

	childhood education, advice and support for parenting (including Home Interaction Programme for Parents and Youngsters - HIPPY), health services (such as Well-child health checks) and social services (including advisory services).				
#FNSFCOA - K	Provision of coordination of the Strengthening Families Case Management process, including administration related support, resources and equipment to assist in the coordination of the Strengthening Families initiative.	\$572.07	75	\$42,905.25	15
#FNSFNGO - I	"Provision of support services that include: • Key contact for family and other agencies; • facilitating meetings and recording progress; • monitoring completion of assigned tasks and outcomes ensuring completion of plans and informed consent"	\$1,071.24	20	\$21,424.80	15
#SWISS #HIPPY #FNBUDAV	HIPPY, SWIS, Budgeting and services delivered from the Takanini site were not monitored at this visit				

Funding Partners

Please note any issues or follow up required, outstanding information or topics to discuss	<p>All reports and narratives have been received and there are no issues arising from the report to be discussed.</p> <p>The last approvals visit was on 11 June 2014.</p> <p>There are no issues from the previous monitoring to consider.</p> <p>Joint/Co Funded Contracts or Other Funders:</p> <ul style="list-style-type: none"> • CYF s 9(2)(a) OIA • HIPPY s 9(2)(a) OIA
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Funding Contract

<p>How is the provider tracking in relation to volumes?</p>	<p>As can be evidenced from the numbers above the Provider is on track to meet contracted volumes for all service types except Strengthening Families which continues to pose challenges. This is consistent with other SF service providers.</p> <p>The largest barrier to achieving volumes according to GP is the reluctance of families to engage with government agencies. The Provider also reported that CYF has had a large turnaround of staff and so numbers of referrals are low or not of the correct type.</p> <p>An example of this was a family presented with an issue that was reported to CYF but when a full investigation was completed it was at a higher need than the Provider could work with and so had to be sent back to CYF.</p> <p>The Provider does not have a waiting list.</p>
<p>Is there a funding offer that needs to be discussed?</p>	<p>The contract is currently in year two of a three year contract and no funding offer for the contract needs to be discussed. The continued funding of the new centre was raised and the Contract Manager said she would check if any further funding was available for the new centre.</p> <p>The time line for the movement of HIPPY fund transfer was discussed and this should be on track for a 1st October 2015 transfer.</p>

Quality and Effectiveness

<p>How is the provider tracking in relation to Quality and Effectiveness?</p>	<p>The quality and effectiveness of the service CI funds was shown by reference to a large evaluation matrix the provider had collated. It detailed the feedback from clients for each service. The information showed that clients were satisfied with the service they had received.</p> <p>A copy of the collated responses is filed on the paper based file.</p> <p>Strengthening Families feedback: The process is top heavy and there are too many meetings. Workshops coordinators are expected to attend meetings, which they believe would be better spent on families. Some referrals to SF are still inappropriate despite educating referrers. These take time to resolve and exit for no outcome.</p> <p>Evaluation sheets sighted at monitoring visit.</p> <p>The Provider reported that they "get around 80% effectiveness" reported from clients.</p>
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	A case study from the previous report was included in the recent Community Investment newsletter Outcomes, Outcomes, Outcomes
What systems and processes does the provider use to build and maintain quality and effectiveness?	<p>The Provider reported that from a recent quarterly internal review client evaluations were positive.</p> <p>If there are any negative comments the internal Policies and Procedures detail the review that should take place and any actions that are required.</p> <p>There has been no independent survey of the service in the review period.</p> <p>The Provider asked if there were any IT providers that they could get information on. The CIA said that they would send through some information on the ones other Providers are using.</p>

Service delivery

Service delivery issues and trends identified	<p>The Provider has received referrals for a number of individuals and couples requesting support to address relationship issues, anger issues, domestic violence, parenting issues, drug and alcohol issues, and whanau conflict. Many of these have current CYFS involvement which requires them to complete domestic violence and parenting programmes. They are seeking support from The Provider to be able to get back their children. Most of them are required to complete certain programmes as a condition; other parents were seeking support for contact with the children to occur.</p> <p>A number of individuals also came in seeking support to find jobs and emergency accommodation.</p> <p>They have seen a number of families seeking budgeting assistance as they struggle to pay high rent, deal with substance misuse/abuse, fines, etc. The Provider hosts a budgeting service.</p> <p>Clients tend to only give half truth stories for whatever reason and this can make it difficult to reach targets etc. Drug and alcohol issues are the Providers main concern and the impact this not only has on the client but the client's family.</p> <p>"When a client either walks off the street or who has been identified by another agency as needing support a referral is made. They are invited to "tell their story" or in social work terms a complex and thorough assessment of the client needs are addressed. In other words we do not simply assess the presenting problem. This can take up to a minimum of a one hour intervention. Clients feel they are being listened to by hearing</p>
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	<p>their whole story and addressing each individual issue. They ensure that they can refer them to the right service within the organisation and collaborate with other services outside the organisation".</p> <p>This assessment includes assessing the individuals issues presenting to the service, the child's needs, the whole family dynamics etc. covering housing, education, health, drug and alcohol issues, separated family issues etc.</p> <p>They prioritise the need and then work through the presenting issues.</p> <p>They also identified the areas of financial pressure on families that often leads to family violence; accommodation for large families is difficult in the area too.</p> <p>Client groups tend to be quite diverse i.e. young solo mums, families with multiple children, offending fathers, CYF referrals etc. This makes each case unique in its needs and how services are delivered. Increasingly complex family dynamics and issues for resolution.</p> <p>Parents are presenting with very basic levels of life and parenting skills and not at a level of competency suitable for intensive parenting programmes are quite common. Need more foundational skills i.e. life skills such as hygiene, cooking for children, literacy and numeracy etc.</p> <p>Inappropriate referrals to SF continue to be an issue requiring resolution.</p>
Staffing changes	None.

Relationships and Community Links

Is the provider involved in community collaboration currently?	They have a budgeter that comes in to help families which helps with the work they do for families re W&I problems. They also work with MIT, Health, Papakura Marae, Plunkett, local schools, Police, CYF sites, FACS and PAPCOS.
Does the Provider have a relationship with CYF?	The Provider reported that they have a good relationship with CYF.

Non-Department Output Expense (NDOE) – Verification Report

Service Type / Description				Rate	Total Contracted Volume per annum	Total funding per annum	Volume reported from	Volume verified from
30 to 40 hours of social work intervention that includes a plan, case management and an analysis on the outcome of how the intervention has made a difference to families. The intervention is targeted towards families living in Counties Manukau who have dependent children who are at risk of abuse, harm or offending.				\$1548.00	36	\$55,728.00	17	4
Client ID	Start Date	Service Duration	Referral source and reason / presenting issues	Intensity of service	Outcome for the client		Overall Summary	
LF	23/7/15	9/12/15	Internal referral from Takanini Relational breakdown, Mental health issues and destructive previous relationships.	16 sessions.	The client was directed to the GP and placed on Anti-Depressants. The client reported that things at home seemed more relaxed and felt better able to cope.		Notes for each session were placed on the file and each session was reviewed to ensure they were on track. The file showed a signed consent form and was the same format to the other files seen. Any other work undertaken was also placed in the file. There was an evaluation on file but it had not been fully completed.	
TB	2/10/2015	7/12/2015	Self. DV bereavement and custody of children	5 sessions	The file showed the client made good progress. She had sessions on grief and loss and was making		Notes for each session were placed on the file and each session was reviewed to ensure they were on track.	

					<p>progress with the custody issue.</p> <p>The file was closed as after the Christmas holidays the client did not turn up for further sessions.</p>	<p>The file showed a signed consent form and was the same format to the other files seen.</p> <p>Although this was only a shorter number of sessions than normal the notes show she had made progress with the areas she had originally presented with.</p> <p>There was no evaluation completed.</p>
ME	8/9/2015	9/12/2015	CYP (DR). DV and behaviour strategies to cope with 7 year old son	12 sessions	<p>The client had counselling and attended the Parenting programme. The notes showed she had been given coping strategies and help to feel less angry and depressed.</p>	<p>Notes for each session were placed on the file and each session was reviewed to ensure they were on track.</p> <p>The file showed a signed consent form and was the same format to the other files seen.</p> <p>The files was closed at Christmas due to the holiday break but the filed noted that the client may return for further sessions.</p>
IC	28/08/2015	9/12/2015	Self. Parenting issues.	4 plus 12	<p>The client attended the parenting programme and had individual counselling/ support sessions.</p> <p>The large number of notes reported that the client had progressed well and had a happier relationship with her children.</p>	<p>Notes for each session were placed on the file and each session was reviewed to ensure they were on track.</p> <p>The file showed a signed consent form and was the same format to the other files seen.</p>

Service Type / Description				Rate	Total Contracted Volume per annum	Total funding per annum	Volume reported from	Volume verified from
Provision of integrated family support services for parents and children through a one-stop-shop. The services are to be of high quality and supported by the local community. Core programme activities must include, but are not limited to, access to early childhood education, advice and support for parenting (including Home Interaction Programme for Parents and Youngsters - HIPPY), health services (such as Well-child health checks) and social services (including advisory services).				\$,2,739.47	60 +18	\$164,368.20	37	7
Client ID	Start Date	Service Duration	Referral source and reason / presenting issues	Intensity of service	Outcome for the client	Overall Summary		
PE	01/09/2015	On-going	CYF. Anger/DV. Banned from W&I sites.	23 sessions. 3 counselling sessions with children and 13 other sessions exploring anger and understanding the triggers of anger, parenting and	The client continues to be helped with their issues and work has been done with Housing and W&I.	On-going. Notes for each session were placed on the file and each session was reviewed to ensure they were on track. The file showed a signed consent form and was the same format to the other files seen. No evaluation as on-going.		

				coping skills		
AH	5/9/2015	20/11/2015	Self. Parenting.	Various resources were used with this client to enable her to parent her children effectively.	The files note showed that the client did find the sessions helpful.	Notes for each session are placed on the file and each session was reviewed to ensure they were on track. The file showed a signed consent form and was the same format to the other files seen.
BH	01/07/15	On-going	GP. Grandparent raising grandchildren.	On average 2 contact per week.	The grandparents were able to get the father to pay maintenance with the Providers help and they are receiving help in a number of different areas.	Notes for each session are placed on the file and each session was reviewed to ensure they were on track. The file showed a signed consent form and was the same format to the other files seen. No evaluation as on-going.
JS	5/02/2015	On-going	SF. Mental health issues.	This is in the wrong time frame but the Provider is still working with the Father and his child. This contact has been for over a year now. The CIA has heard of this family anecdotally at meetings with the Provider and was keen to see the volume and type of work done with the family. The work is on-going and has some of the results are that the child is back at school and is arriving clean, the house is clean, mental health issues have been addressed, W&I issues addressed etc.		Notes for each session are placed on the file and each session was reviewed to ensure they were on track. The file showed a signed consent form and was the same format to the other files seen. No evaluation as on-going.

Summary and actions

The Provider is able to take on extra work as it has the facilities to do so. The institutional knowledge they hold would make them well placed to increase the work that they do if the funding were available.

The last narrative report showed the Provider is meeting the contracted volumes and has done so during all the changes.

The verification process was smooth as all the files were made available to the Community Investment Advisor and a sample was then taken to look at in detail. All the files were of a consistent format and had evaluations, goals, intake forms, privacy forms and notes of the work done etc.

Action required	By whom	By when
IT Provider information	OIA	1 March 2016

Contract Manager	s 9(2)(a) OIA	Manager	
Date	26/09/2017	Date	
Signature		Signature	



Provider Name: Great Potentials Foundation

Provider RDA Number: 1503

Assessment Number: 101249

Date: 18 May 2016

EXECUTIVE SUMMARY

Great Potentials Foundation has been assessed as partially meeting the standards for accreditation. Eleven standards were met and two standards were partially met.

Core Standards	Result	Core Standards	Result
Client centred services	STANDARD PARTIALLY MET	Financial management and systems	STANDARD MET
Community wellbeing	STANDARD MET	Resolution of complaints related to service provision	STANDARD MET
Cultural competence	STANDARD MET	Quality improvement	STANDARD MET
Staffing	STANDARD PARTIALLY MET	Individual client services	STANDARD MET
Health and safety	STANDARD MET	Programmes for clients	STANDARD MET
Governance and management structures and systems	STANDARD MET		
Specialist and/or Agency Specific Standards	Result		
Outdoor pursuits programmes for children or young people.	STANDARD MET		

CORRECTIVE ACTION PLAN

CRITICAL ACTIONS

Standard	Criteria	Action	Completion Date
		No critical actions have been identified during this review.	

REQUIRED ACTIONS

Standard	Criteria	Action	Completion Date
Client Centred Services	3	Operating Guidelines need to include full reference to defined criteria.	As soon as available
Staffing	4	Board Police checks and two staff checks to be forwarded to Approvals when obtained	As soon as available

STRENGTHS IDENTIFIED AT REVIEW

1. Great Potentials Foundation is a well established social services provider in south Auckland and as such possesses detailed operating policies and procedures which have been revised over the years to meet changing requirements. Governance and management structures are sound. Social work and counselling services, including SWIS, are provided by qualified social workers and counsellors. Client records demonstrate appropriate stages of service provision with concise detail recorded.

RECOMMENDATIONS

1. It is recommended that a Tornado Policy be added to the Emergency Policies
2. Ensure Client Summary / Form is in place at conclusion of service delivery

ACCREDITATION STATUS

Confirmation of Accreditation at Level 2 with required actions.

THE CONDITIONS OF ACCREDITATION

Level 2

Family Support Services

Family Wellbeing Services

SWIS

Social Work Support

Level 3

Strengthening Families

ACTION PLAN

1. No further actions have been identified at this review

OVERVIEW

This is a review assessment of Great Potentials Foundation accreditation status by the Ministry of Social Development.

Great Potentials Foundation is a well established provider of social services in south Auckland with family service centres at Papakura and Takanini and has been an Approved Level 2 service for many years. Services provided include social work support, SWIS, counselling and budgeting.

The organisation has seven social workers, two counsellors, and provides SWIS social work support in five schools.

The focus of this review was the organisation's social work and SWIS services which comprise the majority of MSD funding.

The Assessor met with Centre Manager of Great Potentials Foundation as well as the Team Leader of their Community and Funding Team at the organisation's Papakura Office at 14 Maurice St, Papakura on 9 May 2016. A visit was also made to their Takanini Centre at 8 Oakleigh Avenue, Takanini on 10 May 2016. Records relating to Governance were emailed to the Assessor by the Foundation's CEO on 17 May 2016.

Relevant policies, procedures and records were sighted for the review. Great Potentials Foundation was well prepared for the review and all requested documentation was available.

KEY FINDINGS

CORE STANDARD: CLIENT-CENTRED SERVICES

The organisation treats people with respect and delivers services in a manner that has regard for their dignity, privacy and independence.

1. The organisation promotes client-centred practice as central to its service development and delivery.
 - 1.1 The organisation involves its clients and stakeholders in planning, implementation, and evaluation at all levels of the service to ensure services are current and responsive.
2. The organisation provides services that are accessible to people with disability.
3. The organisation provides services that are free from any discrimination, coercion, harassment, and sexual, financial or other exploitation.
4. The organisation recognises and facilitates the right of people to an advocate and/or support persons of their choice.

