the National Office within the week, to meet – however, we feel that regionally there are challenges that need to be discussed with our local office in Auckland.

We look forward to your response and availability.

Ia manuia,

Salā Roseanne Leota

Telephone: 04 212 6997

Mobile/Txt: 021 704 213

Website: 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.

From: Shona Humphrey
Sent: Wednesday, 25 May 2016 9:50 a.m.
To: Anita Clesionk-Jones
Subject: Mo Tatou change of entity EC8/08 Application
Attachments: 0049_001.pdf; 0047_001.pdf

Morena Anita

Phew I feel exhausted already after the teleconference. Please find attached the EC8/08 applications for the change of entity.

Cheers
Shona

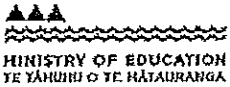
Shona Humphrey | Senior Advisor

19 Market Grove, Lower Hutt

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We work together for maximum impact *Ka mahi ngātahi mō te tūkinga nui tonu*

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



Released under the OIA

From:
Sent: Wednesday, 25 May 2016 12:18 p.m.
To: Anita Ciesionik-Jones
Subject: PDFs as requested
Attachments: Mo Tatou 46494.pdf; Mo Tatou 46497.pdf
Importance: High

Kia ora Anita

As requested -- Mo Tatou EC8s received for Auckland.

I note that these are incorrect and should be EC/8-08HB applications and one is incomplete with blank pages.

Noho ora mai

Senior Advisor Early Childhood/Kaitiaki/Tohu Matua o Nga Tamariki Nohinohi | Sector Enablement and Support

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 MINISTRY OF EDUCATION
 TE TĀHURU O TE MĀTAURANGA

From: Anita Ciesionik-Jones
Sent: Wednesday, 25 May 2016 12:55 p.m.
To: Yvette Guttenbeil-Po'uhila; Rhonda Cowell-Bari; Elspeth Maxwell; Shona Humphrey; J. Zainab Ali; Anthony Newton; Teena Small; Jyotika Sharma
Subject: Mo Tatou teleconference minutes

Hi everyone

Please find below the minutes and action points from this morning's teleconference. Please get in touch with me if you have any questions or need any more information.

Ngā mihi

Anita

Mo Tatou Teleconference.
 25 May 2016. 8:30-9:30am.

Present:

Yvette Guttenbeil-Po'uhila; Rhonda Cowell-Bari; Shona Humphrey; Elspeth Maxwell; Teena Small; Jane Evans; Anthony Newton; Jyotika Sharma; Catherine Bell; Anita Ciesionik-Jones; Marlene Rei
 Notes: Clare Gwynne

NOTE:

- In recent days the service has sent multiple e-mails and requested meetings across both regions, National Office and the Minister's Office. We need to ensure we provide clear and consistent information to them across all issues.
- Auckland licence 46494 is on a probationary licence not full.

Key Items for discussion:

1. Relationship lead
2. Licensing issues in Wellington
3. TAP3 grant in Auckland
4. Funding and debt recovery from National Office. (Teena is leaving the funding team for the ERS team on secondment starting 1 July but is completing vendor assessments over the next 3 weeks).
5. Entity changes

1. Relationship Lead

- ◆ To ensure the provider receives clear and consistent information, it was proposed that one person assume the role of key contact, or relationship lead.
- ◆ It was unable to be decided who would be best placed to assume this role given the issues spanned two regions and National Office (funding).
- ◆ We need to meet with the provider within a week to cover all issues with them.
- ◆ It was therefore agreed that:
 - A meeting should be held between the provider, Resource Monitoring, Operational Funding, Wellington (Elspeth) and Auckland (Yvette).
 - Each Ministry representative will lead discussion on their respective issues.
 - National Office will chair, co-ordinate and provide a note taker.

- The need for any subsequent meetings, and a relationship lead, will be reconsidered after this meeting.

ACTION

- ◆ National Office to arrange a meeting in Wellington with the provider to cover all issues.

2. Licensing in Wellington

- ◆ Mo Tatou have indicated that they wish to cancel their suspended licence and move the three remaining homes on to the provisionally licensed network
- ◆ Compliance date for the Provisional licence is 3 August.
- ◆ Provider making good progress in addressing breaches since employing a new visiting teacher.

ACTION

- ◆ Elspeth to proceed with the request to cancel the suspended licence
- ◆ Monitoring of provisional licence to continue as per BAU

3. TAP3 grant in Auckland

- ◆ Verification from ELI was received yesterday which confirms Mo Tatou have met their milestone 4 outcomes in terms of contracted child numbers.
- ◆ Invoice received on 13 May. The 20 working days expires on 10 June
- ◆ The TAP3 outcome agreement also lists the following outcomes:
 - Ensure service meets and maintains licensing standards under Home-based Education and Care service regulations; and
 - Maintain quality of ECE delivery and effectively promote children's well-being and learning
- ◆ Given the extent of the licensing breaches noted in Wellington, we need to be assured that the 2 Auckland licenses are meeting these expected outcomes
- ◆ Provider has noted in e-mail correspondence that the milestone 4 payment is required to pay educators

ACTION

- ◆ Auckland to conduct monitoring visits to homes in both Auckland networks next week – to be completed before 10 June and before the meeting with the provider
- ◆ Yvette to confirm dates of visits with National Office once organised
- ◆ Anita to explore with legal services whether TAP grant can be used to pay educators.

4. Funding and debt recovery

- ◆ The 1 June operational funding payment has been withheld to recoup a portion of the debt.
- ◆ Funding will continue to be withheld until all debt is recovered.
- ◆ Given the extent of the audit recovery, Resource Monitoring will continue to be involved with the service. Further recoveries may result and will be managed via the same process.
- ◆ IRD debt has not been confirmed and is not being considered at this time.

5. Entity changes

- ◆ The service provider has submitted EC8/08 applications in both Auckland and Wellington
- ◆ The application seeks to move the licences from the ECA, which is operated by a charitable trust, to individual limited liability companies.
- ◆ This technically constitutes a change of ownership, however it is the same people involved.
- ◆ These applications should not be progressed until all outstanding matters have been resolved.

ACTION

- ◆ Anita to draft a letter for both regions to send out in response to the EC8/08 applications
- ◆ Shona and Rhonda to send Anita PDF's of the applications ASAP

Next Steps Timeline:

ISSUE	ACTION	PERSON RESPONSIBLE	TIMEFRAME
Send out interim response regarding their request to meet	<ol style="list-style-type: none"> 1. Auckland to defer request to meet 2. Interim e-mail to be sent to provider advising that meeting will be arranged ASAP 	<ol style="list-style-type: none"> 1. Yvette 2. Anita 	<ol style="list-style-type: none"> 1. COP 25 May 2. COP 26 May
Meeting with Provider	<ol style="list-style-type: none"> 1. Advise NO of dates for monitoring visits 2. Arrange meeting in Wellington (include pre-meeting for MoE representatives) 	<ol style="list-style-type: none"> 1. Yvette 2. Anita 	<ol style="list-style-type: none"> 1. COP 30 May 2016 2. COP 31 May 2016
Determine compliance with regulations in Auckland licences	Auckland to undertake monitoring visits to both networks	Yvette	By 3 June 2016
Provider request to cancel their suspended licence	Progress cancellation request as per BAU	Elsbeth	By 31 May 2016
Using a TAP grant to pay educator wages	Determine whether this is permissible	Anita	3 June 2016
Confirm process to be undertaken to recover audit debt	Collate all information and document decision, and steps to be taken, via file note	Teena	3 June 2016
Request to change entity	<ol style="list-style-type: none"> 1. PDF'd EC8/08 applications to be provided to Anita 2. Draft response letter and provide to regions 	<ol style="list-style-type: none"> 1. Shona and Rhonda 2. Anita 	<ol style="list-style-type: none"> 1. COP 25 May 2016 2. COP 26 May 2016
Preparation of Communications plan	Prepare a draft communication plan	Catherine	By 31 May 2016
Advising Senior Management	Memo to be prepared summarising issues and outlining action plan	Anita	3 June 2016
Tracking progress	Teleconference to be arranged prior to meeting with service provider	Anita	3 June 2016

Anita Cieslonik-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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Great results are our bottom line Ko ngā huanga tino pai ā mātou whāinga mulunga

Hi

From: ;
Sent: Wednesday, 25 May 2016 3:37 p.m.
To: Anita Cieslonik-Jones
Cc: Yvette Guttenbeil-Po'uhila
Subject: RE: updated memo for Mo Tatou teleconference

Importance: High

Kia ora koutou

46494 Mo Tatou In House Early Childhood Education& Care - Maninoa has a corrected probationary licence - expiry date 3/12/2016.

The full licence was successfully superseded!

Noho ora mai

Senior Advisor Early Childhood/Kaitohutohu Matua o Nga Tamariki Nohinohi | Sector Enablement and Support | DDI

12-18 Normanby Rd, Auckland; Private Bag: 92644, Symonds Street, Auckland 1150

From: Anita Cieslonik-Jones
Sent: Wednesday, 25 May 2016 2:27 p.m.
To: Marlene Rei
Cc: Robyn McClymont; Zalnab Ali; Yvette Guttenbeil-Po'uhila
Subject: FW: updated memo for Mo Tatou teleconference
Importance: High

Kia ora Marlene

Thanks so much for the update this afternoon about the EC8 applications.

As discussed, please find below the information about the Mo Tatou licence that needs its licence superseded in First – from Full back to Probationary. Thanks so much for doing this – please let me know if you need any more information.

Robyn – you can ignore my e-mail below!

Many thanks

Anita

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

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

From: Anita Cieslonik-Jones
Sent: Wednesday, 25 May 2016 10:42 a.m.
To: ; Yvette Guttenbeil-Po'uhila
Subject: FW: updated memo for Mo Tatou teleconference
Importance: High

Hi Robyn

Please see the e-mail below. One of the Mo Tatou licenses has accidentally been changed to full in First but should have remained probationary (details below) -- the provider has not been advised of a licence change, so still physically have the probationary licence.

advises that a licence can be manually changed back to Probationary as long as its within the 12 month period, which this is. Hoping you can help with this?

Many thanks

Anita

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

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

From: Yvette Guttenbell-Po'uhila
Sent: Wednesday, 25 May 2016 10:27 a.m.
To: Anita Ciesionik-Jones
Subject: RE: updated memo for Mo Tatou teleconference
Importance: High

Hi Anita, just checked this morning and there is an error with one of the licences.

ManInoa 46494 -- has a Probationary licence.

There was a data entry error on this end. In February an amendment to change the Service Provider Contact was received and a staff member made that change but also changed the status of licence from Probationary to Full.

The SP only have a Probationary Licence, it appears no letter went out confirming the contact person and licence status changes.

We can't fix the error on this end as we can't put a full licence back to probationary. Please advise.

Yvette Guttenbell-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education

From: Anita Ciesionik-Jones
Sent: Wednesday, 25 May 2016 7:55 a.m.
To: Yvette Guttenbell-Po'uhila; Elspeth Maxwell; Anthony Newton; Teena Small; Jyotika Sharma; Rhonda Cowell-Bari; Shona Humphrey; Catherine Bell
Subject: updated memo for Mo Tatou teleconference

Morena everyone

Please find attached an updated memo for this morning's teleconference. This now includes the withholding of the 1 June operational funding payment in the summary table

Ngā mihi

Anita

From: Shona Humphrey
Sent: Wednesday, 25 May 2016 3:43 p.m.
To: Anita Ciesionik-Jones
Cc: Elspeth Maxwell
Subject: Mo Tatou 46300 Licence cancellation

Kia ora Anita

I am confirming that I have received a email from the service provider confirming they wish to close the service voluntarily.

I will be progressing the licence cancellation into National Office tomorrow can someone at your end please ensure that the cancellation is gazetted asap.

Many thanks
Shona

Shona Humphrey | Senior Advisor

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 ētahi ake kia wikaoria*
We work together for maximum impact *Ka mahi ngātahi mā te tukinga nui tonu*

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



Released under the OIA

Shona Humphrey

From: Shona Humphrey
Sent: Wednesday, 25 May 2016 4:07 p.m.
To: Teena Small
Subject: Mo Tatou - Licence cancellation (46300)

Kia ora Teena

This email is to confirm that I have received a email from the service provider confirming they wish to close the service voluntarily.

I will process the cancellation and send through the usual ECE funding mailbox tomorrow.

The service provider has also confirmed they will not be moving the remaining 3 homes in this licence into licence 46372. This in effect means that the remaining Wellington licence (46372) will continue to operate with 6 educators as it has done since 6 May 2016.

Ngā mihi

Shona

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

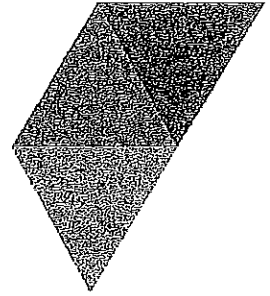
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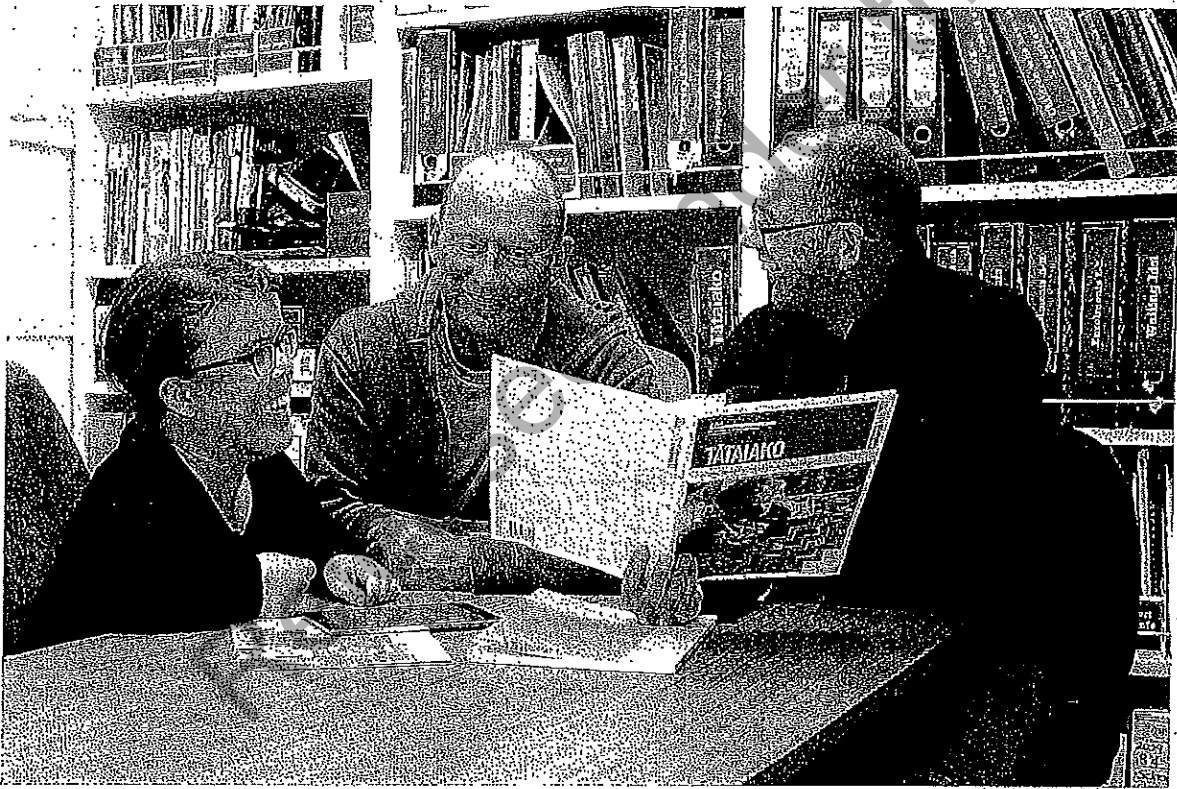


MINISTRY OF EDUCATION
 TE KĀHĀRIKI O TE HĀTAURANGA



Education Weekly Update

26 May 2016



In confidence: Hon Hekia Parata, Minister of Education

Need to know

Mo Tatou In-Home Early Childhood Education

Mo Tatou In-Home Early Childhood Education is a Pasifika home-based ECE provider with four licenses: two in Auckland and two in Wellington. In June 2015, it was awarded a Targeted Assistance for Participation Stream 3 grant for \$99,650 to establish a licensed home-based ECE network in Auckland creating 80 new child places in Manurewa East and Wiri.

The four services are currently linked under the name Aoga I Maota Charitable Trust. However, the provider has also established four new companies and is looking to move one service into each of the new companies. This means they will no longer be linked.