EVIDENCE

- Great Potentials Foundation Charitable Trust Deed
- Family Service Centre Mission Statement for all services
- Ramp for disabled clients
- Written Goals and Objectives for all services
- Operating Guidelines

EXCEPTIONS

STANDARD PARTIALLY MET

Criteria	Findings	Type of Finding
3	Operating Guidelines do not fully include defined discrimination criteria.	Required Action

CORE STANDARD: COMMUNITY WELLBEING

The organisation provides services which reflect the principle that the welfare and interests of the child or young person are first and paramount and where the well-being of all is upheld.

1. The organisation provides services in a manner consistent with Section 6 of the Children, Young Persons, and Their Families (CYP&F) Act 1989 where services reflect the principle that the welfare and interests of the child or young person are the first and paramount consideration.
2. The organisation has a process for dealing with allegations of abuse and situations that raise concerns about the safety of a client or associated community member.

2.1 The process specifically includes guidelines on how the organisation makes referrals under Section 15 of the CYP&F Act 1989.
3. The organisation promotes awareness of the unacceptability of abuse, ways in which abuse may be prevented, the need to report all cases of abuse and how to respond to all types of abuse. Abuse includes physical, emotional or sexual harm; ill-treatment; neglect or deprivation, either passive or active.
4. The organisation promotes awareness of where a conflict between the needs of a client and others might arise, and uses a process to respond to such conflicts.
5. The organisation has a procedure to identify clients who may have limited ability to give informed consent. This procedure ensures that such clients are able to exercise the ability they have to the fullest extent possible.
6. When it is confirmed that a client has a limited ability to give informed consent, the organisation acts appropriately. For those organisations that must comply with the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, this will mean following the Principles of Right 7.

EVIDENCE

- Child Protection Policies and Procedures including provisions of the Vulnerable Childrens Act *
- Notification Guidelines to CYF
- Notification Register
- Staff training records

EXCEPTIONS

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: CULTURAL COMPETENCE

The organisation provides services that are culturally appropriate to clients.

1. The organisation provides services that recognise and respect clients' ethnic, cultural and spiritual values and beliefs.
 - 1.1 The organisation provides services that meet the specific needs of Māori.
 - 1.2 The organisation provides services that meet the specific needs of Pacific peoples.
2. The organisation consults with, and where appropriate makes referrals to and negotiates protocols with, Māori, Pacific peoples and other cultural and specific interest services.

EVIDENCE

- Cultural Appropriateness Statement with reference to the Treaty of Waitangi
- Intake Form records client ethnicity
- Staff include Maori, Pacific Islander and Indian complementing area demographics
- Liaison with Papakura Marae and Whirinaki

EXCEPTIONS

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: STAFFING

The organisation has the staffing capability and capacity to deliver services safely.

1. The organisation's staffing and staff relations policy and procedures comply with the relevant legislation.
2. The organisation includes in its definition of 'staff' anyone the organisation relies on to deliver its services. This includes caregivers, volunteers and contractors, as well as paid staff members.
3. All staff have a written agreement of service.
4. The organisation uses a clear, transparent and open process for recruiting and vetting suitable staff, including as members of the organisation's governance body. The process leads to an appropriate decision in response to all vetting. Vetting of staff is to include, but is not limited to, a police vet.
5. The organisation does not employ any person in a paid or voluntary capacity, including members of the organisation's governance body, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.
6. Unless there are exceptional circumstances, the organisation does not employ any person in a paid or voluntary capacity, including members of the organisation's governance body, who has a conviction for crimes of violence against the person or dishonesty.
7. The organisation has sufficient, qualified and competent staff to deliver its services.
8. The organisation provides adequate induction, training, professional development and support for all staff.
9. The organisation uses an effective performance management system for all staff.

EVIDENCE

- Personnel and Employment Policies and Procedures
- Clear Staff Police checks including VCA provisions except two staff checks under VCA and Board checks were yet to be returned
- Individual Employment Agreement
- The organisation has seven qualified social workers, two qualified counsellors, and provides SWIS social work support in five schools
- Staff supervision records
- Staff training records
- Staff performance reviews

EXCEPTIONS**STANDARD: STAFFING****STANDARD PARTIALLY MET**

Criteria	Findings	Type of Finding
4	Board Police checks and two staff checks not yet returned from the Vetting Authority.	Required Action

CORE STANDARD: HEALTH AND SAFETY

The organisation ensures clients, staff and visitors are protected from risk.

1. The organisation ensures its premises, and any premises it uses or relies on for service delivery, comply with all legal and regulatory requirements.
2. The organisation provides and maintains a safe physical and emotional environment for all who enter its premises and any other premises it uses for service delivery.
3. If applicable, the organisation ensures the safety of any children being supervised on the premises while their parents or caregivers receive services.
4. The organisation has safety and emergency plans for the evacuation of its premises and any other premises it uses for service delivery.
5. The organisation responds effectively to adverse events in the workplace.
6. The organisation ensures that where an intervention, discipline or control is required or used, staff use appropriate methods that protect the physical and emotional safety of clients.
7. The organisation reflects continuous quality improvement principles in identifying and managing risk.

EVIDENCE

- Health and Safety Policies and Procedures which include 2016 provisions
- Disaster Management Policies
- Centre Policy for Supervision of Children
- Senior Staff Meeting Minutes
- Quarterly external health and safety audits
- Discipline and Behaviour Policy

EXCEPTIONS

Criteria	Findings	Type of Finding
4	It is recommended that a Tornado Policy be added to the organisation's Emergency Policies.	Recommendation

CORE STANDARD: GOVERNANCE AND MANAGEMENT STRUCTURE AND SYSTEMS

The organisation has clearly defined and effective governance and management structure and systems.

1. The organisation has a defined and current legal status.
2. The organisation has an appropriate and clearly defined governance and management structure, the written record of which shows authorities, delegations, responsibilities and accountabilities.
3. The organisation is governed and managed by people with appropriate skills, qualifications and personal attributes.
4. The organisation has a process for identifying and managing perceived, actual or potential conflicts of interest, including between governance and management roles.
5. The organisation's management systems, policies and procedures are consistent with:
 - 5.1 its legal status, constitution, rules, charter or Act of Parliament
 - 5.2 the aims, philosophy and scope of its activities
 - 5.3 its management structure
 - 5.4 relevant legislation
 - 5.5 contractual obligations.
6. The organisation has a business continuity and disaster recovery plan in place.
7. The organisation collects, records, stores and uses client information in keeping with the Privacy Act 1993.

EVIDENCE

- Registered Charitable Trust
- Three monthly Board Meeting Minutes
- Board of nine members includes Trustees with business and professional backgrounds
- Conflict of Interest Policy
- Senior Management Team Minutes
- Strategic Plan 2015 / 16
- Review of Operating Policies and Procedures
- Business Continuity and Disaster Recovery Plan
- Secure hard file storage and protected data base

EXCEPTIONS

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: FINANCIAL MANAGEMENT AND SYSTEMS

The organisation is financially viable and manages its finances competently.

1. The organisation is solvent.
2. The organisation has financial management systems appropriate to the size and complexity of the organisation.
3. The organisation has adequate insurance cover for the size and complexity of the organisation.
4. The organisation has arrangements for the regular independent audit, or in some cases review, of financial accounts.
5. The organisation uses an appropriate accounting system that produces accurate and timely financial statements.
6. The organisation undertakes forward financial planning (forecasting) to show that it will remain financially viable.

EVIDENCE

- Financial Management Policies and Procedures
- Annual audited financial accounts to 30-6-15 show organisation is solvent
- Xero financial management system provides monthly reconciliations across all services
- Insurance cover includes Public, Trustees, Statutory and Indemnity Liability
- Board Treasurer is an Accountant
- Financial Summary to Board meetings
- PAYE and GST Returns current
- Budget

EXCEPTIONS

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: RESOLUTION OF COMPLAINTS RELATED TO SERVICE PROVISION

The organisation uses an effective process to resolve complaints about service provision.

1. The organisation has a formal process for receiving, considering and resolving complaints that is soundly based in law, is consistent with the principles of natural justice, and ensures the support and safety of the complainant throughout the process.
2. The organisation ensures its clients and staff are aware of the formal complaints process.
3. The organisation seeks to resolve complaints effectively and makes improvements to the service as a result.
 - 3.1 The organisation must record application of the complaints process and the resolution achieved.
 - 3.2 The organisation makes appropriate improvements based on the analysis of complaints received.

EVIDENCE

- Complaints Policies and Procedures
- Complaints procedure displayed in reception and counselling rooms
- Complaints and Incidents Register with no complaints received for several years

EXCEPTIONS

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: QUALITY IMPROVEMENT

The organisation aims for excellence and manages the quality and risk of services.

1. The organisation regularly monitors:
 - 1.1 the organisation's individual policies and procedures
 - 1.2 its systems as a whole
 - 1.3 the performance of the organisation
 - 1.4 client outcomes
2. The organisation uses a process to analyse monitoring and performance data for the purpose of improvement.
3. The organisation makes appropriate improvements, including risk mitigation, based on the analysis of this monitoring.

EVIDENCE

- Senior Management Team Meetings
- Team Leader's reports to Centre Manager
- Centre Manager's Reports to Board and Foundation CEO
- Client Outcomes Spreadsheet Analysis
- Improved Client Formats

EXCEPTIONS

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

CORE STANDARD: INDIVIDUAL CLIENT SERVICES

The organisation provides services that meet clients individual assessed needs, reflect desired outcomes and goals and are well planned and co-ordinated.

1. The organisation reviews client information to ensure the needs of the individual match the intake criteria for the service.
2. The organisation uses a process to assess the needs of people who fit its intake criteria, before confirming that it will accept them as clients.
3. All work with clients, children, young persons and their families is based on a written plan.
 - 3.1 The organisation has a process for planning its work with clients and ensures that its services meet the needs of the client and the objectives of the organisation.
 - 3.2 The planning process involves the client and, where appropriate the client's family and others.
 - 3.3 The client's written plan clearly state the client's goals, and the services and/or programmes the organisation will provide to help the client achieve their goals.
4. The organisation has a process for deciding when to conclude service provision to the client and does not do so until the on-going safety and wellbeing of the client has been considered.
5. The organisation ensures that client records are adequate and document each stage of service provision from intake to service conclusion

EVIDENCE

- Intake and Assessment Policies and Procedures
- Assessment Form template
- Client Plan and Safety Plan as needed for both SWIS and community social work
- Closure Procedure and Closure Form
- Client records

EXCEPTIONS

STANDARD MET

Criteria	Findings	Type of Finding
5	Ensure Client Closure Summary / Form is in place at conclusion of service delivery	Recommendation

CORE STANDARD: PROGRAMMES FOR CLIENTS

The organisation plans and delivers safe, coherent and effective programmes as appropriate for the service.

1. Programmes will be well planned and resourced.
 - 1.1 The organisation identifies objectives for clients in the programme that are consistent with the goals of the service.
 - 1.2 The programme has a clear structure with activities and experiences that are relevant to, and likely to progress, the objectives for the client.
 - 1.3 The organisation ensures that adequate resources are available to enable all necessary activities to be carried out.
 - 1.4 The organisation ensures that it has all the necessary consents to the participation of the client in the programme.
2. The organisation ensures the safety of clients on the programme by:
 - 2.1 Collecting all the information required for the purpose of the programme and the safety of clients participating in the programme.

EVIDENCE

- Operating Policies and Procedures
- SWIS client formats
- `Seasons` grief programme with weekly modules with objectives
- `Look At me Now` children`s programme with defined objectives
- Seven qualified social workers and two qualified counsellors
- Client Agreement for consent

EXCEPTIONS

STANDARD 10

Criteria	Findings	Type of Finding
	No exceptions to this standard were identified at this review.	

SPECIALIST STANDARD: OUTDOOR PURSUITS PROGRAMMES FOR CHILDREN OR YOUNG PEOPLE

The organisation safely plans and delivers wilderness and adventure based programmes and camps in line with industry standards.

1. The organisation ensures the safety and wellbeing of children and young people on the programme by ensuring
 - 1.1 the physical location of the programme is appropriate and safe for the age, background and capabilities of those participating
 - 1.2 all who need to, know where the participants are at all times during the programme
 - 1.3 activities are managed by suitably qualified and experienced staff.

EVIDENCE

- Day visit to YMCA Camp Adair, Hunua Ranges for eight children with YMCA staff facilitating as part of Family Service Centre holiday programme
- Family Service Centre RAMS, Emergency Contacts and Consents in addition to YMCA RAMS
- Holiday Programme is not formal OSCAR programme but is OSCN member
- Holiday programme based at local school with four staff for twenty five children
- Centre Manager vets and signs off each holiday programme

EXCEPTIONS

STANDARD 11

Criteria	Findings	Type of Finding
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	No exceptions to this standard were identified at this review.	
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RELEASED UNDER THE
OFFICIAL INFORMATION ACT



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

AGREEMENT

BETWEEN

THE MINISTRY OF SOCIAL DEVELOPMENT

AND

GREAT POTENTIALS FOUNDATION

SIGNATORY SECTION

Agreement dated

2017

The Parties to this Agreement are

- 1 **The Sovereign in right of New Zealand** acting by and through the Chief Executive of the Ministry of Social Development in respect of Child, Youth and Family, and Family and Community Services ("the Ministry").
- 2 **Great Potentials Foundation** incorporated under the Charitable Trusts Act 1957 and having its registered office at Level 6, Siml Building, 666 Great South Road, Penrose, Auckland.

Scope of this Agreement

This Agreement will commence on 1 July 2013 and will end on 30 June 2016, unless terminated earlier in accordance with this Agreement, or as according to law.

This Agreement includes this Signatory Section, Part One Services and the relevant Schedules, Part Two Payments, Reporting and Monitoring and the relevant Schedules, and the General Terms and Conditions contained within Part Three.

This Agreement records the entire Agreement between the Parties and takes the place of all previous oral or written Agreements concerning the same subject matter and any variation to this Agreement must be in writing.

If anything in Part One conflicts or disagrees with Part Three Standard Terms and Conditions then Part One prevails for that specific Schedule only.

Purpose of Agreement

The Services in this Agreement provided by Great Potentials Foundation are to contribute towards the Ministry's purpose:

*We help New Zealanders to help themselves to be safe, strong and independent.
Ko tā mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake.*

By providing these Services under this Agreement, Great Potentials Foundation will be contributing towards the Ministry's outcomes:

Family and Community Services outcomes of:

- i. Strong Families;
- ii. Connected Communities.

Child, Youth and Family care and protection outcomes of:

- i. Prevention of the first occurrence and/or the reoccurrence of child abuse;
- ii. Prevention of neglect and insecurity of care;
- iii. Addressing the effects of harm;
- iv. Restoration or improvement of wellbeing; and/or

Child, Youth and Family youth justice outcomes of:

- i. Reducing the rate and severity of child and youth re-offending; and
- ii. Holding Young People to account for offending.

Relationship Managers

The Ministry will, following consultation with Great Potentials Foundation, nominate a representative as its Relationship Manager. Great Potentials Foundation's authorised officer or his or her nominee will act as its Relationship Manager. Both Parties will engage in regular communication, and will manage the relationship as per the agreed Relationship Management Plan.

The nominated Relationship Managers for this Agreement are:

Ministry:

Relationship Manager: Sue Story
Private Bag 68-911
Address: Newton
Auckland 1145
Phone: 09 919 4042
Mobile Phone: 029 200 5503
Fax: 09 917 7026
Email: Sue.Story005@cyf.govt.nz

Great Potentials Foundation:

Contact: Lesley Max
Designation: Chief Executive Officer
PO Box 11-283
Address: Ellerslie
Auckland
Phone: 09 377 5384
Email: lesley.max@greatpotentials.org.nz

There may be other relationships agreed between the Ministry and Great Potentials Foundation specific to each Service provided, and these are listed under Part One – Services.

Execution

Ministry

Signed by Murray Edridge

Deputy Chief Executive,
Family and Community Services

I have a delegation under section 41 of the State Sector Act 1988 to sign for the Ministry.

Signed

Date

Great Potentials Foundation

Signed by Lesley Max

Chief Executive Officer

I have authority to sign for Great Potentials Foundation.

Signed

Date

Signed by Louise Belcher

Centre Manager

I have authority to sign for Great Potentials Foundation.

Signed

Date

PART ONE – SERVICES

SCHEDULE ONE: HIPPY NATIONAL ONE YEAR

1 Term

This Service commences on 1 July 2013 and ends on 30 June 2014, unless terminated earlier in accordance with this Agreement.

2 Services

- 2.1 The Ministry shall fund Great Potentials Foundation, from the commencement date, in accordance with this Agreement, and the Service Specifications for the delivery of the following Service:

Detailed Service Description	Service Location	Quantity of Service	Unit of Service	Agreement Price
Provision of the HIPPY National Programme.	Hamilton-TA, Albert - Eden-Board, Gisborne-TA, Far North-TA, Christchurch-TA, Dunedin-TA Otago-TA, Papatoetoe Board, Manurewa Board, South Waikato TA, Henderson-Massey Board, Papakura Board, Mangakiekie – Tamaki Board, Lower Hutt TA, Palmerston North TA, Rotorua TA, Ruapehu TA, Kaipatiki Board (31 – 36 sites across New Zealand)	2,145	Clients	\$3,866,812.95
Total				\$3,866,812.95

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this Agreement.

- 2.2 The Service Specifications for this Agreement are as follows:

Great Potentials HIPPY (provided as a separate document)

3 Funding

The total funding to be provided under this Agreement for the provision of the Service specified within Clause 2 of this Schedule is \$3,866,812.95 excluding GST.

4 Contact Details

PAGE 10

4.1 The Contract Manager (contact details below) will be responsible for effectively managing the Services in this Schedule of the Agreement between the Ministry and Great Potentials Foundation by providing assistance and support as required.

4.2 Any notice served under this Agreement shall be sent to the Contract Manager (contact details below). The contact details for the Ministry are:

Ministry:

Contract Manager: Janet Dean
Address: PO Box 1556
Wellington 6140
Phone: 04 916 3949
Mobile Phone: 029 200 6097
Fax: 04 917 2080
Email: Janet.Dean014@msd.govt.nz

4.3 The contact details for the Great Potentials Foundation are:

Great Potentials Foundation:

Contact: Jane Hall
Designation: National Director of HIPPY
PO Box 11-283
Address: Ellerslie
Auckland
Phone: 09 377 5384
Email: jane.hall@greatpotentials.org.nz

PART ONE – SERVICES

SCHEDULE TWO: SERVICES TO CHILDREN, YOUNG PEOPLE AND FAMILIES MULTI YEAR

1 Term

These Services commence on 1 July 2013 and end on 30 June 2016, unless terminated earlier in accordance with this Agreement.

2 Services

- 2.1 The Ministry shall fund Great Potentials Foundation, from the commencement date, in accordance with this Agreement, and the Practice Guidelines and Service Specifications for the delivery of the following Services:

Detailed Service Description	Service Location	Unit of Service	Quantity of Service	Agreement Price
The provision of a range of support services such as social work support and advice, family violence and sexual abuse prevention and intervention, self confidence, personal wellbeing and life skills programmes that will improve the lives of people in the community who experience various social, health and educational challenges.	Papakura-Board.	Clients	30 (Rate \$744.04)	\$22,321.20
			6,000 (Rate \$14.54)	\$87,240.00
			180 (Rate \$114.45)	\$20,601.00
			420 (Rate \$744.13)	\$312,534.60

Detailed Service Description	Service Location	Unit of Service	Quantity of Service	Agreement Price
Provision of integrated family support services for parents and children through a one-stop-shop. The services are to be of high quality and supported by the local community. Core programme activities must include, but are not limited to, access to early childhood education, advice and support for parenting (including Home Interaction Programme for Parents and Youngsters - HIPPY), health services (such as Well-child health checks) and social services (including advisory services).	Papakura-Board.	Clients	180 (Rate \$2,739.47)	\$493,104.60
			54 (Rate \$4,769.46)	\$257,550.84
Provision of Lead Agency support services that include: <ul style="list-style-type: none"> • key contact for family and other agencies, • facilitating meetings and recording progress, monitoring completion of assigned tasks and outcomes, • ensuring completion of plans and informed consent. 	Papakura-Board.	Clients	60	\$64,274.40

Detailed Service Description	Service Location	Unit of Service	Quantity of Service	Agreement Price
Provision of coordination of the Strengthening Families Case Management process, including administration related support, resources and equipment to assist in the coordination of the Strengthening Families initiative.	Papakura-Board.	Clients	225	\$128,715.75
Provision of school-based social workers to assist children whose social and family circumstances put them at risk of not achieving good health, education and welfare outcomes.	Manurewa-Board, Papakura-Board.	Social Workers	9	\$672,642.00
Social Workers in Schools Group Programme.	Manurewa-Board, Papakura-Board.	Prog	9	\$31,797.00
Total				\$2,090,781.39

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this Agreement.

- 2.2 The Ministry shall make a financial contribution to Great Potentials Foundation, from the commencement date, in accordance with this Agreement, and the Service Guidelines, for the delivery of the following Service:

Detailed Service Description	Service Location	Unit of Service	Quantity of Service	Agreement Price
30 to 40 hours of social work intervention that includes a plan, case management and an analysis on the outcome of how the intervention has made a difference to families. The intervention is targeted towards families living in Counties Manukau who have dependent children who are at risk of abuse, harm or offending.	Manurewa-Board, Maungakiekie - Tamaki-Board, Otara - Papatoetoe-Board, Mangere - Otahuhu-Board, Papakura-Board.	Clients	108	\$167,184.00
Total				\$167,184.00

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this Agreement.

- 2.3 The Practice Guidelines, Service Specifications and Service Guidelines for this Agreement are as follows:

Family Wellbeing
Family Services
Family Service Centres
Social Workers in Schools
Strengthening Families

- 2.4 Great Potentials Foundation agrees to provide the Social Workers in Schools Service to the following school cluster:

a. Cluster One

- i. Kelvin Road Primary School
- ii. Mansell Senior School
- iii. Edmund Hillary School
- iv. Redhill Primary School
- v. Cosgrove Primary School.

3 Funding

The total funding to be provided under this Agreement for the provision of the Services specified within Clause 2 of this Schedule is \$2,257,965.39 excluding GST.

4 Contact Details

4.1 The Contract Manager (contact details below) will be responsible for effectively managing the Services in this Schedule of the Agreement between the Ministry and Great Potentials Foundation by providing assistance and support as required.

4.2 Any notice served under this Agreement shall be sent to the Contract Manager (contact details below).

4.3 The contact details for the Ministry are:

Ministry:

Relationship Manager: Sue Story
Address: Private Bag 68-911
Newton
Auckland 1145
Phone: 09 919 4042
Mobile Phone: 029 200 5593
Fax: 09 917 7026
Email: Sue.Story005@cvt.govt.nz

Contract Manager: Nirvana Marsden
Address: Private Bag 68-911
Newton
Auckland 1145
Phone: 09 917 7744
Mobile Phone: 029 200 6534
Fax: 09 914 2850
Email: Nirvana.Marsden008@msd.govt.nz

4.4 The contact details for the Great Potentials Foundation for Social Workers in Schools are:

Great Potentials Foundation:

Contact: Louise Belcher
Designation: Centre Manager
Address: PO Box 72499
Papakura 2244
Phone: 09 299 6610
Fax: 09 299 6617
Email: manager@papakurafamilyservice.org.nz

PART TWO – PAYMENTS, REPORTING AND MONITORING

SCHEDULE ONE – PAYMENTS

1 Total Funding

The total funding to be provided under this Agreement for the provision of the Services described in Part One of this Agreement is \$6,124,778.34 excluding GST (Agreement Price).

2 Scheduled Payments

- 2.1 Subject to the terms and conditions of this Agreement, the Ministry shall pay the Agreement Price in instalments as set out below by direct credit to Great Potentials Foundation's nominated bank account:

Payment Number	Payment Date	Instalment Amount
1	Following the signing of this Agreement by both Parties and upon receipt of a valid Tax Invoice.	\$4,054,976.73
2	20 October 2013. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
3	15 December 2013. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
4	20 April 2014. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.79
5	20 July 2014. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
6	20 October 2014. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
7	15 December 2014. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
8	20 April 2015. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.79
9	20 July 2015. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
10	20 October 2015. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
11	15 December 2015. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.78
12	20 April 2016. Provided that a satisfactory report for the previous period is received by the due date.	\$188,163.79
Total		\$6,124,778.34

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this Agreement.

- 2.2 The total Agreement Price is exclusive of GST and the Ministry shall only pay GST in addition to the funding amount if Great Potentials Foundation has provided the Ministry with a valid itemised Tax Invoice, outlining the description of the Services provided, the period and the funding amount, in accordance with the Goods and Services Tax Act 1985 and subject to the terms of this Agreement.

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REPORTING PART TWO – PAYMENTS, REPORTING AND MONITORING

TWO – REPORTING

SCHEDULE TWO – REPORTING

1 For Schedule One Services – HIPPY National

Great Potentials Foundation shall provide the Ministry with the six monthly reports and information to the Ministry Contract Manager according to the requirements specified in the Service Specifications Appendix two and using the report form attached to this Agreement as Appendix One.

Part One Schedule	Reporting Required	Date Due	Period Covered by the Report
One	Appendix One	30 April 2014	1 July 2013 to 31 December 2013
		31 October 2014	1 January 2014 2013 to 30 June 2014

2 For Services to Children, Young People and Families

Great Potentials Foundation shall provide the Ministry with the quarterly and six monthly reports and information to the Ministry Contract Manager according to the requirements specified in the Service Guidelines, Service Specifications and Practice Guidelines using the report form attached to this Agreement as Appendix One.

Part One Schedule	Reporting Required	Date Due	Period Covered by the Report
Two Social Workers in Schools	Appendix Two	10 October 2013	1 July 2013 to 30 September 2013
		5 December 2013	1 July 2013 to 30 November 2013
		10 April 2014	1 July 2013 to 31 March 2014
		10 July 2014	1 July 2013 to 30 June 2014
		10 October 2014	1 July 2014 to 30 September 2014
		5 December 2014	1 July 2014 to 30 November 2014
		10 April 2015	1 July 2014 to 31 March 2015
		10 July 2015	1 July 2014 to 30 June 2015
		10 October 2015	1 July 2015 to 30 September 2015
		5 December 2015	1 July 2015 to 30 November 2015
		10 April 2016	1 July 2015 to 31 March 2016
		10 July 2016	1 July 2015 to 30 June 2016

Part One Schedule	Reporting Required	Date Due	Period Covered by the Report
Two CYF and FACS	Appendix Two	5 December 2013	1 July 2013 to 30 November 2013
		10 July 2014	1 July 2013 to 30 June 2014
		5 December 2014	1 July 2014 to 30 November 2014
		10 July 2015	1 July 2014 to 30 June 2015
		5 December 2015	1 July 2015 to 30 November 2015
		10 July 2016	1 July 2015 to 30 June 2016

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PART TWO – PAYMENTS, REPORTING AND MONITORING

SCHEDULE THREE – MONITORING AND SUPPORT VISITS

1 Monitoring or Support Visits

- 1.1 During the term of this Agreement, the Ministry shall conduct Monitoring or Support visits to discuss and verify information provided in the reports.

Part One Schedule	Service	Monitoring or Support Visit Number	Financial Year of Visit	Monitoring or Support Visit Due Date
One	HIPPY National and	1	F2014	15 October 2013 or as otherwise agreed between the Parties.
Two	Services to Children, Young People and Families, multi-year.			
One	HIPPY National and	2	F2014	15 April 2014 or as otherwise agreed between the Parties.
Two	Services to Children, Young People and Families, multi-year.			
Two	Services to Children, Young People and Families, multi-year.	3	F2015	15 October 2014 or as otherwise agreed between the Parties.
		4		15 April 2015 or as otherwise agreed between the Parties.
		5	F2016	15 October 2015 or as otherwise agreed between the Parties.
		6		15 April 2016 or as otherwise agreed between the Parties.

- 1.2 The Ministry shall give Great Potentials Foundation a written copy of the outcome of each Monitoring or Support visit once the report has been completed.

1 Use of Funds

SCHEDULE THREE - NO

- 1.1 Funding paid to Great Potentials Foundation under this Agreement shall only be used to provide the Services. Great Potentials Foundation's annual accounts must show funding paid by the Ministry as a separate income line item.
- 1.2 Without limiting the Ministry's rights under this Agreement, at law, in equity, or otherwise, the Ministry may withhold funding in whole or in part until Great Potentials Foundation has performed the obligations in this Agreement to which the funding relates to the reasonable satisfaction of the Ministry.
- 1.3 Neither Great Potentials Foundation nor their staff shall engage in any activity or obtain any interest during the term of this Agreement which is likely to conflict with or restrict them in the fair and independent performance of this Agreement. If, during the term of this Agreement, a conflict of interest arises, or appears likely to arise, Great Potentials Foundation must notify the Ministry immediately and take such steps as the Ministry may reasonably require dealing with the conflict.

2 Ministry Approval Status and Reviews

- 2.1 Great Potentials Foundation shall maintain its Designated Approval Status for the term of this Agreement.
- 2.2 The Ministry shall disclose to Great Potentials Foundation any changes to the standards for Approval.
- 2.3 If Great Potentials Foundation's Approval is suspended, this Agreement will be suspended without further notice. Great Potentials Foundation shall stop providing Services or using funding under this Agreement until Approval is reinstated.
- 2.4 If Great Potentials Foundation's Approval is revoked or relinquished this Agreement will come to an end without further notice.
- 2.5 The Ministry may review the Services, or Great Potentials Foundation's practices, operational and financial policies, procedures and systems during this Agreement, subject to Clause 2.6 of Part Three. Great Potentials Foundation shall cooperate fully with any review and allow the Ministry or its authorised agents access to:
 - a. Great Potentials Foundation's and any of its subcontractor's premises where Services are delivered or records are kept;
 - b. subcontractors or Personnel involved in providing the Services;
 - c. records and information about the Services or any payments made under this Agreement; and
 - d. financial and accounting records and information for Great Potentials Foundation.
- 2.6 The Ministry shall:
 - a. give Great Potentials Foundation at least two Working Days' notice of any review;
 - b. visit during working hours or other reasonable times depending on the matter being reviewed; and
 - c. provide Great Potentials Foundation with a copy of any report on the review.