In December 2015, we received four complaints from educators working for Mo Tatou. The complaints related to non-payment of salary or wages to educators and staff. During investigation of these complaints, the service provider confirmed ongoing financial difficulties and was subsequently placed on monthly funding. In April 2016, a fifth complaint was received alleging breaches to regulations in both Wellington networks. As a result of the complaint one licence has been reclassified to provisional and one has been suspended. Both Auckland networks remain on full status however licensing visits are planned in light of the issues identified in Wellington.

A recent audit has resulted in a significant recovery of \$111,629 for three of Mo Tatou's networks. We have also been advised that the provider may have a significant debt to Inland Revenue and that they have ceased paying their educators and staff. The provider's 1 June 2016 funding payment of \$71,841 has been withheld due to the large audit debt and other related concerns.

We are in ongoing discussions with Mo Tatou on all these issues and will be scheduling a meeting with the provider next week.

Deputy Secretary: Katrina Casey
Owner: Susan Howan (PLATFORM

From: Kelly Grootjans
 Sent: Thursday, 26 May 2016 12:37 p.m.
 To: Anita Clesionik-Jones
 Subject: Audit Report for ECA2414 Aoga i Maota Charitable Trust
 Attachments: ECA2414 May 2016 Audit Report.pdf

Hi Anita,

Please see attached the audit report for ECA2414.

Any questions, feel free to contact me.

Kind regards

Kelly Grootjans | Acting Team Leader | Monitoring
 19 Market Grove, Lower Hutt

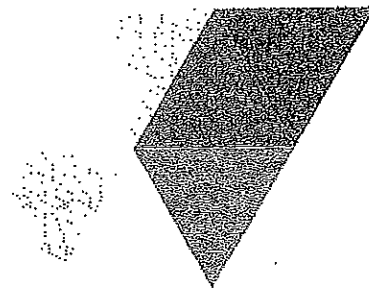
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Released under the OIA



23 May 2016

ECA2414

Tuivaiti Ieremia Tuivaiti
ECA Management Contact
Aoga i Maota Charitable Trust
PO Box 57103
Porirua 5247

ECA2414 – Early Childhood Funding Claim Audit

Attn: Tuivaiti Ieremia Tuivaiti

A Ministry of Education audit of your *Early Childhood Funding Return (RS7)*, for the period 1 October 2015 to 31 January 2016, was recently completed and included services:

- 46300 – Mo Tatou In-home Early Childhood Education and Care
- 46372 – Mo Tatou In-home Early Childhood Education and Care – La Taau Measina
- 46497 – Mo Tatou In-home Early Childhood Education and Care – Nafoga

Breaches Identified

The following breaches were identified during the audits:

- Funding claimed for absences before first attendance (*Chapter 3-A-2 of the Early Childhood Education Funding Handbook*).
- 20 Hours ECE funding eligibility (*Chapter 4-2 of the Early Childhood Education Funding Handbook*) This breach was identified in a previous audit (see letter 2 March 2015).
- Funding claimed for frequent absences (*Chapter 6-7 of the Early Childhood Education Funding Handbook*) This breach was identified in a previous audit (see letter 2 March 2015).
- Funding claimed for children enrolled at school (*Chapter 3-A-1 of the Early Childhood Education Funding Handbook*).
- Funding claimed for absences over three weeks (*Chapter 6-5 of the Early Childhood Education Funding Handbook*).
- Funding claimed for absences on public holidays (*Chapter 3-A-2 of the Early Childhood Education Funding Handbook*).
- Funding claimed for family member as caregiver (*Chapter 3-B-4 of the Early Childhood Education Funding Handbook*).
- Funding claimed for children with no timesheets (*Chapter 6-3 of the Early Childhood Education Funding Handbook*).

Audit Findings

46300 Mo Tatou In-home Early Childhood Education and Care

This audit showed that the RS7 was:

- overstated by one thousand nine hundred and eighty (1980) hours at the *Under Two Years of Age* funding rate;
- overstated by six hundred and seventy (670) hours at the *Two Years and Over* funding rate;
- overstated by two thousand nine hundred and fifty (2950) hours at the *20 Hours ECE* funding rate;

- overstated by eight hundred and fourteen (814) hours at the *Plus 10* funding rate.

The following table summarises the funding adjustment:

FUNDING ADJUSTMENT TABLE	
Funding Category	Amount
<i>Under Two Years of Age</i> ECE funding	\$14,414.40
<i>Two Years and Over</i> ECE funding	\$2,639.80
<i>20 Hours</i> ECE funding	\$25,842.00
<i>Plus 10</i> ECE funding	\$3,207.16
Total Adjustment to Pay to the Ministry of Education	\$46,103.36

46372 Mo Tatou In-home Early Childhood Education and Care – La Taau Measina

This audit showed that the RS7 was:

- overstated by two thousand one hundred and eighteen (2118) hours at the *Under Two Years of Age* funding rate;
- overstated by one thousand two hundred and six (1206) hours at the *Two Years and Over* funding rate;
- overstated by eight hundred and forty one (841) hours at the *20 Hours ECE* funding rate;
- overstated by three hundred and eighty three (383) hours at the *Plus 10* funding rate.

The following table summarises the funding adjustment:

FUNDING ADJUSTMENT TABLE	
Funding Category	Amount
<i>Under Two Years of Age</i> ECE funding	\$15,419.04
<i>Two Years and Over</i> ECE funding	\$4,761.64
<i>20 Hours</i> ECE funding	\$7,367.16
<i>Plus 10</i> ECE funding	\$1,509.02
Total Adjustment to Pay to the Ministry of Education	\$29,046.86

46497 Mo Tatou In-home Early Childhood Education and Care – Nafaoga

This audit showed that the RS7 was:

- overstated by two thousand three hundred and eighty two (1382) hours at the *Under Two Years of Age* funding rate;
- overstated by two hundred and seventy eight (278) hours at the *Two Years and Over* funding rate;
- overstated by two thousand three hundred and sixty (2360) hours at the *20 Hours ECE* funding rate;
- overstated by one thousand one hundred and eighty (1180) hours at the *Plus 10* funding rate.

The following table summarises the funding adjustment:

FUNDING ADJUSTMENT TABLE	
Funding Category	Amount

<i>Under Two Years of Age</i> ECE funding	\$10,060.96
<i>Two Years and Over</i> ECE funding	\$1,095.32
<i>20 Hours</i> ECE funding	\$20,673.60
<i>Plus 10</i> ECE funding	\$4,649.20
Total Adjustment to Pay to the Ministry of Education	\$36,479.08

Funding Adjustment

Funding claimed for absences over three weeks

Chapter 6-5 of the *Early Childhood Education Funding Handbook* explains the three week rule for continuous absence. Funding for an enrolled child who is absent can be claimed for a maximum of three weeks, starting from the first day of absence. Hours claimed for Leo Funganitao, who was absent for more than three weeks, were disallowed.

Funding claimed for frequent absences

Chapter 6-7 of the *Early Childhood Education Funding Handbook* explains the frequent absence rule. It ensures that enrolment agreements match attendance patterns as closely as possible. When any child regularly fails to attend for their enrolled hours or days, then the child's attendance must be monitored.

The frequent absence rule helps services identify absence patterns that suggest a change of enrolment may be needed. If there is a pattern of absences, then at the end of the second month, the parent must reconfirm, in writing, that the enrolment agreement remains valid, or change the agreement to match the attendance pattern. This confirmation allows funding, for the pattern of absences, to be claimed in the third month.

In the fourth month, funding for the pattern of absences must not be claimed, and the enrolment agreement must be changed to match the child's attendance.

An analysis of the attendance patterns over the audit period showed that Teresa Su, Delta-Jade Bishop, Inaki Inaki, Mya Ngatangata, Kizel Tapue, Mele-Kaye Taupe, Falcon Teleaga, Marsden Teleaga, Alapasita Koloa, and Patricia Salpani regularly failed to attend for their enrolled hours or days. The audit has discounted the continuing pattern of absences in the third month and subsequent months.

Funding claimed for absences before first attendance

Chapter 3-A-2 of the *Early Childhood Education Funding Handbook* explains that funding begins on the first day a child attends a service, or is due to attend, as specified in the enrolment agreement. One week of absences can be funded providing the service has the required documentation. Funding was disallowed for Rose Samelu, Moses Letimanu, Hadassah Fa'aaliga-Mene, Jay Leiataua, Falcon Teleaga, Marsden Teleaga, Jasmine Sarwaish, Alex Lota, Renee Putaura, Ramada Putaura, Bryan Hlut, Htet Kay, and Legend King when there was no documented reason for absences claimed.

Funding claimed for 20 Hours ECE funding

Chapter 4-2 of the *Early Childhood Education Funding Handbook* describes the *20 Hours ECE* conditions that must be met by a service/parent. The conditions are:

- Services must not claim *20 Hours ECE* funding for a child until the parent/guardian has completed a signed and dated attestation.

Funding discounted at the *20 Hours ECE* funding rate was allowed at the *Two Years and Over* funding rate for Abigail Olive, Jireh-Grace Taanoa, Katrina Pesaleli, Rosalina Tol'u, Zephaniah Crowe, Vitalius Tuioti, Helanana Alago, Janita Tuimauga, and Disleyn Lesa where there were no attested hours for the period claimed.

Funding claimed for children enrolled at school

Chapter 3-A-1 of the *Early Childhood Education Funding Handbook* explains that funding cannot be claimed for children once they are enrolled and attending school. Funding was disallowed for Albert Andrews, De'Jon-Lemz Nikoalo, and Corleone Afioga where funding was claimed (for a school holiday programme/after school care) when they were enrolled at and attending school.

Funding claimed for absences on public holidays

Chapter 3-A-2 of the *Early Childhood Education Funding Handbook* explains that services can claim funding for children who attend services that are open on a public holiday. Funding must not be claimed for children who are absent where the children are not enrolled to attend on the specific holiday. Hours claimed for Stephen Puefua, Payton Vela and Puataunofu Sisifo who was not enrolled to attend on Labour Day, were disallowed.

Your enrolment processes for public holidays must be amended to match the care requirements of your parents. Parents must only enrol children on public holidays if they require care on this day.

Funding claimed for family member as caregiver

Chapter 3-B-4 of the *Early Childhood Education Funding Handbook* explains that funding must not be claimed for an educator's grand-children living at the same address.

Funding claimed in relation to Maiya Hunter-Simeona, Serene Finau, and Mati'a-Anei Tili was disallowed as they were the educator's grandchild living at the same address.

Funding claimed for children with no timesheets

Chapter 6-3 of the *Early Childhood Education Funding Handbook* describes the attendance records that must be kept by a service. These include the days and times of actual attendance.

The audit identified that a number of timesheets were missing. Funding was disallowed where there were no timesheets to verify child attendance.

Record Keeping Requirements

Early Childhood Education (ECE) Funding Handbook

Access to Ministry of Education funding for early childhood services is conditional on meeting funding criteria as outlined in the *Early Childhood Education Funding Handbook*. Updates to the handbook can be found on www.education.govt.nz/early-childhood.

Requirements for enrolment records

Chapter 6-1 of the *Early Childhood Education Funding Handbook* describes the enrolment records that must be kept by a service. These include:

- the child's full name, date of birth, and home address;
- the date the child commenced attendance at the service and their finish date;
- the days and times each child is expected to attend, and details of any later changes to the agreement signed and dated by at least one parent/guardian;
- attestation by the child's parent/guardian of the hours the child is enrolled at another service (including none if appropriate); and
- a dated signature of at least one parent/guardian to attest to the accuracy of the enrolment record.

The enrolment exemplar is available in the *Early Childhood Education Funding Handbook*. It includes a requirement for services to gather birth certificate information for the Early Learning Information (ELI) system. All early childhood services are required to have updated their enrolment forms and gathered the birth certificate information for all children.

Some sections of the Enrolment Agreement Form have compulsory wording, which cannot be changed except to add relevant details for your service. Please review and make the necessary changes to your Enrolment Agreement Form. All Enrolment Agreements Forms must comply with the *Early Childhood Education Funding Handbook* exemplar.

Requirements for 20 Hours ECE attestation records

Chapter 4-2 of the *Early Childhood Education Funding Handbook* describes the 20 Hours ECE requirements that must be met by a service.

- Services must not claim 20 Hours ECE funding for a child until the parent has correctly completed, signed and dated attestation details.
- Changes to attested hours must be signed and dated by the parent and show the effective date of each change as only the hours that the parent or caregiver have confirmed and signed can be claimed.
- Parents must notify services if there is a change to the 20 Hours ECE their child receives at any service.

Requirements for attendance records

Chapter 6-3 of the *Early Childhood Education Funding Handbook* describes the attendance records that must be kept by a service. These include:

- each child's first name and family name;
- the days and times of actual attendance;
- a record of any absence with an "a" when a child is absent at a time they are enrolled;
- notes and explanations when a child is absent from the service;
- attendance registers that have been marked by staff on a twice daily basis;
- evidence that a parent or guardian of each child attending the service has regularly examined and confirmed the attendance record. This requires the record to be signed at least once a week.

It is critical that the actual times of attendance are recorded to ensure that your staff hour count is correct, casual attendance is claimed where applicable and you are able to effectively monitor the frequent absence rule.

Summary

These audits identified some significant issues. Chapter 11- 1 of the *Early Childhood Education Funding Handbook* explains that services risk losing funding if their records cannot be audited because they are unclear or ambiguous, or are not available for audit.

I draw to your attention to the RS7 Declaration which states that:

- "...I confirm that this funding claim is made in accordance with the conditions outline in the Early Childhood Funding Handbook..."

Written Response Required by Monday 13 June 2016

The Ministry considers the issues raised in this audit to be serious breaches of the funding rules. You must write and explain to the Ministry the reason for these breaches. In particular, please explain:

1. In your letter dated 4 May 2015, you confirmed that processes would be put in place to ensure that previous funding breaches would not continue. Why did these processes not work? Why was 20 Hours ECE funding claimed for children who had no attestation records and why was funding claimed for frequent absences?
2. Please explain why, in this period, many of the time-sheets were not signed or dated by the educators and parents? What process will be put in place to ensure that children who have left the service and children who have not yet started, are not claimed for funding?

3. Why was funding claimed for children enrolled at school?
4. How was funding claimed for absences over three weeks when APT is designed to automatically override this?
5. Why was funding claimed for children when the educators were unavailable to provide care?
6. Why was funding claimed for family members as caregivers outside of the funding rule restrictions?
7. What processes will you put in place to ensure that these breaches do not happen again?

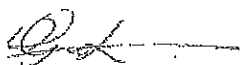
Your response must be made in writing to The Manager, Monitoring, Ministry of Education, PO Box 1666, Wellington 6140. This letter should be sent to the Ministry by Monday 13 June 2016.

Reporting and Recovery

The audit results were discussed with you and Roseanne Leota (CEO) at the end of the audit. I would like to thank you and Roseanne for your assistance during the audit.

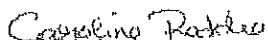
As your claim for the period was overstated, your funding will now be adjusted. The adjustment will be made in your next funding payment.

If you disagree with the findings of the audit, you have the right to appeal. An appeal must be made in writing to The Manager, Monitoring, Ministry of Education, DX Box SR51201, Wellington. The appeal must be received by the Ministry no later than 20 working days from the date of this audit report.



Kelly Grootjans
Acting Team Leader
Monitoring
Resourcing
Te Wāhanga Whakarato Rawa

M: 027 836 0388
DDI: 04 463 7026
E: Kelly.Grootjans@education.govt.nz



Caroline Reddie
Resourcing Auditor
Monitoring
Resourcing
Te Wāhanga Whakarato Rawa

M: 027 839 0833
DDI: 06 833 6744
E: caroline.reddie@education.govt.nz

Shona Humphrey

From: Elspeth Maxwell
Sent: Thursday, 26 May 2016 1:49 p.m.
To: Suze Strowger
Cc: Shona Humphrey
Subject: FW: Suspended Licence Mo Tatou (46300)
Attachments: Memo to Suze Strowger.docx

Kia ora Suze

Further to Shona's memo to you (see attached) earlier this month, re the licence suspension for Mo Tatou. I can now advise that we will be proceeding with cancellation of this licence following advice from the service provider that they now wish to close this service voluntarily effective from today. The remaining three homes in the licence will be transferred to their other licensed service.

We will provide an update to the Minister in the next EWU.