- 2.7 Nothing in Clause 2 of Part Three limits the rights, powers, or obligations of either Party under the CYPF Act, if relevant.

3 Information

- 3.1 Great Potentials Foundation shall provide reports as set out in Part Two, Schedule Two. Great Potentials Foundation shall also supply any information relating to this Agreement or the Services that the Ministry requests, within 10 Working Days or any other reasonable period specified in the request.
- 3.2 Great Potentials Foundation holds information relating to the Services on behalf of the Ministry for the purpose of carrying out the Ministry's obligations. The Parties shall cooperate so that the Ministry can comply with its statutory requirements.
- 3.3 Great Potentials Foundation shall immediately forward any request for information that relates to this Agreement by a third party, including requests under the Official Information Act 1982, to the Ministry.
- 3.4 Each Party shall take all reasonable steps to keep secure and confidential all information relating to people receiving Services, or relating to any aspect of the Ministry's business.
- 3.5 Great Potentials Foundation shall inform the Ministry immediately if it changes its legal structure or if it becomes aware of any of its Personnel being investigated for, charged with, or convicted of any criminal activity.

4 Responsibilities of Great Potentials Foundation

- 4.1 Great Potentials Foundation must:
- perform the Services with all due care, skill and diligence and to the highest industry standards, including maintaining sufficient resources;
 - maintain all records and accounts (including all receipts and invoices) in accordance with generally accepted accounting practice as necessary, to provide a complete and detailed record and explanation of the expenditure of the Ministry's funding, including producing an audited financial statement;
 - satisfy the Ministry that they are solvent and financially viable to deliver the Services for the entire duration of the Agreement; and
 - maintain a process for suitably addressing and managing Service complaints.
- 4.2 Where Great Potentials Foundation becomes aware that any of Great Potentials Foundation's Personnel, including agents or sub-contractors engaged in providing the Services:
- commits any act of dishonesty;
 - in any way brings the Ministry into disrepute;
 - is convicted of a criminal offence or engages in criminal behaviour; or
 - is otherwise unable to perform the Services to the Ministry's reasonable satisfaction,

Great Potentials Foundation must immediately remove the Personnel from providing the Services or being in direct contact with the Ministry or its clients.

- 4.3 Great Potentials Foundation warrants that it is authorised to enter this Agreement and when providing the Services, it shall at all times:
- a. use Personnel who are suitable and possess adequate skills, and have the knowledge, ability and qualifications necessary to provide the Services;
 - b. have sufficient professional indemnity insurance to cover all liabilities arising as a result of this Agreement; and
 - c. comply with the provisions of all relevant statutes, regulations or by-laws.
- 4.4 Great Potentials Foundation further warrants that in providing the Services Great Potentials Foundation shall not be in breach of any obligation to or be infringing any rights (including intellectual property rights) of any other person or entity.

5 Public Statements

- 5.1 In accordance with the relationship principles as given in the Practice Guidelines, Service Specifications and Service Guidelines, either Party may make public statements about the other Party however, a public statement that relates to the Agreement can only be made with the other Party's written permission in each instance. The requirement for written permission does not apply if the public statement is stipulated as an obligation of the Agreement.
- 5.2 This Clause does not restrict either Party from discussing any matters with its Personnel, subcontractors, agents, advisors or people to whom that Party is responsible.
- 5.3 Great Potentials Foundation agrees that the Ministry may make information about this Agreement such as Great Potentials Foundation's name, level of funding and the nature of the Services including the region where the Services will be delivered, available to the public through the Ministry's online mapping tool.
- 5.4 Neither Party may use the name or logo of the other Party without its written permission.

6 Intellectual Property

- 6.1 Each Party retains ownership of all intellectual property it owned before the start of this Agreement.
- 6.2 Great Potentials Foundation shall own any intellectual property that exists in any material or work it creates in the course of providing the Youth Justice Services, including reports under this Agreement.
- 6.3 The Ministry shall have a perpetual, royalty-free, non-transferable licence to use and copy any data and reports produced throughout the term of this contract and which form part of the intellectual property referred to in clause 6.2.
- 6.4 Great Potentials Foundation assures the Ministry that in providing the Youth Justice Services it is not and will not be in breach of any third party's intellectual property rights.

7 Recovery of Payments

- 7.1 Great Potentials Foundation shall repay a portion of the funding paid by the Ministry if:
- it does not provide the Services as described in Part One;
 - it does not maintain the Services for the full term of this Agreement;
 - it does not provide Services because its Approval is suspended or this Agreement is terminated; or
 - there are any unexpended funds held by Great Potentials Foundation after completion of the Services. Any such repayment will be negotiated at the Ministry's discretion.
- 7.2 The Ministry shall set the amount to be repaid:
- after discussion with Great Potentials Foundation; and
 - with regard to the quantity and quality of the Service that was provided.
- 7.3 Great Potentials Foundation shall repay the amount within 30 days of written notice from the Ministry.
- 7.4 Nothing in this Clause limits either Party's remedies for breach of contract.

8 Events Preventing Performance

- 8.1 Neither Party is liable for any default or delay in any obligation under this Agreement caused by an event beyond its reasonable control.
- 8.2 The Party claiming the protection of this Clause shall:
- immediately give the other Party notice of the circumstances and of the likely period of the delay;
 - arrange a meeting with the other Party to discuss in good faith what can be considered under Clause 8.2.c of Part Three; and
 - take all reasonable steps to mitigate the default or reduce the period of the delay.
- 8.3 If the event continues for more than 60 days, the other Party may terminate this Agreement after 14 days notice in writing.

9 Indemnity

Great Potentials Foundation indemnifies the Ministry against all claims, damages, penalties or losses that the Ministry incurs as a result of any breach of Great Potentials Foundation's obligations under this Agreement.

10 Changes Following a Government Directive

- 10.1 Great Potentials Foundation accepts that the Ministry is acting on behalf of the Government and must implement Government instructions. If there is a change of Government policy or a new Government instruction that materially affects the Parties' rights and obligations under this Agreement, then the Parties will agree between them how to vary this Agreement.

- 10.2 If agreement under Clause 10.1 of Part Three is not reached between the Parties within 30 days, then the Ministry may terminate the terms of this Agreement by giving Great Potentials Foundation 30 days written notice of any such termination.

11 No Expectation of Future Funding

- 11.1 The Ministry cannot promise that it will fund the provision of Services, or otherwise make more funding available after the expiry of this Agreement.
- 11.2 While the Ministry will make every effort to secure funding for the Services, payments for any period beyond 30 June in any year are subject to appropriation by Parliament.

12 Dispute Resolution

- 12.1 The Parties shall attempt to resolve any dispute firstly by negotiation then by mediation. Neither Party may start any court or arbitration proceedings relating to any dispute arising from this Agreement until it has complied with this Clause, unless proceedings are necessary to preserve the rights of either Party. Any termination of the Agreement under Clauses 10.2, 13.1 or 13.2 of Part Three shall not be subject to the dispute resolution process, as stipulated within Clause 12 of Part Three.
- 12.2 The Party claiming that a dispute exists shall give written notice to the other Party specifying the nature of the dispute. Both Parties shall then use their best endeavours to settle the dispute by negotiation.
- 12.3 If the dispute is not settled by negotiation within 21 days of the notice, the Parties shall participate in mediation with a mutually acceptable mediator. If the Parties cannot agree on a mediator within 28 days of the notice, the Chairperson of LEADR New Zealand Incorporated will appoint the mediator. Unless the Parties agree otherwise the cost of mediation will be divided equally between them.
- 12.4 If the dispute is not settled by mediation within 30 days of the start of the process, the Parties shall refer the matter to a single arbitrator. If the Parties cannot agree on the arbitrator, each Party shall appoint one arbitrator, and these two arbitrators will jointly appoint an umpire. The arbitration must be conducted in accordance with the Arbitration Act 1996. Unless the Parties agree, or the award specifies otherwise, the cost of arbitration will be divided equally between them.
- 12.5 Both Parties shall continue to comply with their obligations in this Agreement until the dispute is resolved.

13 Termination

- 13.1 Either Party may terminate this Agreement or a specific Service at any time by giving three months notice in writing.
- 13.2 The Ministry may terminate this Agreement or a specific Service immediately by notice if:
- Great Potentials Foundation breaches a term of this Agreement; or
 - Great Potentials Foundation's Approval is revoked or relinquished.

- 13.3 If this Agreement or a specific Service is terminated under Clause 13.1 of Part Three:
- the Ministry will only be liable for any payments of funding under this Agreement or a specific Service that are due before the effective date of termination and which will be properly expended by Great Potentials Foundation prior to the effective date of termination;
 - the Ministry will only be liable for any reasonable costs incurred by Great Potentials Foundation and directly attributable to the termination of this Agreement; and
 - Great Potentials Foundation shall provide the Services under this Agreement till the effective date of termination.
- 13.4 If this Agreement or a specific Service is terminated under Clause 13.2 of Part Three:
- the Ministry will no longer have any obligation to pay any payments of funding due after the effective date of termination; and
 - Great Potentials Foundation shall repay immediately to the Ministry any funding unexpended or not properly expended by Great Potentials Foundation prior to the date of termination.
- 13.5 If this Agreement or a specific Service is terminated:
- the Parties shall collaborate to transfer any client information to the Ministry, or another provider, if required to ensure that the Services continue;
 - the Parties shall openly and honestly record the reasons for termination in a way that contributes to more effective delivery in future; and
 - Clause 7 of Part Three applies.

14 Notices

Any notice to be given by one Party to the other under this Agreement (including notice of change of address for service) may be given by personal delivery, mail, fax, or email. If the date of arrival cannot be proved notice by mail shall be treated as having been delivered on the third Working Day after it was posted, provided that the letter was properly addressed. A fax or email that arrives after 5pm or on a non-Working Day shall be treated as having been delivered on the next Working Day.

15 Family and Community Services Directory

Great Potentials Foundation shall ensure it is listed on the Ministry's Family Services Directory (<http://www.familyservices.govt.nz/directory>) and that the necessary information is updated when required, unless the Service being provided is exempt.

16 General

16.1 Assignment and Subcontracting

Great Potentials Foundation shall not subcontract any of the Services or assign the benefits or obligations of this Agreement without written permission from the Ministry.

16.2 Set Off

The Ministry may set off any amount that Great Potentials Foundation owes to the Ministry against any payments the Ministry owes to Great Potentials Foundation under this or any other Agreement.

16.3 Entire Agreement

This document records the entire Agreement between the Parties and supersedes all previous oral or written Agreements or understandings dealing with the same subject matter.

16.4 Privity of Contract

No third party may enforce this Agreement.

16.5 Severance

Any Clause of this Agreement that is found to be unenforceable, illegal or invalid shall be deleted and shall not affect any other Clause.

16.6 Waiver

The failure of either Party to enforce a Clause of this Agreement will not be interpreted as a waiver of the Clause.

16.7 Variation

No variation to this Agreement is effective unless it is in writing and signed by both Parties.

16.8 Continued Effect

Any Clause within Part One which would reasonably be expected to survive and Clauses 1.1, 3, 5, 6, 7, 9, 11, 13.4, 13.5 and 16.8 of Part Three will survive the expiration or termination of this Agreement.

16.9 New Zealand Law

This Agreement is governed by and interpreted in accordance with New Zealand law.

16.10 Weekends and Public Holidays

Any obligation under this Agreement which falls on a date which is not a Working Day shall be performed on the subsequent Working Day.

16.11 Definitions and Construction

In this Agreement, unless the context otherwise requires, words or phrases beginning with capital letters are defined as follows:

Approval means approval by the Ministry of Social Development under any of the following:

- a. Section 396 of the CYPF Act,
- b. Section 403 of the CYPF Act, or
- c. any Policy Standards established by the Ministry, and Approved has a corresponding meaning.

CYPF Act means the Children, Young Persons and Their Families Act 1989.

Designated Approval Status means the approval status that has been specified by the Ministry in relation to the Services set out in Part One.

Personnel means Great Potentials Foundation's staff whether employed, contracted or otherwise who:

- a. are involved in the provision of Services under this Agreement, whether or not they have direct contact with Ministry clients; and/or
- b. are involved with the administration of funding provided for under this Agreement.

Services means all the Services and/or programmes described within the Schedules of Part One.

Working Day means any day of the week excluding a Saturday, a Sunday, a public holiday, an anniversary day in the relevant province or any day between 24 December and the following 15 January inclusively.

16.12 References to Acts and Regulations

In the construction of this Agreement, a reference to an Act or any regulations is a reference to that enactment or those regulations as amended or substituted from time to time.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

APPENDIX ONE – PROVIDER RETURN HIPPY NATIONAL REPORT YEAR ONE

Great Potentials Foundation Report Form for Period 1 July 2013 to 30 June 2014

Report Due Dates
30 April 2014
31 October 2014

Signed by: _____

Date: _____

Name: _____

Position: _____

N.B. Clients are to be recorded at point of entry into the service from 1 July each year.

Description of Service	Service Unit of Measure	Quantity of Service	1 July 13 to 31 December 2013	1 January 2014 to 30 June 2014
Provision of the HIPPY National Programme.	Number of clients who received the service.	2145		
	Number of agencies worked with or supported.	Report actual		
	Number of clients who provided feedback.	Report actual		
	Percentage of clients who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme.	Report actual		
	Number of client completions.	Report actual		
	Percentage of agencies who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme.	Report actual		
	Number of agencies who provided feedback.	Report actual		
	Percentage of clients who say HIPPY has increased their knowledge about how children develop and learn.	Report actual		

Narrative Report
1. Describe how the clients (or agencies) benefited from the Service and provide two examples of success stories (see guidance notes below).
2. What trends, issues and/or impacts have been identified for the client group (or agencies) that influence the outcomes.
3. Describe the strategies or practices in place to encourage "hard to reach" clients to engage.
4. Provide an explanation of the variances (if any) between volumes contracted and volumes delivered.

Guidance Notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and Service evaluations. Note that the information provided should be non identifying.

In providing examples of success stories, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community, e.g. knowledge, skills, attitude, behaviour and life circumstances.

APPENDIX TWO – PROVIDER RETURN REPORT

Great Potentials Foundation Report Form for Period 1 July 2013 to 30 June 2016

Report Due Dates
10 October 2013, 2014 and 2015
5 December 2013, 2014 and 2015
10 April 2014, 2015 and 2016
10 July 2014, 2015 and 2016

Signed by: _____

Date: _____

Name: _____

Position: _____

N.B. Clients are to be recorded at point of entry into the service from 1 July each year.

Description of Service	Service Unit of Measure	Quantity of Service	1 July to 30 September	1 July to 30 November	1 July to 31 March	1 July to 30 June
The provision of a range of support services such as social work support and advice, family violence and sexual abuse prevention and intervention, self confidence, personal wellbeing and life skills programmes that will improve the lives of people in the community who experience various social, health and educational challenges.	Number of clients who received the service.	2210				
	Number of clients who provided feedback.	Report actual				
	Percentage of clients who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme.	Report actual				
	Percentage of clients who reported that the service helped them access / connect to other services and the support they needed.	Report actual				

Description of Service	Service Unit of Measure	Quantity of Service	1 July to 30 September	1 July to 30 November	1 July to 31 March	1 July to 30 June
Provision of integrated family support services for parents and children through a one-stop-shop. The services are to be of high quality and supported by the local community. Core programme activities must include, but are not limited to, access to early childhood education, advice and support for parenting (including Home Interaction Programme for Parents and Youngsters - HIPPY), health services (such as Well-child health checks) and social services (including advisory services).	Number of clients who received the service.	78				
	Number of clients enrolled in HIPPY.	Report actual				
	Number of clients who provided feedback.	Report actual				
	Percentage of clients who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme.	Report actual				
	Percentage of clients who reported that the service helped them access / connect to other services and the support they needed.	Report actual				
	Percentage of clients who reported that they have developed new skills.	Report actual				
	Percentage of clients who say HIPPY has increased their knowledge about how children develop and learn.	Report actual				

Description of Service	Service Unit of Measure	Quantity of Service	1 July to 30 September	1 July to 30 November	1 July to 31 March	1 July to 30 June
Provision of coordination of the Strengthening Families Case Management process, including administration related support, resources and equipment to assist in the coordination of the Strengthening Families initiative.	Number of clients who received the service.	75				
Provision of support services that include: <ul style="list-style-type: none"> key contact for family and other agencies, facilitating meetings and recording progress, monitoring completion of assigned tasks and outcomes, ensuring completion of plans and informed consent. 	Number of clients who received the service.	20				
	Number of client reports sent to the co-ordinator (that include client and agency feedback forms and final case reports).	Report actual				
	Number of monthly database / statistical reports returned.	Report actual				

Description of Service	Service Unit of Measure	Quantity of Service	1 July to 30 September	1 July to 30 November	1 July to 31 March	1 July to 30 June
Provision of school-based social workers to assist children whose social and family circumstances put them at risk of not achieving good health, education and welfare outcomes.	Total number of new clients receiving intervention.	Report actual				
	Total number of one off clients (individuals receiving information and advice, not case management).	Report actual				
	Total number of FTE social workers.	3				
	Total number of clients who have case management with goals (objectives) set.	Report actual				
	Total number of clients who are more actively engaged in school as a result of the service.	Report actual				
	Total number of reports of concern (notifications) to CYF by SWiS.	Report actual				
	Total number of referrals from CYF to SWiS.	Report actual				
	Total number of clients completing intervention with needs met (needs met = 80% of goals achieved in intervention plan and the client reports positive change as a result of the service).	Report actual				
	Narrative report.	4				

Description of Service	Service Unit of Measure	Quantity of Service	1 July to 30 September	1 July to 30 November	1 July to 31 March	1 July to 30 June
Social Workers in Schools Group Programme.	Total number of clients receiving intervention.	Report actual				
	Total number of programmes delivered.	Report actual				
	Total number of clients who express satisfaction with the content and delivery of the group programmes.	Report actual				
	Total number of clients completing group programme intervention with needs met (needs met = able to implement some objectives from the programme).	Report actual				
	Group programme/s financial statement.	1				
30 to 40 hours of social work intervention that includes a plan, case management and an analysis on the outcome of how the intervention has made a difference to families. The intervention is targeted towards families living in Counties Manukau who have dependent children who are at risk of abuse, harm or offending.	Total number of new clients receiving intervention.	36				
	Total number of clients who have case management with goals (objectives) set.	Report actual				
	Total number of clients completing intervention with needs met (needs met = 80% of goals achieved in case plan).	Report actual				
	Narrative report.	4				

Narrative Report

1. Describe how the clients (or agencies) benefited from the Service and provide two examples of success stories (see guidance notes below).
2. What trends, issues and/or impacts have been identified for the client group (or agencies) that influence the outcomes.
3. Describe the strategies or practices in place to encourage "hard to reach" clients to engage.
4. Provide an explanation of the variances (if any) between volumes contracted and volumes delivered.
5. For Social Workers in Schools only: Provide information about the top four reasons for referral. Comment on any issues or trends relating to referrals.
6. For Social Workers in Schools only: Provide information about the interface with Child, Youth and Family and Schools with the SWiS social worker. Comment on the relationships, outline strategies being used to develop the relationships further. Include any issues and how they are being addressed.

Guidance Notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and Service evaluations. Note that the information provided should be non identifying.

In providing examples of success stories, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community, e.g. knowledge, skills, attitude, behaviour and life circumstances.

Section 9(2)(a) Privacy of Natural Persons

From: s 9(2)(a)
Sent: Saturday, 25 June 2016 9:25 a.m.
To: s 9(2)(a)
Subject: FW: Questions re transfer to Whanau Ora + Meeting Request
Importance: High

fyi

From: s 9(2)(a)
Sent: Friday, 24 June 2016 7:16 a.m.
To: Peter Galvin; s 9(2)(a)
Subject: FW: Questions re transfer to Whanau Ora + Meeting Request
Importance: High

FYI.

s 9(2)(a) obviously Murray has not seen this yet.

Regards

s 9(2)(a)

From: Lesley Max [mailto:Lesley.Max@Greatpotentials.org.nz]
Sent: Thursday, 23 June 2016 7:57 p.m.
To: Trish Adams
Subject: FW: Questions re transfer to Whanau Ora + Meeting Request
Importance: High

Dear Trish,

Would you be so kind as to ensure that Murray Edridge receives this email?

I have not yet received an answer from the Minister; I will follow up. I wanted Murray to be aware, as a courtesy, of what I had written.

Trish, I would be grateful if you could arrange a meeting for us with Murray and Peter Galvin as soon as possible. Great Potentials Foundation's Treasurer, Wendy Schofield; the Manager of our two Family Service Centres, Louise Belcher, and I are anxious to meet with Murray and Peter.

We are faced with an extraordinary dilemma. As the accompanying email makes clear, we are faced with a choice of either signing an 'agreement' which obliges us to wind up our Family Service Centre and disband the staff next June, leaving the community bereft, or of not signing it, being deprived of funding and having to wind up our Centre in a month or two.

We find it hard to believe that this is what the Government intended but this is nevertheless the situation.

We will make every effort to accommodate a date and time that is possible for Murray and Peter.

With kind regards,

Lesley Max

Dame Lesley Max
CEO

Ph: 09 377 5384 Ext 4

Fax: 09 377 5386

DDI: 09 974 2603

027 4734 631



Great Potentials Foundation

Level 6, Building 5

666 Great South Road, Penrose

Auckland 1061, New Zealand

PO Box 11-283 Ellerslie

Auckland 1542, New Zealand

greatpotentials.org.nz

[Visit us on Facebook](#)

From: Lesley Max

Sent: Tuesday, 21 June 2016 4:07 p.m.

To: a.tolley@ministers.govt.nz

Subject: Questions re transfer to Whanau Ora

Importance: High

Dear Minister,

I refer to your press release of 11th May, 2016: Funding and programmes for whanau-centred services transferred to Whanau Ora.

Great Potentials Foundation's Papakura Family Service Centre is one of the services that are designated to transfer to Whanau Ora. We were initially comfortable with the information that we would henceforth be contracting with Whanau Ora, since our approach had been found to be aligned with Whanau Ora's. However, that comfort has now evaporated.

We attended a meeting yesterday called by Te Pou Matakana, the Whanau Ora commissioning body for the North Island.

As providers left the meeting, we were handed sealed envelopes in which were contracts for the 2017 year. Clause 3 of that agreement reads as follows:

3 Wind Up Of Services

3.1 You will wind up your services under the Agreement by or before the end of quarter 4, i.e. 30 June 2017 ...

4. Quarterly Reporting

4.1 You will provide the following reports to TPM:

Quarter One: Provide an in-depth handover report on the number of whanau or individuals under your service that you have supported and exploring [sic] to other services.

Quarter Two: Provide report on finding new employment or deployment or training for your staff under this contract for quarter two.

Quarter Three: Provide report that outlines your negotiation process with the MSD Investment Unit in endeavouring to pass on your services that is outcomes based as reflected in the TPM outcomes framework.

- My question, Minister, is this: Is it your intention, or the Government's intention, that these transferred whanau-centred services were to be wound up after one year and the staff disbanded? There was certainly no suggestion of this in your May 11th press release.

But this is clearly the intention of John Tamihere, CEO of Te Pou Matakana and also CEO of Te Whanau o Waipareira.

- Is it Government's intention that these services should be discontinued regardless of outcomes achieved and their value to the communities they serve?

This is clearly the intention of John Tamihere.

John Tamihere has made it very clear to providers that he does not wish to have our services transferred to Te Pou Matakana. He will reluctantly contract with us for one year, on the basis that we wind up our services and disband our staff.

He wants the funds. He does not want the providers and their services. Presumably, after July 1 2017 he will be in the happy situation of having the funds without the provider agencies. Communities such as Papakura and Mangere will have lost trusted and vital services.

- Is it Government's intention that Te Pou Matakana can require providers to undertake at the beginning of the contract period that services will be wound up and staff disbanded regardless of outcomes delivered?

- Is Government comfortable that John Tamihere is CEO of both Te Pou Matakana, the Commissioning Agency, and also of Te Whānau o Waipareira, which will be awarded contracts via Te Pou Matakana?

Minister, we would greatly appreciate your speedy response to these questions.

Yours sincerely,

Lesley Max

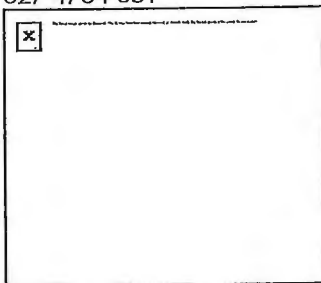
Dame Lesley Max
CEO

Ph: 09 377 5384 Ext 4

Fax: 09 377 5386

DDI: 09 974 2603

027 4734 631



Great Potentials Foundation

Level 6, Building 5

666 Great South Road, Penrose
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PO Box 11-283 Ellerslie

Auckland 1542, New Zealand

greatpotentials.org.nz

[Visit us on Facebook](#)

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s 9(2)(a)

From: s 9(2)(a)
Sent: Saturday, 25 June 2016 7:59 a.m.
To: s 9(2)(a)
Subject: FW: Today pls: Update: Great Potentials

fyi

From: s 9(2)(a)@parliament.govt.nz]
Sent: Friday, 24 June 2016 6:37 p.m.
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: RE: Today pls: Update: Great Potentials

Thanks s 9(2)(a)

Sent with Good (www.good.com)

From: s 9(2)(a)
Sent: Friday, 24 June 2016 5:45:20 p.m.
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: Today pls: Update: Great Potentials

Hi s 9(2)(a)

Further to information s 9(2)(a) provided to you on Tuesday I can that our staff member who contacted Great Potentials Foundation (GPF) was Lead Community Investment Advisor s 9(2)(a)

I understand s 9(2)(a) advised that our contact on 11 May was with Dame Lesley. This advice came from a conversation with me based on the information I had directly available at the time and unfortunately I have since discovered it is not correct. Apologies for putting you wrong there, clarification of who we spoke to and why is as follows:

When I spoke to s 9(2)(a) this afternoon to confirm who contacted GPF she advised that her phone engagement on the 11th was with s 9(2)(a) Board member and their chartered accountant for GPF. s 9(2)(a) has advised the exit letter was emailed to Lesley and s 9(2)(a) Great Potential Business Development Manager and our delegated contact at GPF as per the run sheet. Following issuing the letter we attempted to call s 9(2)(a) This was unsuccessful and a message was left. s 9(2)(a) called back to advise s 9(2)(a) would not be available that day or the next so we provided s 9(2)(a) with the messaging as outlined in the comms pack.

Apologies again for the mix up.

Regards,
s 9(2)(a)

From: Community_Investment_Issues (MSD)
Sent: Friday, 24 June, 2016 3:08 PM
To: s 9(2)(a)
Subject: FW: Today pls: Update: Great Potentials
Importance: High

FYI

From: [s 9(2)(a)]@parliament.govt.nz
Sent: Friday, 24 June 2016 3:04 p.m.
To: Peter Galvin
Cc: [s 9(2)(a)]
Subject: Today pls: Update: Great Potentials
Importance: High

Hi Peter, are you please able to provide the name of the person who spoke to Great Potentials, as indicated below (see highlighted section) – and, am I correct in assuming this initial phone contact/conversation was had on 11 May?

From: [s 9(2)(a)]
Sent: Tuesday, 21 June 2016 4:43 p.m.
To: [s 9(2)(a)]
Cc: [s 9(2)(a)]
Subject: Update: Great Potentials

Hello, two additional points:

- MSD has confirmed that the Comms plan was followed – the email informing the provider of the transfer was followed-up by a phone call. CI also report that they have had on-going engagement/conversations with the provider.
- Of note, only 8% of Great Potentials current contract is being transferred to TPK.
 - Total CI and CYF funding received by Greater Potentials Foundation is \$5,222,425.78.
 - Only 8%, \$411,001.08 is being transferred to the Commissioning Agencies to support Whanau Ora.
 - The transferred funding is broken down by programme below:

Great Potentials Foundation	Early Years Service Hubs	\$13,217.00
	Family Service Centres	\$250,218.48
	Family Support Services	\$147,565.60

Cheers, [s 9(2)(a)]

From: [s 9(2)(a)]
Sent: Tuesday, 21 June 2016 3:44 p.m.
To: [s 9(2)(a)]
Cc: [s 9(2)(a)]
Subject: RE: Great Potentials

Hello, to confirm:

- Community Investment has confirmed that Greater Potential Foundation is part of the transfer of contracts and funding to support Whanau Ora. Dame Lesley Max is the CEO.
- The contract for the services provided by Greater Potential Foundation has been transferred to a Commissioning Agency. The contract has not been exited.
- I understand from conversations at Officials' that the Commissioning Agency who has received this contract is Te Pou Matakana. John Tamihere is the CEO. (Merepeka Raukawa-Tai is Board Chair). I have sought confirmation for this from MSD.

FYI

From: [s 9(2)(a)]@parliament.govt.nz
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Cc: [s 9(2)(a)]
Subject: Today pls: Update: Great Potentials
Importance: High

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To: [s 9(2)(a)]
Cc: [s 9(2)(a)]
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Cheers, [s 9(2)(a)]

From: [s 9(2)(a)]
Sent: Tuesday, 21 June 2016 3:44 p.m.
To: [s 9(2)(a)]
Cc: [s 9(2)(a)]
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- I understand from conversations at Officials' that the Commissioning Agency who has received this contract is Te Pou Matakana. John Tamihere is the CEO. (Merepeka Raukawa-Tai is Board Chair). I have sought confirmation for this from MSD.

- Below is the approved run sheet for contacting affected providers. As the contract was being 'transferred' the provider was to receive an email to confirm the transfer, with a follow-up phone call to be made as soon as possible.
- As per my earlier message, I have asked MSD to confirm if a phone call was made to the provider, when it was made, and provide intel on how the transfer is progressing in general.