Ngā mihi

Elspeth Maxwell | Manager Education, Wellington Region, Lower Hutt
DF

Released under the OIA

Shona Humphrey

From: Shona Humphrey
Sent: Thursday, 26 May 2016 4:07 p.m.
To: ECE Funding Mailbox; ECE Information Mailbox
Cc:
Subject: Licence cancellation Mo Tatou (46300)
Attachments: Cancellation Memo & NZ Gazette Notice 2008 25-May-2016.docx; Home-based Licence 2008 27-Apr-2016.docx

Kia ora

Please find cancellation memo and licence for Mo Tatou (46300) the cancellation is effective from 25 May 2016.

Ngā mihi
Shona

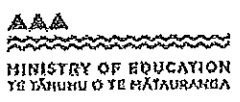
Shona Humphrey | Senior Advisor

19 Market Grove, Lower Hutt

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Released under the OIA



MINISTRY OF EDUCATION
Te Tāhuhu o te Mātauranga

memo

To:	Anthony Newton, Senior Manager, ECE Funding and Implementation, Early Learning, Parents and Whānau		
Cc:			
From:	Elsbeth Maxwell Wellington Region		
Date:	25 May 2016	File:	46300
Subject	Cancellation of Early Childhood Service as per Regulation 32		

- 1 Please find attached a copy of a notice of cancellation for the licence for Mo Tatou In-home Early Childhood Education and Care - Malaeola (46300)
- 2 The last day of operation was on 6 May 2016.
- 3 The centre's licence has been cancelled under regulation 32 (1)(d) (i) as the service has permanently ceased to operate.
- 4
- 5 If you agree to this cancellation Early Childhood Operational Funding and Education Information Analysis teams will be notified of the closure through the FIRST and EDUMIS databases.
- 6 Please note that National Office staff will also advise the Ministry of Social Development and the Education Review Office that the service's licence has been cancelled.

RECOMMENDATION

- 7 It is recommended that you sign the attached notice of closure to be published in the *New Zealand Gazette*.

Manager: Elspeth Maxwell

Signature:

Date: 25 May 2016

CANCELLATION OF LICENCE FOR AN EARLY CHILDHOOD SERVICE

Pursuant to Regulation 32(1)(d)(i), of the Education (Early Childhood Services) Regulations 2008, and acting under authority delegated by the Secretary for Education, I hereby cancel the licence dated **27 April 2016**, which was granted under those regulations to Ieremia Tuivaiti, in respect of **Mlo Tatou In-home Early Childhood Education and Care - Malaeola**, (46300) situated at **41 Chilton Drive, Paraparaumu**.

This notice shall take effect the day after the date of its notification in the *New Zealand Gazette*.

Anthony Newton
Senior Manager
ECE Funding and Implementation
Early Learning, Parents and Whānau

Shona Humphrey

From: Shona Humphrey
Sent: Tuesday, 31 May 2016 12:43 p.m.
To: Shona Humphrey
Subject: Complaint about Mō Tatou via telephone call

Kia ora koutou

Please advise me the next steps

Please see below FYI -

- I have just cleared a voicemail message (random) from about Mo Tatou (MT) wanting to lodge a complaint bc
- - has not been paid for over three weeks – and is planning to hand in her resignation.
- In the last three weeks the educator has continued to provide service to MT. spoke with Mo Tatou querying reasons for non payment.

Contact details are -


Ngā mihi

19 Market Grove, Lower Hutt

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MINISTRY OF EDUCATION
TE TĀHURU O TE KĀTAURANGA

ECE Complaint

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

Complaint: Mo Tatou In-Home Early Childhood Educati on 2-Jun-2016 1:30 p.m.

(#800298)

0. Complaint Logged	Status:	Complaint Completed	ID:	800298
	Lodged By:	Humphrey, Shona	Date Lodged:	2-Jun-2016 9:35 AM
1. Under 1st Peer Review	Last Changed By:	Humphrey, Shona	Date Changed:	2-Jun-2016 10:30 AM
	Start Date:	2-Jun-2016 9:28 AM	Category:	Early Childhood
2. 1st Escalation	Referred From:	Parent	Referral Method:	Phone

3. Acting on Complaint

Customer Details	
Name:	Mo Tatou In-Home Early Childhood Educati View Contact Details
Organisation:	Contact Extensions:
ProviderID:	46372 Physical: 41 Chilton Drive, ...
Email:	jeremia@motato... 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:	46372
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:	26-May-2016
Date/Time Of Incident:	2-Jun-2016 1:30 PM
People Involved in Incident (if applicable):	
Summary of Complaint:	Phone message left from a Pasifika speaking woman requesting that the MoE stop funding the Mo Tatou service in Porirua. The woman

stated that they are lying to staff and educators and misusing the money from the Ministry. They have build a house in Samoa and live in a mansion in Paraparatumu with 7 bedrooms. She stated it is just not right what they are doing to the Pasifika community. The woman did not leave any contact details or her name. Ministry staff have attempted to contact her through caller ID but have not been successful.

Complainant agrees with record of their complaint?:	No
Type of Incident:	Regulatory
Potential Regulatory Breach:	Yes
Complaint Acknowledged By:	
Complaint Acknowledged On:	26-May-2016
Acknowledged within 5 Days?:	No
Why Not?:	No details provided to allow follow up

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

Investigation Plan	
No Further Action Required by Ministry:	Yes
Why Action Not Required:	
No Further Action, Proceed to Peer Review or Completed states	
Propose Service Visit:	
Purpose of Investigation:	
Refer to Another Agency:	
Proposed Action:	The woman did not leave any contact details or her name. Ministry staff have attempted to contact her through caller ID but have not been successful. The Ministry will address this complaint with the Service Provider as they work through the Provisional Licence process.

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

Initial Investigation Actions

Advise the provider of any implications of the allegation(s) and allow time to respond

Contacted Service About Complaint:

Visited Service:

Investigation Outcomes

Informed Parents/Whanau of Investigation:

Ministry Actions Taken:

Summary of Actions Taken:

Licence Amended?:

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:

Check List 2:

Related Complaints, LSMs, File Notes & Enquiry Logs

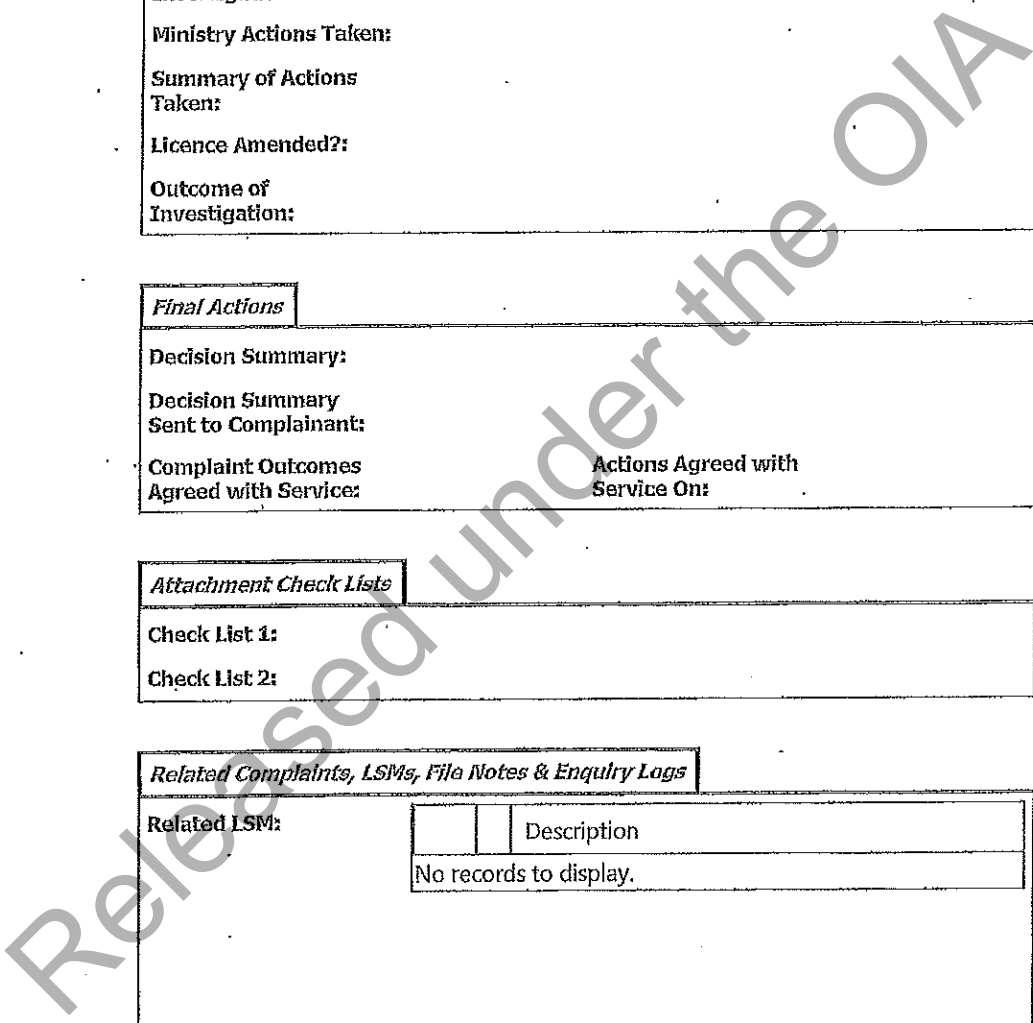
Related LSM:

	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
	No records to display.

Attachments
No attachments.

Related Items	Create Similar Workflow...
Type: <input type="text" value="All"/> <input type="checkbox"/> Show only active Items	Page Size <input type="text" value="20"/> Page <input type="text" value="1"/> of 0
No related items found.	

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

Current State: 6. Complaint Completed

Action Log	Add Note...	E-mail...	Action
State	Actual Data	Logged By	Details Collapse All Expand All
0	2-Jun-2016 9:28 AM	<u>Humphrey, Shona</u>	Workflow added, assigned to Humphrey, Shona
Progressed to 6. Complaint			

	<p>0 2-Jun-2016 10:27 AM <u>Humphrey, Shona</u> <i>Completed, assigned to Humphrey, Shona</i></p> <p>Ministry staff will follow this complaint up through the Provisional Licence process. Ministry auditors have recently completed an audit and have identified a number of concerns and a claim back to the Ministry.</p>
--	--

Released under the OIA

From: Yvette Guttenbeil-Po'uhila
Sent: Friday, 3 June 2016 11:25 a.m.
To: Anita Ciesionik-Jones
Subject: FW: Maninoa Visits (46494)

FYI, will call you later today please.

Yvette Guttenbeil-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Friday, 3 June 2016 9:58 a.m.
To: Yvette Guttenbeil-Po'uhila
Cc: 'Salā Roseanne Leota'
Subject: Maninoa Visits (46494)

Talofa Lava and Good Morning Yvette.

Thank you for your email, consideration and understanding as to the delay in getting back to you with scheduled visits, for Maninoa (46494).

As a result of our meeting on Tuesday, you did allude to not having all the information when making your decision to not pay out our milestone 4 payment on 13 May and that you would be following this up.

It is important for us to once again reiterate the impact that this decision has caused – we have not been able to fully pay our staff and educators.

I need to impress that while the Ministry of Education changes the Milestone 4 payment conditions – our people are suffering in a situation which is becoming intolerable.

Delaying this payment has profoundly and seriously affected the children in our licence.

Had this payment been received, all staff and educators would have been fully paid.

Therefore we have had to adapt our business to meet the current financial needs before us.

Before these decisions were made, the community, educators, and staff needed to be informed of what our current status is, seek advice from them, and others for a way forward.

These decisions are now being implemented throughout Mo Tatou, and the effects will continue to ripple through until 1 July 2016.

Coming back to the visits: We understand that the longer we wait for these visits to occur the longer it may take for the payment of Milestone 4. It is our desire to get this part of your conditions met, as quickly as possible. And we agree that next week will be great to get these done.

You have a list of our educators for Maninoa submitted with the milestone 4 report.

May I have the number of homes that you're interested in visiting next week, along with the names of Educators/addresses, times and dates please?

We want to ensure that when you do visit, that these homes and educators are current.

Looking forward to seeing that list today, Yvette.

Ia manuia,

Tuivaiti Ieremia Tuivaiti

Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: 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

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ECE Complaint

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

Complaint: Mo Tatou In-Home Early Childhood Educati

0. Complaint Logged	Status:	Complaint Completed	ID:	801046
	Lodged By:	Humphrey, Shona	Date Lodged:	3-Jun-2016 1:47 PM
1. Under 1st Peer Review	Last Changed By:	Humphrey, Shona	Date Changed:	3-Jun-2016 1:56 PM
	Start Date:	3-Jun-2016 1:14 PM	Category:	Early Childhood
2. 1st Escalation	Referred From:		Referral Method:	Phone

3. Acting on Complaint

Customer Details	
Name:	Mo Tatou In-Home Early Childhood Educati View Contact Details
Organisations:	
ProviderID:	46372
Physical:	41 Chilton Drive, ...
Email:	jeremla@motato... 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:	46372		
Complainant Checklist			
Advised to follow service's complaints procedure:	No	Why Not/ Referred to ECE Service:	The complainant has made several attempts to contact the service provider but they just don't answer the phone
Complainant providing complaint in writing?:	No		

Complaint Management

Date Received at MOE:	31-May-2016
Date/Time Of Incident:	
People Involved in Incident (if applicable):	educator, families, children, service provider
Summary of Complaints:	Details of the complaint are outlined in the email attached.

has not been paid for three weeks. She has been advised that there is some issues with health and safety requirements for her home, however the educator was not advised that she could not continue to provide education and care for the children. They were advised that the Ministry would be visiting homes and if her home was chosen she was told by Agnes that she would not be working that day and would not be paid. has been providing support to the educator in completing the timesheets and sending them in she hopes that Mo Tatou have not been claiming funding and not paying the educator.

Complainant agrees with record of their complaint?: No

Type of Incident: Regulatory

Potential Regulatory Breach: Yes

Complaint Acknowledged By: Phone

Complaint Acknowledged On: 2-Jun-2016

Acknowledged within 5 Days?: Yes

MOE Details

Region: Central South MOE Office: Lower Hutt Office

Direct Manager: Elspeth Maxwell

Investigation Plan

No Further Action Required by Ministry: No

Propose Service Visit:

Purpose of Investigation: Governance Management & Administration

Refer to Another Agency:

Proposed Action: Follow up phone call to complainant. Will continue to follow up through the Provisional Licence process.

Peer Review

Proposed Action Endorsed (PR 1):

Do you wish to escalate? (PR1):

Proposed Action Endorsed (PR2):

Do you wish to escalate? (PR2):

Initial Investigation Actions

Advise the provider of any implications of the allegation(s) and allow time to respond

Contacted Service About Complaint:

Visited Service:

Investigation Outcomes
Informed Parents/Whanau of Investigation:
Ministry Actions Taken:
Summary of Actions Taken:
Licence Amended?:
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:
Check List 2:

Related Complaints, LSMs, File Notes & Enquiry Logs

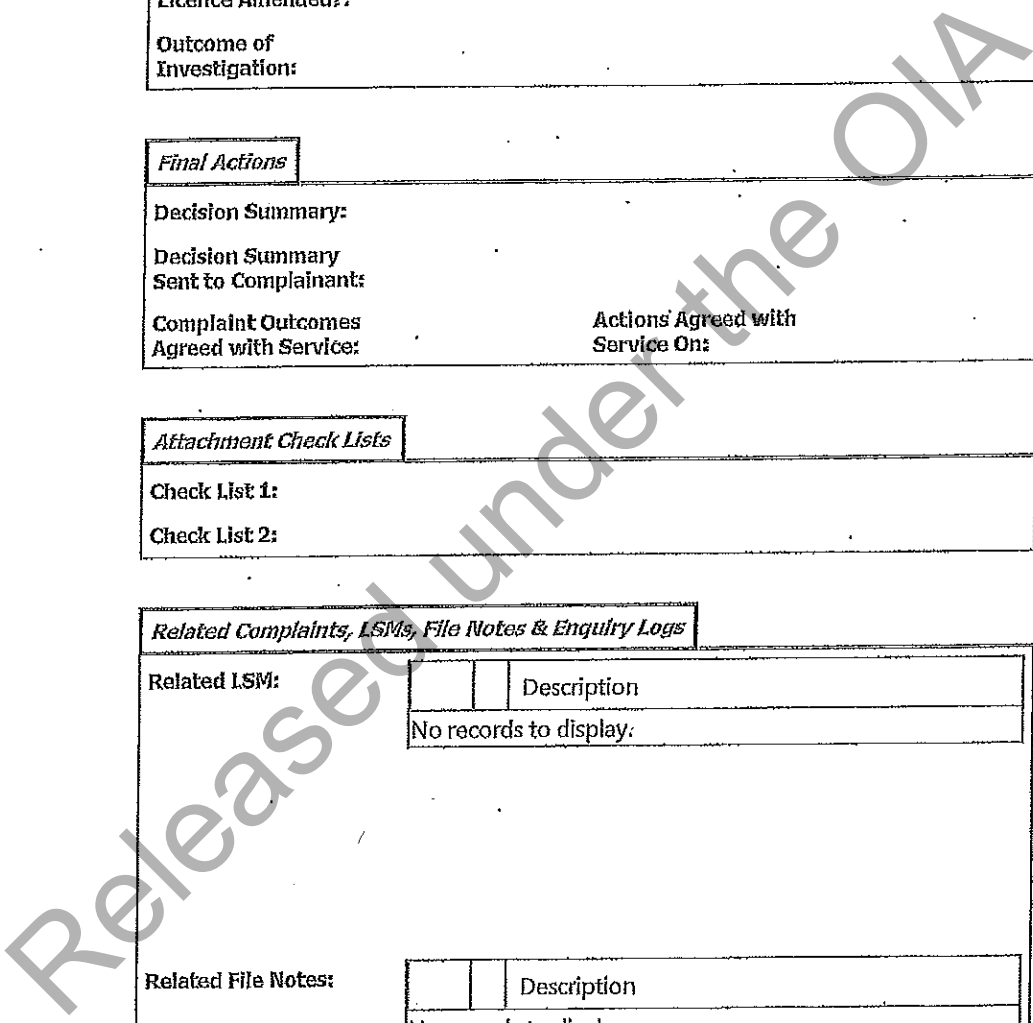
Related LSM:

	Description
No records to display.	