I'll let you know as soon as I hear anything further, cheers s 9(2)(a)

Whānau Ora transfer – run sheet for provider contact, Wednesday 11 May 2016

When?	What?	Who?
9am-10am	'Exit' phone calls to 19 providers Staff to make best endeavours to contact providers via phone as close to 9am as possible. Where providers do not answer the phone, a voicemail requesting that the provider call back as soon as possible should be left.	Community Investment DCE Regional Managers/national and regional contract managers where appropriate
Joint Ministerial announcement made at 10am		
10am	If 'exit' phone calls have not been possible, exit letter is sent via email to relevant providers and staff continue to try to make contact via phone	Community Investment DCE Regional Managers/national and regional contract managers where appropriate
10am	Letters sent via email to providers with other impacts: <ul style="list-style-type: none"> Transfer (31) 2017 expiry (8) Not considered (5) 	National/regional Contract managers
10am	Commissioning Agencies to be notified via email of scanned letters with hardcopies to follow.	Te Puni Kōkiri
10am onwards	Follow up phone call made to providers with other impacts: <ul style="list-style-type: none"> Transfer (31) 2017 expiry (8) Not considered (5) 	National/regional Contract managers
10am onwards	Follow up phone call made to Commissioning Agencies	Te Puni Kōkiri

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 3:15 p.m.
To: s 9(2)(a)
Cc:
Subject: FW: Great Potentials

Message below.

Can you follow up please ASAP and get me an overview from a CI perspective on what relationship we have with Great Potentials.

- Are they a CI provider?
- Have they been effected by recent changes?
- Have they been engaged with over phone / face to face?
- What is their current status as a provider?

I have Minister Flavell's office looking in to the Te Pou Matakana angle so leave that, just want a review of Great Potentials please.

Thanks

s 9(2)(a) Ministerial Advisor
Office of the Hon Anne Tolley | Minister for Social Development
DDI: s 9(2)(a)

From: Hon Anne Tolley
Sent: Tuesday, 21 June 2016 2:29 p.m.
To: s 9(2)(a) @parliament.govt.nz
Subject: FW: Great Potentials

From: Hon Judith Collins
Sent: Tuesday, 21 June 2016 1:46:03 p.m.
To: Hon Anne Tolley
Subject: FW: Great Potentials

As discussed

Sent with Good (www.good.com)

From: Judith Collins MP
Sent: Tuesday, 21 June 2016 12:58:09 p.m.
To: Hon Judith Collins
Subject: Great Potentials

Dame Leslie Max would like a meeting with you to discuss the future of the Papakura Service Centre. She has been informed in an email from MSD that they won't be renewing their contract after June 2017. The funding stream is being given to Te Pou Matakana, the CEO is John Tamahere. Dame Leslie and others had a meeting with John. The first he heard of the change was on the same day that Dame Leslie was notified. Te Pou Matakana will be able to contract services to whoever they want to and John has said it will only be for people of Maori descent. Dame Leslie said s 9(2)(a) was also at the meeting and looked terribly embarrassed, said it was not his idea and the decision had been made at ministerial level.
Dame Leslie's phone numbers are

s 9(2)(a)

s 9(2)(a) OIA

From: s 9(2)(a) OIA
Sent: Monday, 4 July 2016 3:03 p.m.
To: s 9(2)(a) OIA
Cc:
Subject: RE: Great Potentials

Ring me and let's talk about it – I'm currently unclear who they have approached and where things are at. I might pull [] into the conversation as well.

s 9(2)(a) OIA

From: s 9(2)(a) OIA
Sent: Monday, 4 July 2016 2:32 p.m.
To: s 9(2)(a) OIA
Subject: Great Potentials

Just following up on this? Did you have any thoughts on my suggestion approach to Great Potentials?

From: s 9(2)(a) OIA
Sent: Monday, 27 June, 2016 12:57 PM
To: s 9(2)(a) OIA
Cc: Peter Galvin
Subject: Great Potentials

Hi s 9(2)(a) OIA

What are your thoughts on my suggestion below?

s 9(2)(a) OIA

From: Peter Galvin
Sent: Monday, 27 June, 2016 12:46 PM
To: s 9(2)(a) OIA
Subject: RE: Great Potentials

s 9(2)(a) OIA

Let's ask [] what he recommends given he's been in contact with them the most recently. Would probably be a conversation with me in attendance given her history with us.

From: s 9(2)(a) OIA
Sent: Friday, 24 June 2016 5:52 p.m.
To: Peter Galvin
Subject: Great Potentials

Hey,

We were supposed to get back to Dame Lesley about who she talk to at TPM about her F16 contract – since she's had the meeting with [] on Monday I now think it's a moot point.

s 9(2)(a) OIA

Given her contact with Minister Tolley's office and the concern raised in the attached I think it may be a good idea for me to flick her a quick email on the back of my earlier one (also attached) apologising for not being able to get back to her as planned and that we understand John has since met with her and commenced discussion regarding their F16 contract.

What do you think?

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 5:35 p.m.
To: Community Investment Issues (MSD)
Cc: s 9(2)(a) Peter Galvin
Subject: RE: Great Potentials

Hi s 9(2)(a)

As discussed the attached shows that our contact was with Lesley Max and I know the region contacted her as she called to speak to Peter the following week about HIPPY - Peter was out of the office - apparently their Family Service Centre had continued to run HIPPY programme as it was not in scope (my words not hers) of the transfer to MoE. Lesley said she was concerned about what would happen to this service provision under Te Pou Matakana.

I advised that we would get back to her and followed up with an email. I discussed her concern with Peter but we weren't able to do anything/provide her with any surety until we squared away the contracting question with TPM. A few weeks has passed since I spoke with Lesley and I have not received any response or follow up to my email. I'll talk to Peter when he's back from Auckland about following this up.

s 9(2)(a)

From: Community Investment Issues (MSD)
Sent: Tuesday, 21 June, 2016 4:02 PM
To: s 9(2)(a) parliament.govt.nz; Community Investment Issues (MSD)
Cc: s 9(2)(a) Peter Galvin; s 9(2)(a)
Subject: RE: Great Potentials

Hey s 9(2)(a)

Further to our conversation, as discussed - only 8% of Great Potentials current contract is being transferred to TPK, a total of \$411,001.08 (broken down by programme below).

Great Potentials Foundation	Early Years Service Hubs	\$13,217.00
	Family Service Centres	\$250,218.48
	Family Support Services	\$147,565.60

Cheers

s 9(2)(a)

From: s 9(2)(a) [mailto:s 9(2)(a)@parliament.govt.nz]
Sent: Tuesday, 21 June 2016 3:47 p.m.
To: Community Investment Issues (MSD)
Cc: s 9(2)(a) Peter Galvin
Subject: FW: Great Potentials
Importance: High

Hi, following on from my earlier email - this is what I've sent the middle office (below).

- Sorry - time wasn't on our side.

Can I please have confirmation (or correction!) and information to address the two points in **bold**?

ASAP today pretty please.

Do call if easier/quicker, cheers s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 3:44 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials

Hello, to confirm:

- Community Investment has confirmed that Greater Potential Foundation is part of the transfer of contracts and funding to support Whanau Ora. Dame Lesley Max is the CEO.
- The contract for the services provided by Greater Potential Foundation has been transferred to a Commissioning Agency. The contract has not been exited.
- I understand from conversations at Officials' that the Commissioning Agency who has received this contract is Te Pou Matakana. John Tamihere is the CEO. (Merepeka Raukawa-Tani Board Chair). I have sought confirmation for this from MSD.
- Below is the approved run sheet for contacting affected providers. As the contract was being 'transferred' the provider was to receive an email to confirm the transfer, with a follow-up phone call to be made as soon as possible.
- As per my earlier message, I have asked MSD to confirm if a phone call was made to the provider, when it was made, and provide intel on how the transfer is progressing in general.

I'll let you know as soon as I hear anything further, cheers s 9(2)(a)

Whānau Ora transfer - run sheet for provider contact, Wednesday 11 May 2016

When?	What?	Who?
9am-10am	'Exit' phone calls to 19 providers Staff to make best endeavours to contact providers via phone as close to 9am as possible. Where providers do not answer the phone, a voicemail requesting that the provider call back as soon as possible should be left.	Community Investment DCE Regional Managers/national and regional contract mangers where appropriate
Joint Ministerial announcement made at 10am		
10am	If 'exit' phone calls have not been possible, exit letter is sent via email to relevant providers and staff continue to try to make contact via phone	Community Investment DCE Regional Managers/national and regional contract mangers where appropriate
10am	Letters sent via email to providers with other impacts: <ul style="list-style-type: none">• Transfer (31)• 2017 expiry (8)• Not considered (5)	National/regional Contract managers
10am	Commissioning Agencies to be notified via email of scanned letters with hardcopies to follow.	Te Puni Kōkiri

10am onwards	Follow up phone call made to providers with other impacts: <ul style="list-style-type: none"> • Transfer (31) • 2017 expiry (8) • Not considered (5) 	National/regional Contract managers
10am onwards	Follow up phone call made to Commissioning Agencies	Te Puni Kokiri

RELEASED UNDER THE
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s 9(2)(a) OIA

From: Lesley Max <Lesley.Max@Greatpotentials.org.nz>
Sent: Saturday, 9 July 2016 9:17 a.m.
To: s 9(2)(a) OIA
Cc:
Subject: Fwd: Te Pou Matakana Agreement 16/17

Dear s 9(2)(a) OIA

This arrived last evening, well after the time - on which day- when you were assured by s 9(2)(a) OIA that all providers had signed, and that I was the first.

Please also note the tactic used to push those of us who have not signed - and that is at least five providers as far as I know (I have had no contact with many others).

s 9(2)(a) OIA

this behaviour needs to be noted.

Regards,

Lesley

Sent from my iPhone

Begin forwarded message:

From: Debbie Cairns <Debbie.Cairns@tepoumatakana.com>
Date: 8 July 2016 at 4:47:41 PM NZST
To: 'Lesley Max' <Lesley.Max@Greatpotentials.org.nz>
Cc: Toni Roberts <Toni.Roberts@tepoumatakana.com>
Subject: Te Pou Matakana Agreement 16/17

Tēnā koe Lesley

Please see attached Agreement that was provided to you on 20 June 2016.

This email advises that the Te Pou Matakana Board requires to know your intention regarding the offer of the Agreement. It is noted that other providers have signed their Agreements.

Further, Te Pou Matakana advises that the offer of the Agreement on these terms expires on 31 July 2016.

Ngā mihi

Debbie Cairns
 Contracts Manager
 021 123 9013

<<

image001.jpg (15.2KB)
 ATT00001.htm (0.7KB)
 Great Potentials 901014-00.pdf (482.0KB)
 ATT00002.htm (0.2KB)

(498.2KB)

s 9(2)(a)

From: s 9(2)(a)
Sent: Sunday, 10 July 2016 4:23 p.m.
To: s 9(2)(a)
Cc: Peter Galvin
Subject: Re: WO transfers

Thanks s 9(2)(a)

Sent from my iPhone

> On 9/07/2016, at 3:03 AM, s 9(2)(a)@waiwhanau.com> wrote:

>

> Kia Ora s 9(2)(a)

> I regret to advise that I misinformed you at our meeting Thursday last.

> Only 17 Providers have signed.

> We have given notice to the last 5 yesterday that they are to inform us of their intentions as soon as possible, notwithstanding our offer of contract expires 31 July 2016.

> If they do not sign by that date you will provide us with your reportage template together with deliverables and we will run the contracts down on their present terms concluding 30 June 2017.

> The 5 yet to sign are Outside of Scope

Great Potentials

Outside of Scope

> Regards

> s 9(2)(a)

>

> -----Original Message-----

> From: s 9(2)(a)

> Sent: Friday, 8 July 2016 12:38 p.m.

> To: s 9(2)(a)

> Cc: Peter Galvin <Peter.Galvin02@mstl.govt.nz>

> Subject: WO transfers

>

> Kia Ora s 9(2)(a)

> Thanks for the positive and productive meeting yesterday. Can you just confirm that 22 providers have now signed the TPM contracts for the 12 months ending June 30 2017? Peter would like confirmation.

> Regards.

>

> Sent from my iPhone

>

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> Office. >

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>

>

>

s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 20 September 2016 4:55 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials.

Can't say I understand s 9(2)(a) query. Anyway I'm staying out of this discussion.

From: s 9(2)(a)
Sent: Tuesday, 20 September 2016 4:22 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials.

Then it seems logical that GPF would enter into negotiations with TPK/TPM prior to signing up to an agreement they are concerned they won't achieve..?

From: s 9(2)(a)
Sent: Tuesday, 20 September 2016 3:50 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials.

I believe that TPK do not fund the Takanini Centre under the funding that was transferred.

This would be extra for them.

s 9(2)(a)

Community Investment Advisor | Community Investment

s 9(2)(a)

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x

From: s 9(2)(a)
Sent: Tuesday, 20 September 2016 3:36 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials.

When you say contract change do you mean the 20 places are on top of what they are currently funded by TPK to deliver or replacing something within current TPK contract?

They are under no obligations to accept additional volumes if they don't think they can achieve the outcomes.

From: s 9(2)(a)
Sent: Tuesday, 20 September 2016 3:34 p.m.
To: s 9(2)(a)
Cc:
Subject: Great Potentials.

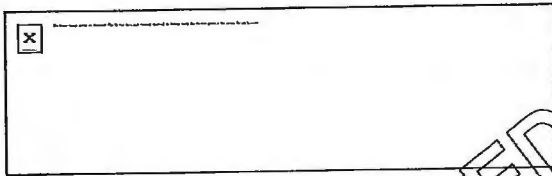
s 9(2)(a) has contacted me and said they have had a contract change from TPK to run 20 placements for support of young children and care givers for a six month period from the Takanini Centre.

We (MSD) have funded them separately for the Takanini centre so they are questioning why TPK wants these placements. They also said that they will find it difficult to do an extra 20 in the time frame as they also have to complete our numbers.

Any thoughts?

s 9(2)(a)
Community Investment Advisor | Community Investment
s 9(2)(a)
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s 9(2)(a)

From: Peter Galvin
Sent: Saturday, 29 October 2016 11:43 p.m.
To: s 9(2)(a)
Subject: Re: Great Potentials

s 9(2)(a)
Ok, cheers [redacted] it will be interesting to see how the partnership group meeting on the 7th and cab paper the following week goes

Sent from my iPhone

On 27/10/2016, at 4:20 PM, s 9(2)(a) wrote:

Hi there

s 9(2)(a) of Gt Potentials rang to ask if I could give them a letter of support. It was for a submission that Minister Tolley has asked for from them, after a visit last week. It relates to the whanau ora transfer and apparently she separately told our CIA that the 'Minister was outraged' when she found out that clients other than Maori would be missing out because of the transfer.

I didn't agree to supply anything, saying we would likely be approached by the Minister's office for information.

Sounds like she wanted sufficient information so that she could raise it with her Cabinet colleagues.