Related File Notes:

	Description
No records to display.	

Related Enquiry Logs:



	Description
No records to display.	

	Description
No records to display.	

Attachments				
Title	Author	Date Changed	Attached By	Date Attached
<input type="checkbox"/> Complaint about Mo T...	Shona...	3-Jun-2016	Shona Hum...	3-Jun-2016 1:48 PM

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

Assignment	
Urgency:	
Action Officer:	<u>Humphrey, Shona</u>
Escalation 1:	
Escalation 2:	
Escalation 3:	
Also Notify:	
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
0	3-Jun-2016 1:14 PM	<u>Humphrey, Shona</u>	Workflow added, assigned to Humphrey, Shona	Expand All
Progressed to 6. Complaint				

0	<p>3-Jun-2016 1:47 PM <u>Humphrey, Shona</u> <i>Completed, assigned to Humphrey, Shona</i></p> <p>2 June 2015 contact with [redacted] was made to confirm the issues she was raising in the complaint.</p> <p>[redacted] hopes that Mo Tatou have not applied for funding for these children if they are not prepared to pay the educators for the work they have been doing.</p> <p>The family have made the decision not to continue with Mo Tatou as they have been through the process of not getting paid at Christmas time and are not prepared to go through it all again.</p> <p>[redacted] is happy that the Ministry follow up through the Provisional Licence process.</p>
---	---

Released under the OIA

From:
Sent: Tuesday, 7 June 2016 8:36 a.m.
To: Yvette Guttenbell-Po'uuhila;
Cc:
Subject: RE: Maninoā Visits (46494)
Follow Up Flag: Follow up
Flag Status: Flagged

Awesome. Thanks

SP has an updated list of homes and will send it through this morning.

Will flick updated list shortly. In the interim – book your vehicles ☺

Thanks guys

Early Childhood Education Senior Advisor

From:
Sent: Tuesday, 7 June 2016 8:27 a.m.
To: Yvette Guttenbell-Po'uuhila
 Ruka;
Cc: Rh...
Subject: RE: Maninoā Visits (46494)

Hi:

I am available on Wednesday morning, Thursday and Fri. What do you need help with?

Kind regards,

Education Advisor | ECE

From: Eileen Tofa
Sent: Tuesday, 7 June 2016 8:25 a.m.
To: Yvette Guttenbell-Po'uuhila;
Cc: Rhonda Cowell-Bari
Subject: RE: Maninoā Visits (46494)

Hi all,

The Mo Tatou home visit is not an assessment visit it is a spot check type visit, like the ones we did for

I am able to do 1 home per day, My schedule at follows....

Wed 10.30am
21 Hillside Road, Papatoetoe / Taisia Pole

Thursday 1.30pm

2 Bellar Place, Mangere/ Fataloa Ee

Friday 10.30am

20A Waterview Road, Takanini / Diane Seini Leiatua Vave

Please let me know by 10am today if you can do a home visit. My aim is to revert to SP with a schedule for this week before head out to Warkworth.

The list of homes are on my desk.

Thanks heaps team ☺

| Early Childhood Education Senior Advisor

From: Yvette Guttenbeil-Po'uhila

Sent: Friday, 3 June 2016 5:13 p.m.

To:

Cc:

Subject: RE: Maninoa Visits (46494)

Talofa lava team

and I had planned to make visits this week, but after our meeting with the Mo Tatou provider on Tuesday they requested some time before they get back to us.

I would like to get back to them today and say that visits will be made next Wednesday, Thursday and Friday. and I had initially planned for her to do all the visits, but she may not be able to do that next week so I am requesting that maybe 2-3 of you take a day each next week to make two visits OR any other variation that might be doable. All you need to do is an EC3 assessment, I hope you can coordinate with the available SAs.

Again, I am not in next Tuesday as I have a leadership meeting but I would like you to make a plan to confirm; homes, educators and date and time for each visit on Tuesday. I will email Jeremia today and let him know that we will confirm the list on Tuesday afternoon. Pending on his response we should be looking at visits taking place Wed-Fri next week.

I will put a list of the latest Maninoa network on your desk.

Sing out if you have any questions, I am available on cell.

Malo - Y

Yvette Guttenbeil-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education

From: Yvette Guttenbeil-Po'uhila

Sent: Friday, 3 June 2016 11:31 a.m.

To: I

Subject: FW: Maninoa Visits (46494)

Hiya mate, can we catch up this morning please.

Yvette Guttenbeil-Po'uhiā | Manager, Education | Early Learning, Schools and Pasifika Education

From: jeremia@motatou.org [mailto:jeremia@motatou.org]
Sent: Friday, 3 June 2016 9:58 a.m.
To: Yvette Guttenbeil-Po'uhiā
Cc: 'Salā Roseanne Leota'
Subject: Maninoa Visits (46494)

Talofa Lava and Good Morning Yvette.

Thank you for your email, consideration and understanding as to the delay in getting back to you with scheduled visits, for Maninoa (46494).

As a result of our meeting on Tuesday, you did allude to not having all the information when making your decision to not pay out our milestone 4 payment on 13 May and that you would be following this up.

It is important for us to once again reiterate the impact that this decision has caused – we have not been able to fully pay our staff and educators.

I need to impress that while the Ministry of Education changes the Milestone 4 payment conditions – our people are suffering in a situation which is becoming intolerable.

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These decisions are now being implemented throughout Mo Tatou, and the effects will continue to ripple through until 1 July 2016.

Coming back to the visits: We understand that the longer we wait for these visits to occur the longer it may take for the payment of Milestone 4. It is our desire to get this part of your conditions met, as quickly as possible. And we agree that next week will be great to get these done.

You have a list of our educators for Maninoa submitted with the milestone 4 report.

May I have the number of homes that you're interested in visiting next week, along with the names of Educators/addresses, times and dates please?

We want to ensure that when you do visit, that these homes and educators are current.

Looking forward to seeing that list today, Yvette.

Ia manuia,

Tuivaiti Ieremia Tuivaiti
Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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In-home Early Childhood Education & Care

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Released under the OIA

From: Nathan Fogarty
Sent: Tuesday, 7 June 2016 3:23 p.m.
To: Kelly Grootjans
Subject: FW: Mo Tatou Jul16 RS7s
Attachments: 46300_RS7_Jul16.pdf; 46372_RS7_Jul16.pdf

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: .
Sent: Tuesday, 7 June 2016 3:21 p.m.
To: Nathan Fogarty
Subject: Mo Tatou Jul16 RS7s

Hi Nathan,

We have received two RS7 submissions from Mo Tatou so far.
Attached are the RS7 returns for #46300 (suspended since 6 May) and #46372.

As per current instruction, we have not uploaded their data until it has been reviewed by you and Teena.

I will send through the other two services RS7s once they are submitted.

Let me know if you need anything else.

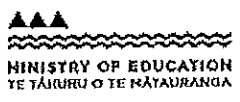
Cheers,

33 Bowen St, Wellington

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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 mānawanui ki a mātou, me ētahi ake kia wikitoria*
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*



From: Nathan Fogarty
Sent: Tuesday, 7 June 2016 3:43 p.m.
To:
Subject: RE: Mo Tatou Jul16 RS7s

Thanks

We are waiting on a response to the funding claim issues from them (due Monday). If they have not responded by Monday, we will follow up. This response will inform our next steps.

We are weighing up whether an audit of these RS7s is required sooner rather than later. If they will not receive any funding due to the debt, we may be able to wait.

Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From:
Sent: Tuesday, 7 June 2016 3:21 p.m.
To: Nathan Fogarty
Subject: Mo Tatou Jul16 RS7s

Hi Nathan,

We have received two RS7 submissions from Mo Tatou so far. Attached are the RS7 returns for #46300 (suspended since 6 May) and #46372.

As per current instruction, we have not uploaded their data until it has been reviewed by you and Teena.

I will send through the other two services RS7s once they are submitted.

Let me know if you need anything else.

Cheers,

Senior Advisor | ECE Operational Funding

33 Bowen St, Wellington

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



From: Yvette Guttenbeil-Po'uhiha
Sent: Thursday, 9 June 2016 12:15 p.m.
To: Anita Ciesionik-Jones
Cc: Eileen Tofa; Tracey Brown
Subject: Mo Tatou Akid visit update

Importance: High

Kia ora Anita, an update on our visits;

1. Eileen and Tracey separately visited two homes yesterday.
 2. They are jointly visiting two homes this afternoon.
 3. Two visits are planned for tomorrow, Friday 10/6.
- Breaches were picked up in both homes and while they were not full assessment visits the level of concern would normally be sufficient to consider re-classification to Provisional.
 - However, we will not make a decision until all 6 visits have been completed.
 - We have problems identifying homes for the visits. We requested an update on the list submitted with the TAP 3 invoice.
 - Jeremia sent us 5 homes to visit.
 - We went back and requested an update of the total list of homes in the network so we can select homes to visit. We were sent the list below.
 - This gives us a total of 9/24 homes available for a visit
 - We are awaiting confirmation regarding definitions for On-hold and On holiday.
 - If we go off this list, then they will not meet the milestone outcome for numbers of children. Which leads me to query the ELI data match we did if these children are not enrolled etc...

Educator	Status	Address 1	Address 2
Vaosefa Lesa	Available - 10/6	33 Haddon Street	Mangere East
Saofaiga Emani	Available - 10/6	10 Macky Avenue	Mangere
Sina Paepaega	Available - 10/6	5 Mataura Place	Clover Park
Cecilia Sua	Available - 9/6 or 10/6	148 Mahia Road	Manurewa
Diane Seini Leiatava Vave	Available - 9/6 or 10/6	20A Waterview Road West	Takanini

62

Faaua Sasala	Available - 9/6 or 10/6	5 Iliad Place	Wirī
Tapalega Peresipi	Available - 9/6 or 10/6	75 Clevedon Road	Papakura
Rosalina Vai	Completed	28 Limond Street, Randwick Park	Manurewa
Taisia Pole	Completed	21 Hillside Road	Papatoetoe
Mafa Taumaoe	Exited April 2016	33 Maplesden Drive	Clendon Park
Fataloa Ee	Exited June 2016	2 Bellard Place	Mangere
Linda Uasike	Exited March 2016	3/246 Kirkbride Road	Mangere
Gagau Ioane	Exited May 2016	21 Killeen Place	Flatbush
Potoae Selu	Exited May 2016	20 Famborough Cres	Mangere
Meleane F Tuakalau	Not contactable	19 Burundf Avenue	Clendon Park
Falanika Fonofa	Not contactable	38 Rata Vine Drive	Wirī
Levale Savello	On hold - child overseas	55 Sikkim Crescent	Manukau
Suivaala Taipule	On hold - housing NZ renovations	72 Eheron Drive	Weymouth
Ulma'o Fuataga	On hold - housing NZ renovations	4 Matua Place	Clendon Park
Paulina Ifopo	On hold - no enrolments	17B Hotooroa Place	Manurewa
Siopea Tracey-Pea Pato	Still to confirm availability for this week	12 Lachlan Place	Favona
Tatauula Sola	Transferred to 46497	7 Regalwood Place	Mangere
Telesia Faafoi	Unavailable - Brother passed away	82 Puriri Road	Manurewa
Lilian Apulu	Unavailable - On holiday	15A Hatherley Place	Clendon

Yvette Guttenbeil-Po'uhihila | Manager, Education | Early Learning, Schools and Pasifika Education

From: Eileen Tofa
Sent: Thursday, 9 June 2016 11:28 a.m.
To: Yvette Guttenbeil-Po'uhihila
Subject: FW: Available Homes for Maninoa Visits
Importance: High

Eileen Tofa | Early Childhood Education Senior Advisor
DDI +64 9 632 9591 | Mobile +64 21 175 2252

From: Salā Roseanne Leota [mailto:roseanne@motatou.org]
Sent: Wednesday, 8 June 2016 4:42 p.m.
To: Eileen Tofa; jeremia@motatou.org; Yvette Gutterbell-Po'uhiha
Cc: faailiu@motatou.org; penina@motatou.org; Tracey Brown
Subject: RE: Available Homes for Maninoo Visits
Importance: High

Talofa Eileen

My apologies for our unavailability for your call, we were in meetings this afternoon.

Tuivaiti's phone forwards to my phone if it is unanswered, and you should receive my voicemail message – I appreciate you letting us know that this is not working.

Thank you for clarifying the list that you were referring to.

In hind sight we should have had you co-ordinate this with our team in Auckland. May I please ask that you contact Penina Ifopo if you have any further queries.

Please find below details as requested:

Educator	Status	Address 1	Address 2
Vaosefa Lesa	Available - 10/6	33 Haddon Street	Mangere East
Saofaiga Emami	Available - 10/6	10 Macky Avenue	Mangere
Sina Paepaega	Available - 10/6	5 Mataura Place	Clover Park
Cecilia Sua	Available - 9/6 or 10/6	148 Mahia Road	Manurewa
Diane Seini Leitaava Vave	Available - 9/6 or 10/6	20A Watervew Road West	Takanini
Faatura Sasala	Available - 9/6 or 10/6	5 Iliad Place	Wirā
Tapalega Peresipi	Available - 9/6 or 10/6	75 Clevedon Road	Papakura
Rosalina Vai	Completed	28 Limond Street, Randwick Park	Manurewa
Taisia Pole	Completed	21 Hillside Road	Papatoetoe
Mafa Taumaao	Exited April 2016	33 Maplesden Drive	Clendon Park

Fataloa Ee	Exited June 2016	2 Bellard Place	Mangere
Linda Usike	Exited March 2016	3/246 Kirkbride Road	Mangere
Gagau Ioane	Exited May 2016	21 Killeen Place	Flatbush
Potoae Selu	Exited May 2016	20 Farnborough Cres	Mangere
Meleane F Tuakalau	Not contactable	19 Burundi Avenue	Clendon Park
Falanika Fonoia	Not contactable	38 Rata Vine Drive	Wiri
Levale Savello	On hold – child overseas	55 Sikkim Crescent	Manukau
Suvaia Taupuile	On hold – housing NZ renovations	72 Etherton Drive	Weymouth
Ulma'o Fuataga	On hold – housing NZ renovations	4 Matua Place	Clendon Park
Paulina Ifopo	On hold – no enrolments	17B Hoturoa Place	Manurewa
Siopea Tracey-Pea Pato	Still to confirm availability for this week	12 Lachlan Place	Favona
Talauala Sola	Transferred to 46497	7 Regatwood Place	Mangere
Telesia Faafoi	Unavailable - Brother passed away	82 Puriri Road	Manurewa
Lilian Apuiu	Unavailable - On holiday	15A Hatherley Place	Clendon

From: Eileen Tofa [mailto:Eileen.Tofa@education.govt.nz]

Sent: Wednesday, 8 June 2016 3:41 PM

To: 'Jeremia@motatou.org' <Jeremia@motatou.org>; Yvette Guttenbell-Po'uuhila <Yvette.Guttenbell-Po'uuhila@education.govt.nz>

Cc: faaliliu@motatou.org; penina@motatou.org; roseanne@motatou.org; Tracey Brown <Tracey.Brown@education.govt.nz>

Subject: RE: Available Homes for Maninoa Visits

Hi Tuivaiti,

Attempts to call you has led to no avail nor was there an option to leave a voice message.

Just to clarify any misunderstanding. The list of homes the ministry used to select our choice of homes was the one provided in support of a TAP milestone. The list included approximately 62 children and 24 educators.

Can you please resend the above mentioned list and include additional information advising why each homes/educators are not available for a visit.

Should you require further clarification please call me.

Kind regards

Eileen Tofa | Early Childhood Education Senior Advisor
DDI +64 9 632 9591 | Mobile +64 21 175 2252

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Wednesday, 8 June 2016 2:00 p.m.
To: Eileen Tofa
Cc: faaliliu@motatou.org; penina@motatou.org; roseanne@motatou.org
Subject: Available Homes for Maninoa Visits

Talofa and good afternoon, Eileen.

Please find an updated list of currently available educators for Maninoa.

Educator name	Address	Notes
Rosalina Vai	28 Limond Street, Randwick Park	Available 10am 08/06/2016
Diane Seini Leitataua Vave	20A Waterview Road West, Takarini	Available 09/06/2016
Meleane F Tuakalau	19 Burundi Avenue, Clendon Park	Unable to contact - contacting parents
Fataloa Ee	2 Belliard Place, Mangere	Non compliant - Educator terminated
Lillian Apulu	15A Hatherley Place, Clendon	04/06/16 On holiday in Samoa
Taisia Poie	21 Hillside Avenue, Papatoetoe	Available 10.30am 08/06/2016
Cecilia Sua	148 Mahia Road, Manurewa	Available for visits
Tapalega Peresipi	75 Clevedon Park Road, Papakura	Available for visits
Faama Sasala	5 Iliad Place, Wiri	Available for visits

Ia manuia,

Tuivaiti Jeremia Tuivaiti
Service Delivery Manager
Telephone: 04 212 3316
Mobile/Txt: 021 236 3718
Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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In-home Early Childhood Education & Care

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From: Yvette Guttenbell-Po'uhila
Sent: Thursday, 9 June 2016 12:20 p.m.
To: Rhonda Cowell-Bari
Subject: RE: Mo Tatou

Importance: High

Hi again, are you available to meet with me today.

I need to understand the invoice and payment process you have used over the time of this contract.

I also need a timeframe of contact between 15 April 2016 to 13 May 2016. Please bring that information with you today when we meet.

Yvette Guttenbell-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education

From: Yvette Guttenbell-Po'uhila
Sent: Thursday, 9 June 2016 11:10 a.m.
To: Rhonda Cowell-Bari
Subject: Mo Tatou

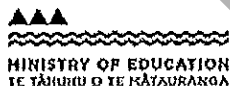
Hi Rhonda if you have a minute can you please join [redacted] and I to meet re: Mo Tatou

Yvette Guttenbell-Po'uhila | Manager, Education | Early Learning, Schools and Pasifika Education

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

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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 kia wikitoria*
We work together for maximum impact *Ka mahi ngātahi mā te tūkinga nui tonu*

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



From: ELI Transition
Sent: Thursday, 9 June 2016 4:10 p.m.
To: Rhonda Cowell-Bari
Subject: RE: Enrolment number verification

Hi Rhonda,

There was a delay with data loaded yesterday and this has only just come through – I was waiting for this before replying to you.

I've just run the 'currently enrolled' report (which is what I assume Mark has done for you in the past) with today's date and counted up the children:

- 46494 Mo Tatou In Home Early Childhood Education and Care – Maninoa 55 children
- 46497 Mo Tatou In Home Early Childhood Education and Care – Nafoga 83 children

Hope this is what you're looking for ☺

Resourcing & eAdmin Contact Centre

Email resourcing@education.govt.nz and e.Admin@education.govt.nz

From: Rhonda Cowell-Bari
Sent: Thursday, 9 June 2016 1:35 p.m.
To: ELI Transition
Subject: Enrolment number verification

Kia ora

Previously [redacted] had provided this information but he is away at the moment.

Could you please let me know how many children are showing as enrolled on ELI for the following two home based services:

- 46494 Mo Tatou In Home Early Childhood Education and Care - Maninoa
- 46497 Mo Tatou In Home Early Childhood Education and Care – Nafoga

This is quite urgent, so hope you can help me out.

Thanks and regards

Rhonda Cowell-Bari | Adviser | Early Childhood Education

ECE Complaint

Complaint: Mo Tatou In-Home Early Childhood Educati

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

0. Complaint Logged	Status:	Complaint Completed	ID:	803079
1. Under 1st Peer Review	Lodged By:	Humphrey, Shona	Date Lodged:	9-Jun-2016 5:21 PM
2. 1st Escalation	Last Changed By:	Humphrey, Shona	Date Changed:	9-Jun-2016 5:25 PM
	Start Date:	9-Jun-2016 5:14 PM	Category:	Early Childhood
	Referred From:		Referral Method:	

3. Acting on Complaint**Customer Details**

Name:	Mo Tatou In-Home Early Childhood Edu...	View Contact Details
Organisation:		Contact Extensions:
ProviderID:	46372	Physical:
Email:	jeremia@motato...	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:	46372		
Complainant Checklist			
Advised to follow service's complaints procedure:	No	Why Not Referred to ECE Service:	She had already spoken to the SPC of the service who advised the service had not received funding from the Ministry so was unable to pay educators.
Complainant providing complaint in writing?:	No		

Complaint Management

Date Received at MOE:	8-Jun-2016
Date/Time Of Incident:	
People Involved in Incident (if applicable):	SPC educator

Summary of Complaint:	advised that she had spoken to Jeremia regarding the fact that pay did not go into her account as she was expecting to get paid today.		
Complainant agrees with record of their complaint?:	No		
Type of Incident:	Regulatory		
Potential Regulatory Breach:	Yes		
Complaint Acknowledged By:	Phone		
Complaint Acknowledged On:	8-Jun-2016		
Acknowledged within 5 Days?:	Yes		

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

Investigation Plan			
No Further Action Required by Ministry:	No		
Propose Service Visit:	Yes		
Propose Unannounced Visit:	No	Approved By ECE RO/LO Manager?:	Yes
Purpose of Investigation:	Governance Management & Administration		
Refer to Another Agency:			
Proposed Action:	<p>The service is scheduled for visits on 9 June 2016. The Ministry has previously met with the management of Mo Tatou (31 May 2016) to discuss the ongoing viability of the service and a number of other issues identified.</p> <p>Advise that the Ministry would be continuing to monitor the service and that they were unable to provide any further assistance to her mother.</p>		

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

Initial Investigation Actions

Advise the provider of any implications of the allegation(s) and allow time to respond

Contacted Service About Complaint:

Visited Service:

Investigation Outcomes

Informed Parents/Whanau of Investigation:

Ministry Actions Taken:

Summary of Actions Taken:

Licence Amended?:

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:

Check List 2:

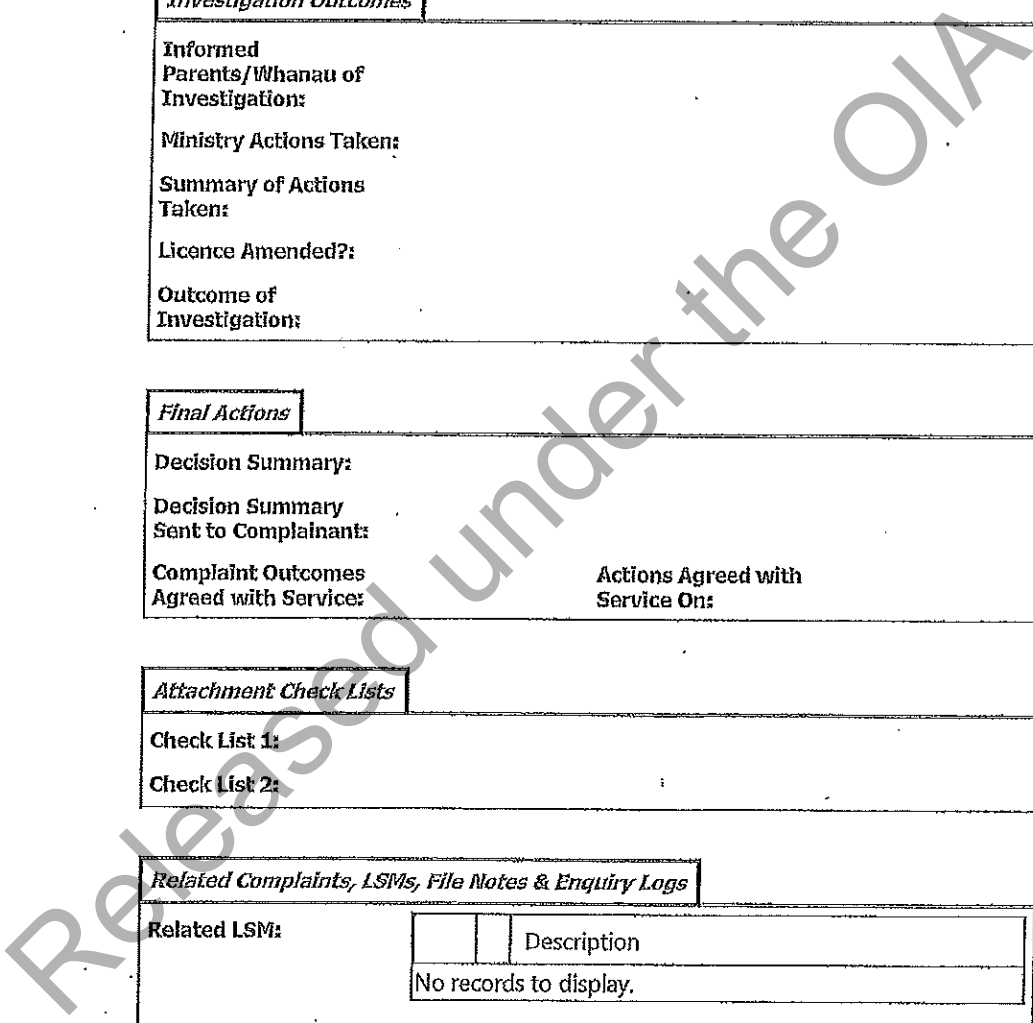
Related Complaints, LSMs, File Notes & Enquiry Logs

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
No records to display.	

Attachments

No attachments.

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

Type: Show only active items

Page Size Page of 0

No related Items found.

Assignment

Urgency: High

Action Officer: 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	9-Jun-2016 5:14 PM	<u>Humphrey, Shona</u>	Workflow added, assigned to Humphrey, Shona		
Progressed to 6. Complaint					

Released under the OIA

	<p>0 9-Jun-2016 5:22 PM <u>Humphrey, Shona</u> <i>Completed, assigned to Humphrey, Shona</i></p> <p>This educator had previously contacted the Ministry in December regarding not receiving reimbursement and feels that it is not right that she has to go through it again. At this stage there is no further action. The financial issues will continue to be monitored through LSM 742195 and the Provisional Licence process.</p>
--	--

Released under the OIA

From: Nathan Fogarty
Sent: Monday, 13 June 2016 10:47 a.m.
To: Kelly Grootjans
Cc: Nathan Fogarty
Subject: RE: ECA2414 Aoga i Maota Charitable Trust

Hi Kelly,

No, I haven't received anything from them yet.

From: Kelly Grootjans
Sent: Monday, 13 June 2016 10:42 a.m.
Cc: Nathan Fogarty
Subject: ECA2414 Aoga i Maota Charitable Trust

Hi!

Just following up in regards to ECA2414 Aoga i Maota Charitable Trust (Mo Tatou) -- have we had any communication from them yet?

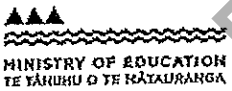
Kind regards

Kelly Grootjans | Acting Team Leader | Monitoring

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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 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 a mātou whāinga mutunga*



69

From: Shona Humphrey
Sent: Monday, 13 June 2016 10:49 a.m.
To: Anita Ciesionik-Jones; Yvette Guttenbeil-Po'uhila
Subject: FW: Mo Tatou Letter
Attachments: 10 June 2016 Amended Provisional Licence docx.docx

Kia ora

Please find attached a copy of the letter and amended Provisional Licence for Mo Tatou (46372) to keep you in the loop as to our position.

Cheers
Shona

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

From: Shona Humphrey
Sent: Friday, 10 June 2016 3:24 p.m.
To: Shona Humphrey
Subject: Mo Tatou Letter

Released under the OIA

Wellington Region

Lower Hutt Office
19 Market Grove
PO Box 30177
Lower Hutt
New Zealand

Phone: 0-4-439 4600
Fax: 0-4-570 3667
www.education.govt.nz
Ref # 46372

10 June 2016

Ieremia Tuivaiti

Service Provider Contact

Mo Tatou In-home Early Childhood Education and Care – Ia Ta'au Measina

PO Box 57103

Mana

PORIRUA 5032

Tēnā koe Ieremia

Amended Provisional Certificate of Licence

Thank you for the information you have provided to show your progress in meeting the conditions outlined on the Provisional Licence issued to Mo Tatou In-home Early Childhood Education and Care – Ia Ta'au Measina (46372) on 14 April 2016.

Please find enclosed an amended Provisional Certificate of Licence issued under Regulation 33. This amended licence is effective from 10 June 2016 and is to replace the Certificate of Licence currently on display which must be returned to this office immediately, as required by Regulation 16(1)(a).

The information received in this office on 7 June 2016 and the information collated on the monitoring visits conducted on 9 June 2016 has been assessed. The outcome of our assessment is outlined below.

Seven of the conditions have been assessed as meeting compliance and have been removed from the Provisional Licence.

Regulation 28 and 44 (1) (d)

As your service is currently experiencing fluctuating numbers of educators and children I am extending the compliance timeframe for Regulation 28(2) (a), (b), (c) and 44 (1)(d) to 3 August 2016. This enables you to continue meeting compliance and ensures the health and safety of children attending your service is not impacted by your current financial situation.

Regulation (2) (c)

It is noted that children have been observed in playgroup settings in a number of learning stories provided to show compliance with Regulation 28 (2) (c). You are reminded that the person responsible must take all reasonable steps each month to

observe each child participating in the service while that child is receiving education and care. Please note these visits should occur in the home where education and care is being provided.

Regulation 28 (1) (a)

I am requesting you provide monthly updates on the premises registered in this licence and have added this condition to the Provisional Licence.

9 June 2016 - 20B Kokiri Crescent, Porirua (Home 1)

I understand this educator will be in Samoa for the next two weeks, however prior to her recommencing work with your service the following Regulations and Criteria need to be met:

- **PF4** A variety of equipment and materials is provided that is appropriate for the learning and abilities of the children attending.
- **Regulation 57 (1) (a)** It was identified and observed by Ministry staff that the educator potentially has a medical condition that affects her balance and co-ordination. I am requesting that a medical certificate is provided from a registered medical practitioner confirming the educator's physical health does not pose a risk to children attending your service.

The breaches to Home 1 have not been added to the Provisional Licence as compliance is required prior to the educator commencing education and care on her return from Samoa.

Complaints received by the Ministry of Education

Since meeting with you on 31 May 2016, I am advising you that the Ministry has received three complaints in this office from people in your Porirua network. These complaints relate to your service's inability to ensure educators in your network are reimbursed for their work. I also understand you are aware of this issue as the complainants advised that they have made contact with you. My staff were unable to contact all complainants as no contact details were provided for follow up.

These complaints continue to cause concern at your ability as a licensed service provider to ensure educators meet regulatory requirements at all times. I strongly urge you to give consideration to the future ongoing financial viability of this licence.

Barnardos - Issues raised by you

My staff have followed up with the Service Provider Contact for the Barnardos home-based licences who has provided assurance that they only visit educators who have made contact with them. The Service Provider Contact has undertaken a process to ensure that Mo Tatou educators are not visited unless they make contact with Barnardos in the first instance. They have also undertaken to ensure that Mo Tatou educator's are not visited by anyone employed by Barnardos outside of their contractual hours.

As set out in this amended Provisional Licence, the conditions for which compliance is still required must be complied with by the dates specified.

As earlier advised, a Full Licence will be reissued to the service when every condition set out in the amended Provisional Licence has been complied with by the dates specified. If however any condition specified has not been complied with and compliance is still necessary, the service's licence will be cancelled.

Please note that the centre's licence must be assessable for parents in accordance with the requirements of GMA1.