Anyway, just a heads up.

s 9(2)(a) Regional Manager | Community Investment | Ministry of Social Development
s 9(2)(a) Building A, 65 Main Highway, Ellerslie, Level 1 | Private Bag
68-911, Newton | Auckland 1145 | <http://www.msd.govt.nz> | <http://www.newzealand.govt.nz>
<image001.jpg>

s 9(2)(a)

From: s 9(2)(a)
 Sent: Thursday, 2 February 2017 1:52 p.m.
 To: s 9(2)(a)
 Cc:
 Subject: RE: REQUEST- Great Potentials Foundation - Submission for funding

We MSD used to pay for the HIPPY component at the Whanau Centre not education as with

Outside of Scope

Outside of Scope

They lost the funding when it went to Whanau Ora.

s 9(2)(a)

Community Investment Advisor | Community Investment

s 9(2)(a)

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

From: s 9(2)(a)
 Sent: Wednesday, 1 February 2017 8:51 p.m.
 To: s 9(2)(a)
 Cc:
 Subject: FW: REQUEST- Great Potentials Foundation - Submission for funding

fyi

From: s 9(2)(a)
 Sent: Wednesday, February 01, 2017 8:28 PM
 To: s 9(2)(a)
 Cc: Community Investment Issues (MSD); s 9(2)(a)
 s 9(2)(a) Peter Galvin; s 9(2)(a)
 Subject: Re: REQUEST- Great Potentials Foundation - Submission for funding

Will do.. I'll come and have a chat with you about this in the morning. Cheers s 9(2)(a)

On 1/02/2017, at 5:26 PM, s 9(2)(a)
 s 9(2)(a) @msd.govt.nz<mailto:s 9(2)(a)@msd.govt.nz>> wrote:

Hi s 9(2)(a)

This request has two components - one is for the two family service centres and one is for the HIPPY programme.

Whilst the Hippy aspect requires MOE response, the rest is certainly ours.

I think this response needs to be compiled between s 9(2)(a) (?) teams (with input from

s 9(2)(a) as the main focus is on the FSC services, and we should coordinate with MOE to include their response rather than simply delegate it to them, so there is a single coordinated response.

I suggest you get round the table for a short discussion with those who know about these services and to decide who will hold the pen. s 9(2)(a) would you please be available to provide advice on best approach and QA.

Cheers, s 9(2)(a)

Sent from my iPhone

On 1/02/2017, at 3:34 PM, [s 9(2)(a)]@msd.govt.nz<mailto:[s 9(2)(a)]@msd.govt.nz>> wrote:

Hi [s 9(2)(a)]

MoE should respond to the request regarding HIPPY.

Great Potentials also request funding for the continuation of the Family Service Centres [s 9(2)(a)] is best placed to comment on the transfer of the Family Service Centres to Whanau Ora commissioning agencies.

Cheers

[s 9(2)(a)]

[s 9(2)(a)] Team Leader Family Services | Community Investment | Ministry of Social Development |
[s 9(2)(a)]

From: Community_Investment_Issues (MSD)
Sent: Wednesday, 1 February 2017 1:46 p.m.
To: [s 9(2)(a)]
Cc: Peter Galvin; [s 9(2)(a)] Community_Investment_Issues (MSD)
Subject: REQUEST- Great Potentials Foundation - Submission for funding
Importance: High

Hi Teams

Great Potentials Foundation met with Minister last year. The Minister advised that they should submit a proposal for additional funds from MSD. Attached is their submission on funding for Papakuara and Takanini Family Services centres, Funding for HIPPY in family Service Centres.

Can you please:

- 1) Let me know if MSD can response or if it will need to be transferred to Education
- 2) If MSD can progress who can provide information to respond to the request.
- 3) If you are/are not the correct content owner.

If you can response ASAP advising that MSD should hold pen.

If MSD is responding CI Issues will need the information by Noon on Monday 6 Feb.

Thanks

Kind Regards

[s 9(2)(a)] Advisor Ministerial Services | Community Investment • Internal [s 9(2)(a)]
[s 9(2)(a)] PO Box 1556 | Wellington 6140 | New Zealand

From: [s 9(2)(a)]@parliament.govt.nz
Sent: Wednesday, 1 February 2017 12:29 p.m.
To: Community_Investment_Issues (MSD)
Cc: i_request (MSD); Peter Galvin
Subject: Advice pls - Great Potentials Foundation - Submission (DD - 4pm Tuesday, 7 Feb)
Importance: High

Hello CI – with reference to the attached letters from Greater Potentials:

Can you please provide advice (in the body of an email to me is fine) as to whether this is something MSD could manage and look into further, or whether it sits with education (?), or is something we can't progress?

Can I please have a response by 4pm Tuesday, 7 Feb.

Cheers [s 9(2)(a)]

[s 9(2)(a)] Private Secretary | Office of the Hon Anne Tolley Minister for Social Development,
Minister for Children, Minister of Local Government Parliament Buildings | Wellington [s 9(2)(a)]
[s 9(2)(a)]

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Great Potentials Foundation

Level 6, Building 5
666 Great South Road, Penrose
Auckland 1061, New Zealand

PO Box 11-283 Ellerslie
Auckland 1542, New Zealand
greatpotentials.org.nz
[Visit us on Facebook](#)

From: s 9(2)(a) OIA [redacted]@cyf.govt.nz
Sent: Wednesday, 11 May 2016 11:55 a.m.
To: Lesley Max
Cc: s 9(2)(a) OIA [redacted]
Subject: Transfer to wo letter

Hi we tried to contact s 9(2)(a) OIA [redacted] today to no avail.

So have sent the attached letter and information through.

Sorry we could not contact you by phone.

Please ring if you have any questions

Cheers

s 9(2)(a) OIA [redacted]

Community Investment Advisor | Community Investment

s 9(2)(a) OIA [redacted]

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s 9(2)(a) OIA

From: s 9(2)(a) OIA
 Sent: Tuesday, 4 April 2017 12:25 p.m.
 To: s 9(2)(a) OIA
 Subject: FW: Transfer to wo letter

s 9(2)(a) OIA

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s 9(2)(a) OIA

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**MINISTRY OF SOCIAL
DEVELOPMENT**
 TE HĀNATU WHAKAHIAŌ ŌRA

From: Lesley Max [mailto:Lesley.Max@Greatpotentials.org.nz]

Sent: Wednesday, 11 May 2016 4:37 p.m.

To: s 9(2)(a) OIA

Subject: RE: Transfer to wo letter

s 9(2)(a) OIA

please send the link to the webpage so we can be sure we are looking at the right one.

Dame Lesley Max
CEO

Ph: 09 377 5384 Ext 4

Fax: 09 377 5386

DDI: 09 974 2603

027 4734 631

**Great
Potentials**
 FOUNDATION

Great Potentials Foundation

Level 6, Building 5

666 Great South Road, Penrose

Auckland 1061, New Zealand

PO Box 11-283 Ellerslie

Auckland 1542, New Zealand

greatpotentials.org.nz[Visit us on Facebook](#)

From: s 9(2)(a) OIA [redacted]@cyf.govt.nz]
Sent: Wednesday, 11 May 2016 4:36 p.m.
To: Lesley Max
Subject: Re: Transfer to wo letter

Certainly I will ensure I send everything as well but it does rely on daily viewing of the web page as there are things on there that may not be sent out. Happy to chat anytime.

Sent from my iPhone

On 11/05/2016, at 4:30 PM, Lesley Max <Lesley.Max@Greatpotentials.org.nz> wrote:

Dear s 9(2)(a) OIA [redacted]

Thank you for the letter, which, I must say, came as a great surprise. I know s 9(2)(a) OIA [redacted] that [redacted] has spoken to you and we are likely to have further questions as we learn more about what this sudden change means for our clients, our services and for Great Potentials Foundation.

s 9(2)(a) OIA [redacted] can you please ensure that we do receive all communications? There have been several from MSD that we have not received. With such major changes afoot, we cannot afford to miss communications.

Sincerely,

Lesley Max

Dame Lesley Max
CEO

Ph: 09 377 5384 Ext 4

Fax: 09 377 5388

DDI: 09 974 2608

027 4734 831

<image002.png>

Great Potentials Foundation

Level 6, Building 5

666 Great South Road, Penrose

Auckland 1061, New Zealand

PO Box 11-283 Ellerslie

Auckland 1542, New Zealand

<http://greatpotentials.org.nz>

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From: s 9(2)(a) OIA [redacted]@cyf.govt.nz]
Sent: Wednesday, 11 May 2016 11:55 a.m.
To: Lesley Max
Cc: Marion Heppner
Subject: Transfer to wo letter

s 9(2)(a) OIA

From: s 9(2)(a) OIA
 Sent: Tuesday, 4 April 2017 12:24 p.m.
 To: s 9(2)(a) OIA
 Subject: FW: Transfer to wo letter

s 9(2)(a) OIA

Community Investment Advisor | Community Investment

s 9(2)(a) OIA
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**MINISTRY OF SOCIAL
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 TE MANATŪ WHAKAHIAITO ORĀ

From: Lesley Max [mailto:Lesley.Max@Greatpotentials.org.nz]
 Sent: Wednesday, 11 May 2016 4:30 p.m.
 To: s 9(2)(a) OIA
 Cc:
 Subject: RE: Transfer to wo letter

Dear s 9(2)(a) OIA

Thank you for the letter, which, I must say, came as a great surprise. I know that Louise has spoken to you and we are likely to have further questions as we learn more about what this sudden change means for our clients, our services and for Great Potentials Foundation.

s 9(2)(a) OIA

can you please ensure that we do receive all communications? There have been several from MSD that we have not received. With such major changes afoot, we cannot afford to miss communications.

Sincerely,

Lesley Max

Dame Lesley Max
CEO

Ph: 09 377 5384 Ext 4
 Fax: 09 377 5386
 DDI: 09 974 2603
 027 4734 631

Hi we tried to contact [redacted] today to no avail.³⁷

So have sent the attached letter and information through.

Sorry we could not contact you by phone.

Please ring if you have any questions

Cheers

[redacted] s 9(2)(a) OIA

Community Investment Advisor | Community Investment

[redacted] s 9(2)(a) OIA

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<image003.jpg>

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s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 24 May, 2016 4:22 PM
To: s 9(2)(a)
Subject: Great Potentials contract and monitoring report redacted
Attachments: Great potential foundation contract.docx; Great Potential NDOE Monitoring Visit Report.docx

For your review

s 9(2)(a)

Team Administrator | Community Investment

Internal Ext s 9(2)(a) Wellington 6140 | New Zealand

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s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 25 May, 2016 6:23 PM
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: Outside of Scope
Attachments:

Great Potentials Foundation - Monitoring Report Feb
 2016.pdf; Outside of Scope
 Outside of Scope

Kia Ora s 9(2)(a)

Part 2 of 2.

Regards,
 s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 25 May, 2016 5:41 PM
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: RE: Vote Social Development Transfer to support Whānau Ora

Kia Ora s 9(2)(a)

Further documents for you. Please note these will come in multiple emails as there are similar numbers of files from yesterday...

Regards,
 s 9(2)(a)

From: s 9(2)(a) [mailto:s 9(2)(a)@tepoumatakanā.com]
Sent: Wednesday, 25 May, 2016 10:23 AM
To: s 9(2)(a)
Cc: s 9(2)(a)
Subject: RE: Vote Social Development Transfer to support Whānau Ora

Kia ora s 9(2)(a)

Thank you for forwarding this information through to TPM.

Ngā mihi

s 9(2)(a)
 Contracts Manager
 s 9(2)(a)



Te Pou Matakana
COMMISSIONING AGENCY

Level 4, Whānau House, 6-8 Pioneer Street, Auckland, Henderson
Postal PO Box 21 081, Henderson, Auckland 0650, New Zealand
FREE Phone 0508 849 7681 Facsimile +64 9 837 5376

www.tepoumatakana.com

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From: s 9(2)(a) @msd.govt.nz]

Sent: Wednesday, 25 May 2016 10:21 a.m.

To: s 9(2)(a)

Subject: RE: Vote Social Development Transfer to support Whānau Ora

Morena s 9(2)(a)

Outside of Scope

Regards,

s 9(2)(a)

From: s 9(2)(a)

Sent: Tuesday, 24 May, 2016 6:45 PM

To: s 9(2)(a)

Cc: Peter Galvin; s 9(2)(a)

Subject: RE: Vote Social Development Transfer to support Whānau Ora

Kia Ora s 9(2)(a)

Outside of Scope

I hope to get the remaining documentation to you as soon as possible tomorrow.

Regards,

s 9(2)(a)

From: s 9(2)(a)

Sent: Tuesday, 24 May, 2016 5:32 PM

To: s 9(2)(a)

Cc: Peter Galvin; s 9(2)(a)

Subject: RE: Vote Social Development Transfer to support Whānau Ora

Kia Ora s 9(2)(a)

Part 2 of 2 are now attached.

Regards,

s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 24 May, 2016 5:31 PM
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: Vote Social Development Transfer to support Whānau Ora

Kia Ora s 9(2)(a)

Please find part 1 of 2 sets of documents we are able to provide you with to date. Still to come are Approvals assessments, we are working directly with MSD Approvals on this and hope to send you through the appropriate documents tomorrow.

Regards,

s 9(2)(a) | **General Manager Advisor, Community Outcomes & Services**
Community Investment | Ministry of Social Development - Te Manatu Whakahiato Ora
s 9(2)(a) | West Block, Level 3, Ballantrae Place | P O Box 1256 | Wellington 6140



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s 9(2)(a)

From: s 9(2)(a)
Sent: Monday, 07 November, 2016 10:19 AM
To: Community_Investment_Issues (MSD); s 9(2)(a)
Subject: RE: MIN - Collins, Hon Judith (MP) - Funding for the Takanini and Papakura Family Service Centres [SD]

Hi s 9(2)(a)

The recent letter from Minister Flavell to Minister Tolley (in response to her concerns about this same matter) is probably the most relevant document we can refer to.

It may be that she does need to raise her concerns with Minister Flavell (as Whānau Ora Minister) in the same way as Minister Tolley has.

I will forward you the letter from Flavell.

s 9(2)(a)

From: Community_Investment_Issues (MSD)
Sent: Monday, 7 November 2016 9:43 a.m.
To: s 9(2)(a)
Cc: s 9(2)(a) Community_Investment_Issues (MSD)
Subject: FW: MIN - Collins, Hon Judith (MP) - Funding for the Takanini and Papakura Family Service Centres [SD]

Good Morning s 9(2)(a)

Apologies, this request slipped through the cracks.

Please read the attached letter and let me know if:

- 1) We need to respond, if so who would be the best person to respond.
- 2) If we should transfer to TPK

Thank you

Kind Regards

s 9(2)(a) Advisor Ministerial Services | Community Investment
Internal Ext s 9(2)(a) PO Box 1556 | Wellington 6140 | New Zealand

Kind Regards

s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 2 November 2016 11:34 a.m.
To: Community_Investment_Issues (MSD)
Subject: MIN - Collins, Hon Judith (MP) - Funding for the Takanini and Papakura Family Service Centres [SD]

Hi Community Investment

Hon Judith Collins MP, as written on behalf of her constituents, The Takanini Family Service and The Papakura Family Service Centre. Hon Collins raises concern about Te Pou Matakana deciding to cease funding to these two centres.

Can you please consider what we can say in response to Hon Collins.

It would be good to hear back on this by Wed 9 October.

Thanks

s 9(2)(a)

Ministerial and Executive Services

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

s 9(2)(a)

From: s 9(2)(a)
Sent: Monday, 07 November 2016 10:24 AM
To: Community_Investment_Issues (MSD)
Cc: s 9(2)(a)
Subject: RE: MIN - Collins, Hon Judith (MP) - Funding for the Takanini and Papakura Family Service Centres [SD]

Just one other point – these centres would not be ‘forced to close’ due to loss of these contracts – the \$\$ that transferred to Whānau Ora was only 8% (\$411K) of the overall MSD funding that Great Potentials Foundation (who runs both of the centres referred to) – their remaining total MSD funding still comprises just over \$4.8m.