Also note that the service provider must ensure the service continues to comply with any conditions set down in the licence and with the *Education (Early Childhood Services) Regulations 2008*. The service provider shall also ensure that the premises conform to the bylaws of the local authority.

Please find enclosed an EC/8 "Application to Amend an Early Childhood Licence Certificate" for any future amendments.

If you have any queries regarding this letter please contact Shona Humphrey at 04 463 7024 or shona.humphrey@education.govt.nz.

Nāku noa, nā

Elsbeth Maxwell
Manager Education
Wellington Region

Enc.
Provisional Licence
EC8/08

From: Teena Small
Sent: Monday, 13 June 2016 11:18 a.m.
To: Anita Ciesionik-Jones
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Interesting.

Am sending it to Nathan for his comments. Will ask him whether John needs to take a look as well.

Note the repayment plan they mention at the bottom is not an option, we will set how they repay the debt and it will be via full recovery immediately.

Cheers

Teena

Teena Small | Manager, ECE Operational Funding

From: Anita Ciesionik-Jones
Sent: Monday, 13 June 2016 10:17 a.m.
To: Teena Small
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

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

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Tuesday, 7 June 2016 7:49 a.m.
To: Yvette Guttenbeil-Po'uhihi; Elspeth Maxwell
Cc: yunus@tfsc.co.nz; Anita Ciesionik-Jones; 'Salā Roseanne Leota'
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

Talofa Lava and good morning, Elspeth and Yvette.

Anita emailed us the questions below, to clarify the Ministry's position, in accompanying our recent application for change of entity.

Please find attached EC8/08HB applications for each of the entities.

I've provided answers to best address the questions that Anita posed here:

In the past 5 months, our organisation has been implementing a strategy that will allow for our organisation to restructure so that our operation would be financially viable into the future. The goal of the plan is to ensure that each license would be able to sustain itself financially.

This plan was put through our organisation restructure, and recommended by our accountant, and as such I've cc'd him on this email.

In regards to the amounts owing to the Ministry as a result of the audit, each of the new entities are named according in part to their license, i.e. Malaeola (46300), Ia Taau Measina (46372), Maninoa (46494), and Nafoga (46497).

Each entity would be responsible for the amounts owed for each license, as you've detailed below.

Any future debt, incurred by one of our licenses, will be similarly assigned, to the entity with that license number.

Mo Tatou Malaeola Home Based Learning Limited will be responsible for all debts incurred under 46300
Mo Tatou Ia Taau Measina Home Based Learning Limited will be responsible for all debts incurred under 46372

Mo Tatou Maninoa Home Based Learning Limited will be responsible for all debts incurred under 46494
Mo Tatou Nafoga Home Based Learning Limited will be responsible for all debts incurred under 46497.

If any future debt were incurred by 46300, (Mo Tatou Malaeola Home Based Learning Limited) and there isn't sufficient funding to service the complete debt, then the total debt will be assumed equally by the remaining 3 entities, above. The June 2016 RS7 should clarify this situation.

Tap 3 funding with outstanding milestones 4 and 5:

Since tap 3 was utilised to set up license 46494, we would like for this association to continue. All liabilities involving Tap 3 will be assumed under Mo Tatou Maninoa Home Based Learning Limited, which currently is Maninoa 46494. All payments due will be deposited into the Mo Tatou Maninoa Home Based Learning Ltd account.

Currently, all requirements for Tap 3 are being managed and handled by our Auckland team, with the main contact person being (Sala) Roseanne Leota, and that will continue going forward.

We hope to implement all requirements for milestone 4 by the end week, and presently, are on track to complete milestone 5, soon thereafter, before the deadline of 30 June 2016.

Any further queries regarding reporting requirements Tap 3 will be handled through Roseanne Leota.

Finally, any monies owed to The Ministry from Aoga I Maota Charitable Trust, due to the clawback of most recently completed audit, we would repay using the funding that each of these networks will be receiving from The Ministry.

We are working with our teams to submit our June 2016 RS7's, for all 4 of our networks, so that Teena, and her team are able to make a decision surrounding the plan in repaying all funds owed.

When the June 2016 RS7 is completed, we will then submit a plan of repayment.

Ia manuia,

Tuivaiti Ieremia Tuivaiti

Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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From: Anita Ciesionik-Jones [mailto:Anita.Ciesionik-Jones@education.govt.nz]

Sent: Thursday, 2 June 2016 1:37 PM

To: 'jeremia@motatou.org' <jeremia@motatou.org>; Shona Humphrey <Shona.Humphrey@education.govt.nz>; roseanne@motatou.org

Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>

Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Talofa lava

With regards to your EC8 applications, as discussed at the meeting, in addition to the standard information on the form we will also require the following information before we can consider the applications:

Aoga I Maota Charitable Trust currently owes the following amounts to the Ministry:

1. licence 46300 – Mo Tatou In-home Early Childhood Education: \$46,103.36
2. licence 46372 – Mo Tatou In-home Early Childhood Education and Care - Nafoga: \$29,046.86
3. licence 46497 – Mo Tatou In-home Early Childhood Education and Care – La Taau Measina: \$36,479.08

How will this debt, and any future debt, owed by Aoga I Maota Charitable Trust be repaid to the Ministry?

Also, as you know, there is one milestone (not including milestone 4) outstanding and remaining to be completed under the TAP3 Agreement between Aoga I Maota Charitable Trust and the Ministry. The TAP Agreement cannot be assigned by Aoga I Maota Charitable Trust without the Ministry's agreement. Please include an explanation of how you intend this remaining milestone, and the ongoing reporting requirements of the agreement, to be completed if the licence is transferred to a new service provider?

Please note that the EC8 form must be fully completed and any omission of relevant information (including relevant information required for assessment of the people involved in the management of the new service) may result in the application being declined.

The Ministry requires the information requested to understand how the money owed by Aoga I Maota Charitable Trust to it will be repaid before the licences are transferred to a new provider.

I hope this answers your question below

Kind regards

Anita

Anita Ciesionik-Jones | Lead Advisor | ECE Operational Policy Design
DDI +6444638640 | Ext 48640

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Thursday, 2 June 2016 10:57 a.m.
To: Shona Humphrey; Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Elena Petrovska
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Kia ora Shona

Faafetai tele lava.

Appreciate your prompt reply and sending this through to us.

From: Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]
Sent: Thursday, 2 June 2016 10:39 AM
To: 'jeremia@motatou.org' <jeremia@motatou.org>; Anita Ciesionik-Jones <Anita.Ciesionik-Jones@education.govt.nz>; roseanne@motatou.org
Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Talofa Jeremia

Please find attached the form you have requested.

Regards
Shona

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Thursday, 2 June 2016 10:31 a.m.
To: Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Shona Humphrey; Elena Petrovska
Subject: EC8 Application to Amend a Licensed Early Childhood Service
Importance: High

Good morning Anita

Further to our discussions around our change of entity application submitted via email on 13 May.

You advised in our meeting that this was completed on the incorrect form that was provided to us by the Ministry of Education.

We have an appointment with a Justice of the Peace to complete the EC8 statutory declaration at 12.30 today.

Could you please provide this form as soon as possible?

In addition to this, there were a number of actions around this application that were brought to our attention at our meeting of which we would like to ensure are addressed for our re-submission.

Ia manuia,

Tuivaiti Ieremia Tuivaiti

Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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From: Anita Ciesionik-Jones [mailto:Anita.Ciesionik-Jones@education.govt.nz]

Sent: Thursday, 26 May 2016 3:07 PM

To: 'roseanne@motatou.org' <roseanne@motatou.org>; 'ieremia@motatou.org' <ieremia@motatou.org>

Cc: Yvette Guttenbeil-Po'uhila <Yvette.Guttenbeil-Po'uhila@education.govt.nz>; Elspeth Maxwell

<Elspeth.Maxwell@education.govt.nz>

Subject: Meeting with the Ministry of Education about Mo Tatou home-based ECE services

Talofa lava

I understand that you have been in contact with Yvette Guttenbeil-Po'uhila and Elspeth Maxwell requesting to meet about your licensed home-based ECE networks.

We appreciate that there are a number of issues that you have been trying to address across all of your networks. We would like to extend an invitation to you to meet with us at National Office so that all matters can be discussed at one time. We will ensure we will have people in attendance who can address your concerns.

We would like to meet with you next Tuesday 31. March at 1.30pm

This meeting will be at:

Ministry of Education
Mātauranga House
33 Bowen Street
Wellington

As this stage, the following people will be attending on behalf of the Ministry:

Yvette Guttenbeil-Po'uhila – Manager, Education, ECE, Schools and Pasifika Education
Elspeth Maxwell – Manager Education
Teena Small – Manager ECE operational funding
Nathan Fogarty – Manager
Zainab Ali – Team Leader ECE Implementation Planning

Their role in the meeting is outlined in the proposed agenda. I will also attend to facilitate the discussion. The agenda is based on our understanding of the issues you would like clarification on, and that we would like to discuss with you. Please let me know if there are any other matters you would like added to the agenda, so I can add them and ensure the person best able to address them for you is in attendance.

Please let me know if the proposed day and time above suits as soon as possible, and who your attendees will be, so we can make sure we have an appropriate room available for us to use.

Kind regards

Anita




Anita Ciesionik-Jones | Lead Advisor | ECE Operational Policy Design
DDI +6444638640 Ext 48640
33 Bowen St, Wellington

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

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MINISTRY OF EDUCATION
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DISCLAIMER:

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From: Nathan Fogarty
Sent: Monday, 13 June 2016 11:28 a.m..
To: Kelly Grootjans
Subject: FW: Mo Tatou - your comments please
Attachments: EC_8 08HB IA TAAUI MEASI_001.pdf; EC_08 hb 46300 malaeola_001.pdf; EC_8 08HB MANINOA 46494_001.pdf; EC_8 08HB nafoaga 46497_001.pdf

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Teena Small
Sent: Monday, 13 June 2016 11:26 a.m.
To: Nathan Fogarty
Subject: Mo Tatou - your comments please

Hey Nathan

Please see the email below from Mo Tatou responding to the questions that Anita asked them to respond to at the end of our meeting. Please pay particular attention to the explanation they provide on how any current or future debt will be recovered. Would appreciate your comments round this, and do we need to ask John C for his comments?

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Cheers

Teena

Teena Small | Manager, ECE Operational Funding

From: Anita Cieslonik-Jones
Sent: Monday, 13 June 2016 10:17 a.m.
To: Teena Small
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

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

From: jeremia@motatou.org [mailto:jeremia@motatou.org]
Sent: Tuesday, 7 June 2016 7:49 a.m.
To: Yvette Gутtenbeil-Po'uhila; Elspeth Maxwell
Cc: yunus@tfsca.co.nz; Anita Ciesionik-Jones; 'Salā Roseanne Leota'
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

Talofa Lava and good morning, Elspeth and Yvette.

Anita emailed us the questions below, to clarify the Ministry's position, in accompanying our recent application for change of entity.

Please find attached EC8/08HB applications for each of the entities.

I've provided answers to best address the questions that Anita posed here:

In the past 5 months, our organisation has been implementing a strategy that will allow for our organisation to restructure so that our operation would be financially viable into the future. The goal of the plan is to ensure that each license would be able to sustain itself financially.

This plan was put through our organisation restructure, and recommended by our accountant, and as such I've cc'd him on this email.

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Finally, any monies owed to The Ministry from Aoga I Maota Charitable Trust, due to the clawback of most recently completed audit, we would repay using the funding that each of these networks will be receiving from The Ministry.

We are working with our teams to submit our June 2016 RS7's, for all 4 of our networks, so that Teena, and her team are able to make a decision surrounding the plan in repaying all funds owed.

When the June 2016 RS7 is completed, we will then submit a plan of repayment.

Ia manuia,

Tulvaifi Ieremia Tulvaifi

Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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From: Anita Ciesionik-Jones [<mailto:Anita.Ciesionik-Jones@education.govt.nz>]

Sent: Thursday, 2 June 2016 1:37 PM

To: 'ieremia@motatou.org' <ieremia@motatou.org>; Shona Humphrey <Shona.Humphrey@education.govt.nz>; roseanne@motatou.org

Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>

Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Talofa lava

With regards to your EC8 applications, as discussed at the meeting, in addition to the standard information on the form we will also require the following information before we can consider the applications:

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How will this debt, and any future debt, owed by Aoga I Maota Charitable Trust be repaid to the Ministry?

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Please note that the EC8 form must be fully completed and any omission of relevant information (including relevant information required for assessment of the people involved in the management of the new service) may result in the application being declined .

The Ministry requires the information requested to understand how the money owed by Aoga I Maota Charitable Trust to it will be repaid before the licences are transferred to a new provider.

I hope this answers your question below

Kind regards

Anita

Anita Ciesionik-Jones | Lead Advisor | ECE Operational Policy Design
DDI +6444638640 | Ext 48640

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Thursday, 2 June 2016 10:57 a.m.
To: Shona Humphrey; Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Elena Petrovska
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Kia ora Shona

Faafetai tele lava.

Appreciate your prompt reply and sending this through to us.

From: Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]
Sent: Thursday, 2 June 2016 10:39 AM
To: 'jeremia@motatou.org' <jeremia@motatou.org>; Anita Ciesionik-Jones <Anita.Ciesionik-Jones@education.govt.nz>; roseanne@motatou.org
Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Talofa Ieremia

Please find attached the form you have requested.

Regards

Shona

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Thursday, 2 June 2016 10:31 a.m.
To: Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Shona Humphrey; Elena Petrovska
Subject: EC8 Application to Amend a Licensed Early Childhood Service
Importance: High

Good morning Anita

Further to our discussions around our change of entity application submitted via email on 13 May.

You advised in our meeting that this was completed on the incorrect form that was provided to us by the Ministry of Education.

We have an appointment with a Justice of the Peace to complete the EC8 statutory declaration at 12.30 today.

Could you please provide this form as soon as possible?

In addition to this, there were a number of actions around this application that were brought to our attention at our meeting of which we would like to ensure are addressed for our re-submission.

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Tuivaiti Jeremia Tuivaiti
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From: Anita Ciesionik-Jones [mailto:Anita.Ciesionik-Jones@education.govt.nz]
Sent: Thursday, 26 May 2016 3:07 PM
To: 'roseanne@motatou.org' <roseanne@motatou.org>; 'jeremia@motatou.org' <jeremia@motatou.org>
Cc: Yvette Guttenbeil-Po'uhila <Yvette.Guttenbeil-Po'uhila@education.govt.nz>; Elspeth Maxwell <Elspeth.Maxwell@education.govt.nz>
Subject: Meeting with the Ministry of Education about Mo Tatou home-based ECE services

Talofa lava

I understand that you have been in contact with Yvette Guttenbeil-Po'uhila and Elspeth Maxwell requesting to meet about your licensed home-based ECE networks.

We appreciate that there are a number of issues that you have been trying to address across all of your networks. We would like to extend an invitation to you to meet with us at National Office so that all matters can be discussed at one time. We will ensure we will have people in attendance who can address your concerns.

We would like to meet with you next Tuesday 31 March at 1.30pm

This meeting will be at:

Ministry of Education
Mātauranga House
33 Bowen Street
Wellington

As this stage, the following people will be attending on behalf of the Ministry:

Yvette Guttenbeil-Po'uhila – Manager, Education, ECE, Schools and Pasifika Education
Elspeth Maxwell – Manager Education
Teena Small – Manager ECE operational funding
Nathan Fogarty – Manager
Zainab Ali – Team Leader ECE Implementation Planning

Their role in the meeting is outlined in the proposed agenda. I will also attend to facilitate the discussion. The agenda is based on our understanding of the issues you would like clarification on, and that we would like to discuss with you. Please let me know if there are any other matters you would like added to the agenda, so I can add it them and ensure the person best able to address them for you is in attendance.

Please let me know if the proposed day and time above suits as soon as possible, and who your attendees will be, so we can make sure we have an appropriate room available for us to use.

Kind regards

Anita

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33 Bowen St, Wellington

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

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From:
Sent: Monday, 13 June 2016 11:55 a.m.
To: Kelly Grootjans
Cc: Nathan Fogarty
Subject: RE: ECA2414 Aoga i Maota Charitable Trust

Do you want me to send a follow-up email or letter to this?

From: Kelly Grootjans
Sent: Monday, 13 June 2016 10:42 a.m.
Cc: Nathan Fogarty
Subject: ECA2414 Aoga i Maota Charitable Trust

Just following up in regards to ECA2414 Aoga i Maota Charitable Trust (Mo Tatou) -- have we had any communication from them yet?

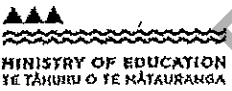
Kind regards

Kelly Grootjans | Acting Team Leader | Monitoring

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From: Nathan Fogarty
Sent: Monday, 13 June 2016 12:14 p.m.
To: Teena Small
Cc: Anita Ciesionik-Jones; Kelly Grootjans
Subject: RE: Mo Tatou - your comments please

Hi Teena.

The response to the audit is due today. We need this before we decide on our next steps, hopefully we receive this today (Kelly is chasing up on this). We will have to make a call about when we audit the RS7s they have submitted. I would want to tie this in with any audit of the other license or other funding periods. If they are not going to receive any funding in their next payment, then there is less risk in waiting.

My concerns about them attaching debt to new licenses would be liability, ensuring we had the mechanism to recover this funding, particularly with further audits (and potentially further debt) a distinct possibility. Do we need to be talking with Jyoti some more about this, particularly around our ability to decline the change of entity and if it impacts on our ability to recover the debt? How exactly are they assigning debt to the new licenses and how legally binding is that?

I'm up in national office Wed – Friday, plan to update John then. If we can move them to wash-up funding only, that would be sensible.

Regards
Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Teena Small
Sent: Monday, 13 June 2016 11:26 a.m.
To: Nathan Fogarty
Subject: Mo Tatou - your comments please

Hey Nathan

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Teena

Teena Small | Manager, ECE Operational Funding

From: Anita Ciesionik-Jones
Sent: Monday, 13 June 2016 10:17 a.m.
To: Teena Small
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

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

From: jeremia@motatou.org [mailto:jeremia@motatou.org]
Sent: Tuesday, 7 June 2016 7:49 a.m.
To: Yvette Guttenbeil-Po'uhila; Elspeth Maxwell
Cc: yunus@tfsc.co.nz; Anita Ciesionik-Jones; 'Salā Roseanne Leota'
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Service Delivery Manager

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Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

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Kind regards

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Anita Ciesionik-Jones | Lead Advisor | ECE Operational Policy Design
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Sent: Thursday, 2 June 2016 10:57 a.m.
To: Shona Humphrey; Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Elena Petrovska
Subject: RE: EC8. Application to Amend a Licensed Early Childhood Service

Kia ora Shona

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Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

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DDI +64 4 463 7024 | Mobile +64 27 494 8956

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Service Delivery Manager
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Subject: Meeting with the Ministry of Education about Mo Tatou home-based ECE services

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Teena Small – Manager ECE operational funding
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Their role in the meeting is outlined in the proposed agenda. I will also attend to facilitate the discussion. The agenda is based on our understanding of the issues you would like clarification on, and that we would like to discuss with you. Please let me know if there are any other matters you would like added to the agenda, so I can add them and ensure the person best able to address them for you is in attendance.

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From: Teena Small
Sent: Monday, 13 June 2016 12:58 p.m.
To: Nathan Fogarty
Subject: RE: Mo Tatou - your comments please

Cheers, see my responses below.

T

Teena Small | Manager, ECE Operational Funding

From: Nathan Fogarty
Sent: Monday, 13 June 2016 12:14 p.m.
To: Teena Small
Cc: Anita Ciesionik-Jones; Kelly Grootjans
Subject: RE: Mo Tatou - your comments please

Hi Teena.

The response to the audit is due today. We need this before we decide on our next steps, hopefully we receive this today (Kelly is chasing up on this). We will have to make a call about when we audit the RS7s they have submitted. I would want to tie this in with any audit of the other license or other funding periods. If they are not going to receive any funding in their next payment, then there is less risk in waiting. We will have a better idea on the amount their funding calcs too over the next few days.

My concerns about them attaching debt to new licenses would be liability, ensuring we had the mechanism to recover this funding, particularly with further audits (and potentially further debt) a distinct possibility. Do we need to be talking with Jyoti some more about this, particularly around our ability to decline the change of entity and if it impacts on our ability to recover the debt? How exactly are they assigning debt to the new licenses and how legally binding is that? Jyoti was not prepared to give any advice on this and suggested that you and John were the right people to comment on this.

I'm up in national office Wed - Friday, plan to update John then. If we can move them to wash-up funding only, that would be sensible. Will give it more thought might need to have a fuller conversation with you and Anita on this possible approach.

Regards
Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Teena Small
Sent: Monday, 13 June 2016 11:26 a.m.
To: Nathan Fogarty
Subject: Mo Tatou - your comments please

Hey Nathan

Please see the email below from Mo Tatou responding to the questions that Anita asked them to respond to at the end of our meeting. Please pay particular attention to the explanation they provide on how any current or future debt will be recovered. Would appreciate your comments round this, and do we need to ask John C for his comments?

Note: They have still not declared the debt on the re-submitted EC8 forms so these will be declined.

We have their RS7 forms (which I believe have been sent to you to look at) we will be calculating their payment over next few days and will be looking to make a full recovery of the entire audit debt from this payment. The latest news on their WGTN licence is that they only have 3 homes, all of which are looking to move on once they have been police vetted. I think this will mean that licence also closes. I am considering how we could move them to wash-up funding only...

Cheers

Teena

Teena Small | Manager, ECE Operational Funding

From: Anita Ciesionik-Jones
Sent: Monday, 13 June 2016 10:17 a.m.
To: Teena Small
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

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

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Tuesday, 7 June 2016 7:49 a.m.
To: Yvette Guttenbeil-Po'uhihi; Elspeth Maxwell
Cc: yunus@tfsc.co.nz; Anita Ciesionik-Jones; 'Salā Roseanne Leota'
Subject: FW: EC8 Application to Amend a Licensed Early Childhood Service

Talofa Lava and good morning, Elspeth and Yvette.

Anita emailed us the questions below, to clarify the Ministry's position, in accompanying our recent application for change of entity.

Please find attached EC8/08HB applications for each of the entities.

I've provided answers to best address the questions that Anita posed here:

In the past 5 months, our organisation has been implementing a strategy that will allow for our organisation to restructure so that our operation would be financially viable into the future. The goal of the plan is to ensure that each license would be able to sustain itself financially.

This plan was put through our organisation restructure, and recommended by our accountant, and as such I've cc'd him on this email.

In regards to the amounts owing to the Ministry as a result of the audit, each of the new entities are named according in part to their license, i.e. Malaeola (46300), Ia Taauī Measina (46372), Maninoa (46494), and Nafoga (46497).

Each entity would be responsible for the amounts owed for each license, as you've detailed below.

Any future debt, incurred by one of our licenses, will be similarly assigned, to the entity with that license number.

Mo Tatou Malaeola Home Based Learning Limited will be responsible for all debts incurred under 46300
Mo Tatou Ia Taauī Measina Home Based Learning Limited will be responsible for all debts incurred under 46372

Mo Tatou Maninoa Home Based Learning Limited will be responsible for all debts incurred under 46494
Mo Tatou Nafoga Home Based Learning Limited will be responsible for all debts incurred under 46497.

If any future debt were incurred by 46300, (Mo Tatou Malaeola Home Based Learning Limited) and there isn't sufficient funding to service the complete debt, then the total debt will be assumed equally by the remaining 3 entities, above. The June 2016 RS7 should clarify this situation.

Tap 3 funding with outstanding milestones 4 and 5:

Since tap 3 was utilised to set up license 46494, we would like for this association to continue. All liabilities involving Tap 3 will be assumed under Mo Tatou Maninoa Home Based Learning Limited, which currently is Maninoa 46494. All payments due will be deposited into the Mo Tatou Maninoa Home Based Learning Ltd account.

Currently, all requirements for Tap 3 are being managed and handled by our Auckland team, with the main contact person being (Sala) Roseanne Leota, and that will continue going forward.

We hope to implement all requirements for milestone 4 by the end week, and presently, are on track to complete milestone 5, soon thereafter, before the deadline of 30 June 2016.

Any further queries regarding reporting requirements Tap 3 will be handled through Roseanne Leota.

Finally, any monies owed to The Ministry from Aoga I Maota Charitable Trust, due to the clawback of most recently completed audit, we would repay using the funding that each of these networks will be receiving from The Ministry.

We are working with our teams to submit our June 2016 RS7's, for all 4 of our networks, so that Teena, and her team are able to make a decision surrounding the plan in repaying all funds owed.

When the June 2016 RS7 is completed, we will then submit a plan of repayment.

Ia manuia,

Tuivaiti Ieremia Tuivaiti

Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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From: Anita Ciesionik-Jones [mailto:Anita.Ciesionik-Jones@education.govt.nz]

Sent: Thursday, 2 June 2016 1:37 PM

To: 'jeremia@motatou.org' <jeremia@motatou.org>; Shona Humphrey <Shona.Humphrey@education.govt.nz>; roseanne@motatou.org

Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>

Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Talofa lava

With regards to your EC8 applications, as discussed at the meeting, in addition to the standard information on the form we will also require the following information before we can consider the applications:

Aoga I Maota Charitable Trust currently owes the following amounts to the Ministry:

1. licence 46300 – Mo Tatou In-home Early Childhood Education: \$46,103.36
2. licence 46372 – Mo Tatou In-home Early Childhood Education and Care - Nafoaga: \$29,046.86
3. licence 46497 – Mo Tatou In-home Early Childhood Education and Care – La Taau Measina: \$36,479.08

How will this debt, and any future debt, owed by Aoga I Maota Charitable Trust be repaid to the Ministry?

Also, as you know, there is one milestone (not including milestone 4) outstanding and remaining to be completed under the TAP3 Agreement between Aoga I Maota Charitable Trust and the Ministry. The TAP Agreement cannot be assigned by Aoga I Maota Charitable Trust without the Ministry's agreement. Please include an explanation of how you intend this remaining milestone, and the ongoing reporting requirements of the agreement, to be completed if the licence is transferred to a new service provider?

Please note that the EC8 form must be fully completed and any omission of relevant information (including relevant information required for assessment of the people involved in the management of the new service) may result in the application being declined .

The Ministry requires the information requested to understand how the money owed by Aoga I Maota Charitable Trust to it will be repaid before the licences are transferred to a new provider.

I hope this answers your question below

Kind regards

Anita

Anita Ciesionik-Jones | Lead Advisor | ECE Operational Policy Design
DDI +6444638640 | Ext 48640

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Thursday, 2 June 2016 10:57 a.m.
To: Shona Humphrey; Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Elena Petrovska
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Kia ora Shona

Faafetai tele lava.

Appreciate your prompt reply and sending this through to us.

From: Shona Humphrey [<mailto:Shona.Humphrey@education.govt.nz>]
Sent: Thursday, 2 June 2016 10:39 AM
To: 'jeremia@motatou.org' <jeremia@motatou.org>; Anita Ciesionik-Jones <Anita.Ciesionik-Jones@education.govt.nz>; roseanne@motatou.org
Cc: Elena Petrovska <Elena.Petrovska@education.govt.nz>
Subject: RE: EC8 Application to Amend a Licensed Early Childhood Service

Talofa Ieremia

Please find attached the form you have requested.

Regards

Shona

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

From: jeremia@motatou.org [<mailto:jeremia@motatou.org>]
Sent: Thursday, 2 June 2016 10:31 a.m.
To: Anita Ciesionik-Jones; roseanne@motatou.org
Cc: Shona Humphrey; Elena Petrovska
Subject: EC8 Application to Amend a Licensed Early Childhood Service
Importance: High

Good morning Anita

Further to our discussions around our change of entity application submitted via email on 13 May.

You advised in our meeting that this was completed on the incorrect form that was provided to us by the Ministry of Education.

We have an appointment with a Justice of the Peace to complete the EC8 statutory declaration at 12.30 today.

Could you please provide this form as soon as possible?

In addition to this, there were a number of actions around this application that were brought to our attention at our meeting of which we would like to ensure are addressed for our re-submission.

Ia manuia,

Tuivaiti Ieremia Tuivaiti

Service Delivery Manager

Telephone: 04 212 3316

Mobile/Txt: 021 236 3718

Website: www.motatou.org

Postal Address: PO Box 57103, Mana, PORIRUA 5247

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From: Anita Clesionik-Jones [<mailto:Anita.Clesionik-Jones@education.govt.nz>]

Sent: Thursday, 26 May 2016 3:07 PM

To: 'roseanne@motatou.org' <roseanne@motatou.org>; 'ieremia@motatou.org' <ieremia@motatou.org>

Cc: Yvette Guttenbeil-Po'uhila <Yvette.Guttenbeil-Po'uhila@education.govt.nz>; Elspeth Maxwell

<Elspeth.Maxwell@education.govt.nz>

Subject: Meeting with the Ministry of Education about Mo Tatou home-based ECE services

Talofa lava

I understand that you have been in contact with Yvette Guttenbeil-Po'uhila and Elspeth Maxwell requesting to meet about your licensed home-based ECE networks.

We appreciate that there are a number of issues that you have been trying to address across all of your networks. We would like to extend an invitation to you to meet with us at National Office so that all matters can be discussed at one time. We will ensure we will have people in attendance who can address your concerns.

We would like to meet with you next Tuesday 31 March at 1.30pm

This meeting will be at:

Ministry of Education
Mātauranga House
33 Bowen Street
Wellington

As this stage, the following people will be attending on behalf of the Ministry:

Yvette Guttenbeil-Po'uhila – Manager, Education, ECE, Schools and Pasifika Education
Elspeth Maxwell – Manager Education
Teena Small – Manager ECE operational funding
Nathan Fogarty – Manager
Zainab Ali – Team Leader ECE Implementation Planning

Their role in the meeting is outlined in the proposed agenda. I will also attend to facilitate the discussion. The agenda is based on our understanding of the issues you would like clarification on, and that we would like to discuss with you. Please let me know if there are any other matters you would like added to the agenda, so I can add it them and ensure the person best able to address them for you is in attendance.

Please let me know if the proposed day and time above suits as soon as possible, and who your attendees will be, so we can make sure we have an appropriate room available for us to use.

Kind regards

Anita


Anita Giesionik-Jones | Lead Advisor | ECE Operational Policy Design
DDI +6444638640 Ext 48640
33 Bowen St, Wellington

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From: Nathan Fogarty
Sent: Tuesday, 14 June 2016 10:47 a.m.
To: Teena Small
Cc: Anita Ciesionik-Jones; Kelly Grootjans
Subject: FW: written response to your letter dated 23 May 2014
Attachments: MASTER Manual Frequent Absence Assessment 2016.pdf; Exception to enrolment at Primary School form.pdf; Family Case Notes.pdf; Process for Exiting Children.pdf; Question 4 - APT email.pdf; Sign in sheets process.pdf; Sign in sheets process.pdf; Parents reminder letters.pdf; Educator Reminders June 2016.pdf; Master Mo Tatou Enrolment 2016.pdf; MASTER Manual Frequent Absence Assessment 2016.xlsx

Kia Ora Teena.

Mo Tatou's response to the audit issues below and attached.

You'll see its quite comprehensive. If these processes were put in place, the RS7 accuracy would improve. Outside of further audits we are not proposing to escalate this.

I've asked Kelly to work through the logistics of further audits for the week of 27 June. I'd like your thoughts on the scope and the timing (we can hold off on the audits until after July if that's helpful). As a minimum we would include all RS7s just submitted for Feb to May 2016. The question for me is whether we also include June to September 2015 for all licenses (including suspended). Their response indicates that the issues began when they had admin staff departures in August 2015.

Happy to discuss.

Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Kelly Grootjans
Sent: Tuesday, 14 June 2016 9:51 a.m.
To: Nathan Fogarty
Subject: FW: written response to your letter dated 23 May 2014

Hi Nathan,

As discussed, please see the written response from ECA2414 Mo Tatou Early Childhood Education.

Regards

Kelly Grootjans | Acting Team Leader | Monitoring
19 Market Grove, Lower Hutt

From: leremia@motatou.org [mailto:leremia@motatou.org]

Sent: Tuesday, 14 June 2016 12:33 a.m.

To: Kelly Grootjans

Cc: 'Safā Roseanne Leota'; paul.motatou@yahoo.com; 'Rose Duffy'; Sisilla Talamaivao

Subject: RE: written response to your letter dated 23 May 2014

Talofa and Good Morning, Kelly

Please find our written responses below to the questions you've asked us on your letter I received via email on the afternoon of 24th of May 2016.

Dated 23rd May 2016.

1. In your letter dated 4 May 2015, you confirmed that processes would be put in place to ensure that previous funding breaches would not continue. Why did these processes not work? Why was 20 Hours ECE funding claimed for children who had no attestation records and why was funding claimed for frequent absences?

The breakdown in our systems was due to staff departures in August 2015. Staff that we had trained and had been an integral part of our SMS and enrolment process. These staff left suddenly before new staff were fully trained, this impacted on the level of knowledge required and quality of training provided.

In terms of 20 Hours ECE, the systematic change that was needed to be made was a change to the child's enrolment agreement. As per the Ministry of Education enrolment form exemplar, any changes to the enrolment agreement are recorded on the back of this form. Therefore, any changes to enrolments where attestation was required, only captured the assigned hours and parents sign off – not the actual attestation. We were doomed from the beginning due to an oversight for this form. And this oversight affects our breach of 20 Hours ECE directly. This breach of 20 ECE accounts for almost half of the breaches, in dollar amounts.

We have now changed the back of our enrolment form to include the attestation details (copy attached). In addition to this, an automatic reminder within our student management system has been setup so that when a child is about to turn 3 an attestation is generated through our system and dispensed to those team members that complete enrolments. In terms of the retention of knowledge for systems and processes an operational manual with enrolment procedures both for our student management system and hard copy enrolments is being implemented.

In addressing our frequent absences, our system broke down for we had relied on a manual way of managing the absences. We relied on staff to ensure that absences were recorded correctly, with reconfirmation attended to periodically. As I stated earlier, the training needed for the staff that came aboard on September was not enough to maintain the level required to do an adequate job, and funding should not have been claimed for frequent absences. We currently have given these tasks to experienced staff from this point forward.

2. Please explain why, in this period, many of the time-sheets were not signed or dated by the educators and parents? What process will be put in place to ensure that children who have left the service and children who have not yet started, are not claimed for funding?

As an organisation, we have been lax in ensuring that parents and educators. We needed to ensure that if those things were not completed, then we needed to not reimburse these educators. As an organisation, we've delivered to parents and to educators in the past 2 weeks how to correctly fill in a sign in sheet, for the educator and for the parent.

To ensure sign in sheets are signed and dated by the educators and parents:

- Educator reminders letter
- Parents reminders letter
- Enrolment form update
- Sign in sheets process

To ensure funding not claimed for children when the educators are unavailable to provide care:

- Educator reminders letter – Statutory/Public Holidays
- Sign in sheets process
- On-going educator monthly professional development

To ensure attestation records for 20 Hours ECE funding are correct:

- Enrolment form update – Office Use Only checklist
- Enrolment form update – changes to updates to include attestation questions

To ensure funding is not claimed for frequent absences:

- Sign in sheets process
- Master manual frequent absence assessment 2016

Released under the OIA

In regards to children that have not yet started, the enrolment form there will be a checklist which ensures that the person entering the details of the enrolment forms have double checked on whether the child has started, and have actually attended before we put in a claim for funding. This same person, is also now responsible for ensuring the child has started, will also be responsible for the child that has left the service. The tasks of both starting and of ending the child's enrolment will now fall on one person to complete, rather than 3 different individuals

3 Why was funding claimed for children enrolled at school?

It was our understanding through discussions with the parents that all children listed, were not enrolled at school whilst being enrolled with our service. It has highlighted the need for our service to maintain written confirmation from parents when they have advised that the child is not enrolled at school?

4 How was funding claimed for absences over three weeks when APT is designed to automatically override this?

In terms of this point, we were required to discuss with APT, as we were unaware of how this had occurred. APT replied: "... his leave date was extended out from the 2nd October to the 7th December on the 6th October. This may have reset the count from the original leave date. I attach the email from APT." I have attached the email provided by APT. In checking our records it appears that this child left the service and then was re-enrolled but did not attend on the date they had re-enrolled.

5 Why was funding claimed for children when the educators were unavailable to provide care?

Educators that were unavailable due to the holiday period needed to be briefed on what they needed to put on their sign in sheet. A review of how to properly account for this day, whether they're available for care, and no children arrive, rather than put down "holiday" when no children arrive. This is an ongoing professional development situation to be covered monthly during educators' professional development

6 Why was funding claimed for family members as caregivers outside of the funding rule restrictions?

Unfortunately, we have caused some confusion concerning the family members as caregivers and the associated funding rule restrictions. For two of the Educators identified – Kimiora Vara and Ane Pahulu, they both provide education and care from homes that neither they nor the related family member they live with, reside at. In terms of the third child, Mati'a Tili, her residential address was recorded incorrectly and not picked up by our staff, as that of her Grandfathers, but she has at no time, resided there.

7 What processes will you put in place to ensure that these breaches do not happen again?

The following processes have been put in place to ensure that no further breaches occur, of which we have started implementing prior to the submission of the most recent RS7:

To ensure that children who have left the service are not claimed for funding:

- Process for Exiting Children
- Family Case Notes

To ensure children who have not yet started, are not claimed for funding:

- Enrolment form update – Office Use Only

To ensure funding not claimed for children enrolled at school:

- Family Case Notes
- Exception to enrolment for Primary School form

To ensure funding not claimed for family members as caregivers

- Enrolment form update – Family Member declaration

From: Teena Small
Sent: Wednesday, 15 June 2016 1:08 p.m.
To: Nathan Fogarty
Cc: ; Kelly Grootjans
Subject: RE: Mo Tatou Jul16 RS7s

We also now need to follow process by the book as we are starting to see media interest and have a OIA request from Mo Tatou. Just need to make sure we have all our ducks in a row.

T

Teena Small | Manager, ECE Operational Funding

From: Nathan Fogarty
Sent: Wednesday, 15 June 2016 1:06 p.m.
To: Teena Small
Cc: Joanna Presland; Kelly Grootjans
Subject: RE: Mo Tatou Jul16 RS7s

Thanks Teena

Cheers
Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Teena Small
Sent: Wednesday, 15 June 2016 1:02 p.m.
To: Nathan Fogarty
Cc: Kelly Grootjans
Subject: RE: Mo Tatou Jul16 RS7s

Kia ora

No we don't not based on what we know. If there was serious concern with or evidence of deliberate fraudulent activity it might be different.

All we can do at this stage is keep them on monthly funding. You next set of audits will, I expect, set our next steps with them.

Teena

Teena Small | Manager, ECE Operational Funding

From: Nathan Fogarty
Sent: Wednesday, 15 June 2016 12:58 p.m.

Cc: Teena Small; Kelly Grootjans
Subject: RE: Mo Tatou Jul16 RS7s

Thanks Joanna

We are currently trying to lock in audits of these RS7s (and the June to Sep 2015 RS7s) for the 29-1 July. On the basis of the very inaccurate RS7s previously submitted, do you have any mechanism for withholding payments pending the outcome of this audit?

Regards
Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing
DDI :

From: Nathan Fogarty
Sent: Wednesday, 15 June 2016 11:59 a.m.
To: Nathan Fogarty
Subject: RE: Mo Tatou Jul16 RS7s

Hi Nathan,

We have now received all July16 RS7 submissions from Mo Tatou (attached are the final two)

Based on some initial calculations, it appears that based on the data submitted, Mo Tatou will receive a payment on 1 July whilst recovering the current audit debt amount.

We will go ahead and process the RS7s for payment on 1 July (we have no basis to withhold processing them) Just wanted to let you know so you could factor it in re deciding your next steps with Mo Tatou.

Let me know if you need anything else

Regards,

From: Nathan Fogarty
Sent: Tuesday, 7 June 2016 3:43 p.m.
To: Nathan Fogarty
Subject: RE: Mo Tatou Jul16 RS7s

Thanks Joanna,

We are waiting on a response to the funding claim issues from them (due Monday). If they have not responded by Monday, we will follow up. This response will inform our next steps.

We are weighing up whether an audit of these RS7s is required sooner rather than later. If they will not receive any funding due to the debt, we may be able to wait.

Nathan

Nathan Fogarty | Acting Manager | Monitoring | Resourcing

From: Nathan Fogarty
Sent: Tuesday, 7 June 2016 3:21 p.m.
To: Nathan Fogarty
Subject: Mo Tatou Jul16 RS7s

Hi Nathan,

We have received two RS7 submissions from Mo Tatou so far.
Attached are the RS7 returns for #46300 (suspended since 6 May) and #46372.

As per current instruction, we have not uploaded their data until it has been reviewed by you and Teena.

I will send through the other two services RS7s once they are submitted.

Let me know if you need anything else.

Cheers,

33 Bowen St, Wellington

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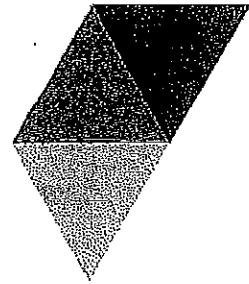
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We are respectful, we listen, we learn *He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou*
We back ourselves and others to win *Ka manawanui ki a mātou, me ētahi ako kia wīkitoria*
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Great results are our bottom line *Ko ngā huanga tino pai ā mātou whāinga mutunga*

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MEMO

To: Yvette Guttenbeil-Po'uhila, Manager, Education, ECE, Schools and Pasifika Education, Auckland Region

From: Eileen Tofa, Education Adviser

cc: Tracey Brown, Education Adviser

Date: 15th June 2016

Subject: Mo Tatou In-home Early Childhood Education and Care Maninoa 46494

Purpose

This memorandum is to provide you with information regarding the licensing spot checks recently undertaken for the home base service provider **Mo Tatou Maninoa 46494**.

Background

Licensing Spot Checks were instigated in response to concerns the local office in Wellington had with Mo Tatou home based services in their region.

Mo Tatou has two existing home base services in Auckland. This service established in December 2015 and Mo Tatou In-home ECE and Care Nafoga 46497 set up in August 2014.

Both home based services received (Maninoa is still receiving) TAP funding.

Spot Check Findings

The list of 24 educators/homes (and 62 children) submitted in the end of May to randomly select 5 homes to spot check was reduced to 9 available educators/homes by Mo Tatou.

5 homes were selected and Spot Check visits occurred 7th June – 10th June.

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

Summary Spot Check Key findings

- Premises and Facilities
 - Access of main In/out door areas of play compromised ongoing supervision.
 - Broken fence exposed a gap a child could climb through.
 - Another home had no outdoor play.
 - Most of the homes with under-two year olds did have designated space for children to safely sit, lie down or crawl.

- Governance, Management and Administration
 - Attendance records either based on the Daily Diary carbon copy pad or the Educators time sheets. Both records did not meet ECE Funding Handbook requirements.
 - Educators Administration record keeping had no chronological order. One Educator had personal bank statements amongst the sleep charts.
 - Homes held different policy and procedure versions. One home had 2015 another had 2016.

- Child Health, Medicine and First Aid
 - Sleep, Food, Medicine, Illness and Accident charts were either; not completed, completed incorrectly or, recorded on different templates charts.
 - Either Educators held no first aid certificates, had recently attended a course and waiting for first aid certificate or, copy of first aid certificate held at Head office.

- Health and Safety
 - Educators could not provide evidence of daily hazard checks.
 - One home had dirty dishes stacked on the bench and in the sink.
 - Need to review items in the Emergency bag e.g. 4 cans of spaghetti, 4 rolls of toilet paper, no nappies/bottles for under twos, warm clothes for children?
 - Consistency with policy/procedure and practice.

- Curriculum
 - Not age/developmental appropriate. Teaching under-two year olds 1,2,3 and a,b,c oppose to exploration learning via sensory play.

- Limited Educator effective engagement with children.
- Limited in and outdoor resources. Homes that had ample resources were their own.
- No evidence of curriculum planning or individual planning/progressive learning.

Risk/s

A number of breaches were identified. No evidence of health and safety checks and Educators with no first aid certificates on hand.

Spot Checks Identified a number of potential risks to children's learning and health and safety.

Recommendation

Place on provisional licence.

Provide SELO. - Yes

Conduct Spot Check visits on Mo Tatou In-home ECE and Care Nafoga.

lets do another assessment
visit. I would like to
include
Nafoga,
before we move
to provisional.

Agree / Do not Agree

Signed:

Manager

Date:

17/6/14

SPOT CHECK findings for Mo Tatou Manihoa 46494

Area/Element	Findings	2024-2025 (School Year)	2024-2025 (School Year)	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	No policies/procedures signed in the home GMA1.2 sessions operate 7am-1pm, 4pm-7pm. 3 children present on visit. 1 Udyr and 2 Cdyr	3 children present. Aileen & Waike (U2 and Fale (C2), Educator's own baby was at the back. Educator's husband was to take their baby to doctors. Daughter was also in the house. Also present Aileen & Waike's mother to settle Aileen. She stayed throughout the entire visit (2 hours)	2024-2025 (School Year)	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	Outdoors not easily accessed from main play area PFI1/PF2	No designated area for U2's PFI. No outdoor resources nor age/dew appropriate games/activities to do.	Ample resources readily provided from family member presents	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	No laundry system for washing bedding H52	Kitchen sink and bench stacked with dirty dishes PFI3 No food records H516	No food records H516	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	Cals soap used. Towels on rail soaking wet. Discussed with Coordinator PFI6	photos taken	photos taken	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	No medicines administered H525. No records/templates for injuries/incidents H524. No records/templates for emergency drills H57	Reliant on family members to ensure on going supervision e.g. Sick child, sleeping children in the back room. PFI4. No first aid certificate at hand H522. No accident/illness/needs records H524/H525	No first aid certificate at hand H522. No accident/illness/needs records H524/H525	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	No daily hazard check lists H511. No communication systems for excursions or parental permission H514. No motor vehicle permission in place H515	Emergency stop play/procedure for fire not other parts H524	Outdoors not easily accessed from main play area PFI1/PF2	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	No procedure sleep records H55	Configuration of beds noncompliant. H55 Advised children do not sleep. Children felt asleep during spot check. Found incomplete sleep records on Daily Diary caption copy and Child's Journal H55	No procedure sleep records H55	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	Enrollment Agreement not updated child address recorded same as the educators home GMA9 daily entries made for each child.	No daily hazard check list H511. No excursion paper work e.g. RAM, motor vehicle permission H514. Lack of evidence how parents can access information about the service GMA13.5. Daily attendance records no compliant. SP reliant on Daily Diary or Educator's time sheet GMA10	No daily hazard check list H511. Lack of evidence how parents can access information about the service GMA13.5. Daily attendance records no compliant. SP reliant on Daily Diary or Educator's time sheet GMA10	2024-2025 (School Year)	2024-2025 (School Year)
Child Development	Recognised individual needs and identify planning and assessment.	Not age/developmental appropriate for C2.9. Daily routine, numbers and alphabet charts displayed on the wall. Portfolios and discussions with Educator did not address C2, C4	Not age/developmental appropriate for C2.9. Little effective Educator/child engagement C3	2024-2025 (School Year)	2024-2025 (School Year)
Child Development			Not age/developmental appropriate for C2.9. Limited equipment PFI4. Small space overwhelmed with small table and chair PFI2	2024-2025 (School Year)	2024-2025 (School Year)
Child Development			Not age/developmental appropriate for C2.9. Limited equipment PFI4. Little effective Educator/child engagement C2. No visible curriculum C1	2024-2025 (School Year)	2024-2025 (School Year)

From: Anthony Newton
Sent: Thursday, 16 June 2016 2:50 p.m.
To: Anita Ciesionik-Jones; Zainab Ali
Cc: Teena Small; Joanna Presland; Nathan Fogarty; Yvette Guttenbeil-Po'uhila; Elspeth Maxwell
Subject: FW: Liquidation application for Mo Tatou
Attachments: 2016-aw1846.pdf

Hi

Please see attached – are there licensing implications in this?

Anthony Newton | Manager ECE Resourcing and Implementation

From:
Sent: Thursday, 16 June 2016 11:07 a.m.
To: Teena Small; Anthony Newton
Cc: Nathan Fogarty
Subject: Liquidation application for Mo Tatou

Just did a google search and found this

Might have to follow up to see if/when the judgement decision will come out
But arguable cause for us to withhold processing their July 16 RS7s

Released under the OIA

Advertisement of Application for Putting Charitable Trust into Liquidation

This document notifies you that:

1. On 9 March 2016, an application for putting AOGA I MAOTA CHARITABLE TRUST into liquidation was filed in the High Court at Wellington. Its reference number is CIV-2016-485-154. The application is to be heard by the High Court at Wellington on 14 June 2016 at 10.00am.
2. A person, other than the defendant charitable trust, who wants to appear at the hearing of the application must file an appearance not later than the second working day before that day.
3. The statement of claim and the verifying affidavit may be inspected at the registry of the Court or at the plaintiff's address for service.
4. The plaintiff is the Commissioner of Inland Revenue, whose address for service is Legal and Technical Services, 5th Floor, Asteron Centre, 55 Featherston Street (PO Box 1462), Wellington. Telephone: (04) 890 4695. Facsimile: (04) 890 0009. The plaintiff's solicitor is Timothy David Lancaster, whose address is as noted above.

Dated this 2nd day of June 2016.

2016-aw1846

Released under the OIA

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