Cheers, s 9(2)(a)

From: Community_Investment_Issues (MSD)
Sent: Monday, 7 November 2016 9:43 a.m.
To: s 9(2)(a)
Cc: s 9(2)(a) Community_Investment_Issues (MSD)
Subject: FW: MIN - Collins, Hon Judith (MP) - Funding for the Takanini and Papakura Family Service Centres [SD]

Good Morning s 9(2)(a)

Apologies, this request slipped through the cracks.

Please read the attached letter and let me know if:

- 1) We need to respond, if so who would be the best person to respond.
- 2) If we should transfer to TRK.

Thank you

Kind Regards

s 9(2)(a) Advisor Ministerial Services | Community Investment
Internal Ex s 9(2)(a) PO Box 1556 | Wellington 6140 | New Zealand

Kind Regards

s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 2 November 2016 11:34 a.m.
To: Community_Investment_Issues (MSD)
Subject: MIN - Collins, Hon Judith (MP) - Funding for the Takanini and Papakura Family Service Centres [SD]

Hi Community Investment

Hon Judith Collins MP, as written on behalf of her constituents, The Takanini Family Service and The Papakura Family Service Centre. Hon Collins raises concern about Te Pou Matakana deciding to cease funding to these two centres.

Can you please consider what we can say in response to Hon Collins.

It would be good to hear back on this by Wed 9 October.

Thanks

s 9(2)(a)

Ministerial and Executive Services

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OFFICIAL INFORMATION ACT



28 October 2016

Hon Anne Tolley
Minister for Social Development
Parliament Buildings
Wellington 6160

RECEIVED

14 OCT 2016

Dear Minister

I am very concerned that Te Pou Matakana has decided to cease funding to The Takanini Family Service Centre and The Papakura Family Service Centre.

These centres are located in areas of high deprivation and the ratio of clients is a third Maori, a third European and a third multicultural groups.

The services provided include:

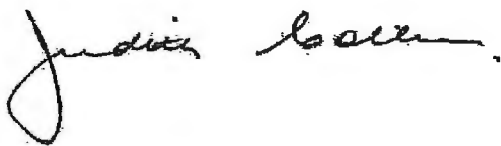
- Working with children and families who have behavioural and learning issues supporting them to get appropriate assistance
- Working with families and young people who have mental health and substance issues to seek assistance to manage their issues.
- Providing support and assistance to parents who are struggling to improve their parenting skills to enable them to bond with their children.
- Providing a budgeting service to support parents to reduce financial stress and learn how to manage their finances.
- Working with high risk families identifying risk and need, linking them to appropriate services and monitoring progress and safety.
- Supporting families who have urgent housing needs to resolve their issues by providing assistance and connecting them to the appropriate services.
- Providing support and assistance to children and young people who are recovering from the effects of violence and maltreatment.
- Providing parenting support for parents who have had their children uplifted and/or maltreated their children and are seeking to regain custody.
- A Diabetes clinic
- Numeracy and Literacy classes for adults
- Plunket
- HIPPY programme
- Playgroup

The Papakura Centre has been open since 1991 and the purpose built Takanini Centre opened in 2015. There are five staff trained as lead professionals providing services which fit in with the Vulnerable Children Priority Results Framework and supports the Children's Team Initiative.

It would be a tragedy for the communities of Papakura and Takanini if these two service centres are forced to close through lack of funding.

I would appreciate your urgent consideration of this issue.

Yours sincerely



Hon Judith Collins
MP Papakura

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

s 9(2)(a)

From: s 9(2)(a)
Sent: Friday, 01 July, 2016 2:30 PM
To: s 9(2)(a)
Cc: s 9(2)(a) Peter Galvin
Subject: RE: Draft response to Dame Leslie Max

Thanks s 9(2)(a) I'll give you call to discuss.

Cheers.

s 9(2)(a)

From: s 9(2)(a)
Sent: Friday, 1 July 2016 1:39 p.m.
To: s 9(2)(a)
Cc: s 9(2)(a) Peter Galvin
Subject: Draft response to Dame Leslie Max

Kia ora kōrua,

As discussed earlier, please see attached our draft response to the email from Dame Leslie Max (Great Potentials Foundation) of 21 June 2016 to Minister Tolley (email also attached).

Please let us know if you have any suggested edits/additions. We will be putting this response up to Di Grennell for consideration shortly.

Ngā mihi,

s 9(2)(a)

s 9(2)(a)
Contractor
Te Puni Kōkiri



Te Puni Kōkiri
REALISING HUMAN POTENTIAL

s 9(2)(a)

Te Puni Kōkiri, Te Puni Kōkiri House, 143 Lambton Quay, Wellington 6140
New Zealand



Te Puni Kōkiri Website



Kōkiri Magazine



Facebook

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s 9(2)(a)

From: s 9(2)(a) parliament.govt.nz
Sent: Wednesday, 29 June, 2016 9:29 AM
To: s 9(2)(a)
Subject: FW: Questions re transfer to Whanau Ora

Copy of transfer below.

Thanks

s 9(2)(a) Ministerial Advisor
Office of the Hon Anne Tolley | Minister for Social Development
DDI: s 9(2)(a)

From: Hon Anne Tolley
Sent: Wednesday, 29 June 2016 9:18 a.m.
To: 'Lesley Max'
Subject: RE: Questions re transfer to Whanau Ora

Dear Dame Lesley,

The Hon Anne Tolley, Minister for Social Development, has asked me to thank you for your email of Tuesday 21st June 2016, regarding the transfer of funding to Whanau Ora.

The matter you have raised falls within the portfolio responsibilities of the Minister for Whanau Ora. I have therefore referred your email to the office of the Hon Te Ururoa Flavell for their consideration and response to you.

Kind Regards,

Office of Hon Anne Tolley | Minister for Social Development

Please consider the environment before printing this e-mail

The information contained in this email is intended for the named recipient only. It may contain privileged material or information in confidence and if you are not the intended recipient you must not copy, distribute or take any action in reliance on it. If you have received this email in error, please notify me immediately by telephone or return email.

From: Lesley Max [mailto:Lesley.Max@Greatpotentials.org.nz]
Sent: Tuesday, 21 June 2016 4:07 p.m.
To: A Tolley (MIN)
Subject: Questions re transfer to Whanau Ora
Importance: High

Dear Minister,

I refer to your press release of 11th May, 2016: Funding and programmes for whanau-centred services transferred to Whanau Ora.

Great Potentials Foundation's Papakura Family Service Centre is one of the services that are designated to transfer to Whanau Ora. We were initially comfortable with the information that we would henceforth be contracting with Whanau Ora, since our

approach had been found to be aligned with Whanau Ora's. However, that comfort has now evaporated.

We attended a meeting yesterday called by Te Pou Matakana, the Whanau Ora commissioning body for the North Island.

As providers left the meeting, we were handed sealed envelopes in which were contracts for the 2017 year. Clause 3 of that agreement reads as follows:

3 Wind Up Of Services

3.1 You will wind up your services under the Agreement by or before the end of quarter 4, i.e. 30 June 2017 ...

4. Quarterly Reporting

4.1 You will provide the following reports to TPM:

Quarter One: Provide an in-depth handover report on the number of whanau or individuals under your service that you have supported and exploring [sic] to other services.

Quarter Two: Provide report on finding new employment or deployment or training for your staff under this contract for quarter two.

Quarter Three: Provide report that outlines your negotiation process with the MSD Investment Unit in endeavouring to pass on your services that is outcomes based as reflected in the TPM outcomes framework.

- My question, Minister, is this: Is it your intention, or the Government's intention, that these transferred whanau-centred services were to be wound up after one year and the staff disbanded? There was certainly no suggestion of this in your May 11th press release.

But this is clearly the intention of John Tamihere, CEO of Te Pou Matakana and also CEO of Te Whanau a Waipareira.

- Is it Government's intention that these services should be discontinued regardless of outcomes achieved and their value to the communities they serve?

This is clearly the intention of John Tamihere.

John Tamihere has made it very clear to providers that he does not wish to have our services transferred to Te Pou Matakana. He will reluctantly contract with us for one year, on the basis that we wind up our services and disband our staff.

He wants the funds. He does not want the providers and their services. Presumably, after July 1 2017 he will be in the happy situation of having the funds without the provider agencies. Communities such as Papakura and Mangere will have lost trusted and vital services.

- Is it Government's intention that Te Pou Matakana can require providers to undertake at the beginning of the contract period that services will be wound up and staff disbanded regardless of outcomes delivered?
- Is Government comfortable that John Tamihere is CEO of both Te Pou Matakana, the Commissioning Agency, and also of Te Whanau o Waipareira, which will be awarded contracts via Te Pou Matakana?

Minister, we would greatly appreciate your speedy response to these questions.

Yours sincerely,

Lesley Max

Dame Lesley Max
CEO

Ph: 09 377 5384 Ext 4
Fax: 09 377 5386
DDI: 09 974 2603
027 4734 631

Great
Potentials
FOUNDATION

Great Potentials Foundation
Level 6, Building 5
666 Great South Road, Penrose
Auckland 1061, New Zealand

PO Box 11-283, Ellerslie
Auckland 1542, New Zealand
greatpotentials.org.nz
[Visit us on Facebook](#)

Dame Lesley Max
CEO
Great Potentials Foundation
Level 6, Building 5
666 Great South Road, Penrose
AUCKLAND 1061

Tēnā koe Dame Lesley

Ō tātou mate tuatini, e takoto mai ai i runga i ō tātou marae maha, i runga i ō tātou papa kāinga, i roto i ō tātou whare, kua uhia rātou ki ngā taumata kōrero e tika ana hei poroporoaki i a rātou. Nā reira, me kī pēnei ake te kōrero, tukuna rātou kia okioki i runga i te moenga roa. Āpiti hono, tātai hono, ko te akaaka o te whenua ki a tātou te hunga ora. Tēnā koe.

I have been provided with the email you sent the Minister for Social Development on 21 June 2016. I understand your concerns relate to the transfer of funding and programmes from the Ministry of Social Development to support Whānau Ora outcomes. As these concerns relate to how these funds will be managed by Whānau Ora Commissioning Agencies, the Minister for Social Development has requested that I respond to them directly.

In progressing the transfer of funding and programmes to support Whānau Ora outcomes, we considered the alignment of providers with the Whānau Ora commissioning approach, and whether there would be potential for a productive relationship with Commissioning Agencies.

In the case of the Great Potentials Foundation, Te Pou Matakana was allocated funding to negotiate a contract for the delivery of Whānau Ora support and services. This request included direction that any contract with the Great Potentials Foundation would need to be for the same value as the contract Great Potentials Foundation held with the Ministry of Social Development, and would need to cover a minimum period of 12 months to 30 June 2017.

It was my expectation that the Great Potentials Foundation and Te Pou Matakana would negotiate terms for this contract and determine the best way to deliver Whānau Ora outcomes for whānau and families. This includes whether contracts would continue beyond the minimum 12 month contracting period specified as part of the transfer.

I expect Te Pou Matakana to deliver the best outcomes it can for whānau and this is reflected in the outcomes based contract that is in place between Te Pou Matakana and Te Puni Kōkiri.

I understand that Te Pou Matakana and the Great Potentials Foundation have now agreed terms for their contract for the full 2016/17 financial year and I hope this will develop into a productive relationship which achieves meaningful results for whānau and families. Ngā mihi nui ki a koe.

Nāku noa, nā

Hon Te Ururoa Flavell
Te Minita Whānau Ora

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OFFICIAL INFORMATION ACT

s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 21 June, 2016 5:35 PM
To: Community Investment Issues (MSD)
Cc: s 9(2)(a) Peter Galvin
Subject: RE: Great Potentials
Attachments: 2016_05_12 Te Pou Matakana Provider Annex.pdf

Hi s 9(2)(a)

As discussed the attached shows that our contact was with Lesley Max and I know the region contacted her as she called to speak to Peter the following week about HIPPY - Peter was out of the office - apparently their Family Service Centre had continued to run HIPPY programme as it was not in scope (my words not hers) of the transfer to MoE. Lesley said she was concerned about what would happen to this service provision under Te Pou Matakana.

I advised that we would get back to her and followed up with an email. I discussed her concern with Peter but we weren't able to do anything/provide her with any surety until we squared away the contracting question with TPM. A few weeks has passed since I spoke with Lesley and I have not received any response or follow up to my email. I'll talk to Peter when he's back from Auckland about following this up.

s 9(2)(a)

From: Community Investment Issues (MSD)
Sent: Tuesday, 21 June, 2016 4:02 PM
To: s 9(2)(a) Community Investment Issues (MSD)
Cc: s 9(2)(a) Peter Galvin; s 9(2)(a)
Subject: RE: Great Potentials

Hey s 9(2)(a)

Further to our conversation, as discussed - only 8% of Great Potentials current contract is being transferred to TPK, a total of \$411,001.08 (broken down by programme below).

Great Potentials Foundation	Early Years Service Hubs	\$13,217.00
	Family Service Centres	\$250,218.48
	Family Support Services	\$147,565.60

Cheers

s 9(2)(a)

From: s 9(2)(a) @parliament.govt.nz
Sent: Tuesday, 21 June 2016 3:47 p.m.
To: Community Investment Issues (MSD)
Cc: s 9(2)(a) Peter Galvin
Subject: FW: Great Potentials
Importance: High

Hi, following on from my earlier email - this is what I've sent the middle office (below).

- Sorry – time wasn't on our side.

14

Can I please have confirmation (or correction!) and information to address the two points in bold?

ASAP today pretty please.

Do call if easier/quicker, cheers s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 3:44 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials

Hello, to confirm:

- Community Investment has confirmed that Greater Potential Foundation is part of the transfer of contracts and funding to support Whānau Ora. Dame Lesley Max is the CEO.
- The contract for the services provided by Greater Potential Foundation has been transferred to a Commissioning Agency. The contract has not been exited.
- I understand from conversations at Officials that the Commissioning Agency who has received this contract is Te Pou Matakana. John Tamihere is the CEO. (Merepeka Raukawa-Tai is Board Chair). **I have sought confirmation for this from MSD.**
- Below is the approved run sheet for contacting affected providers. As the contract was being transferred the provider was to receive an email to confirm the transfer, with a follow-up phone call to be made as soon as possible.
- As per my earlier message, I have asked MSD to confirm if a phone call was made to the provider, when it was made, and provide intel on how the transfer is progressing in general.

I'll let you know as soon as I hear anything further, cheers s 9(2)(a)

Whānau Ora transfer – run sheet for provider contact, Wednesday 11 May 2016

When?	What?	Who?
9am-10am	'Exit' phone calls to 19 providers Staff to make best endeavours to contact providers via phone as close to 9am as possible. Where providers do not answer the phone, a voicemail requesting that the provider call back as soon as possible should be left.	Community Investment DCE Regional Managers/national and regional contract managers where appropriate
Joint Ministerial announcement made at 10am		
10am	If 'exit' phone calls have not been possible, exit letter is sent via email to relevant providers	Community Investment DCE Regional Managers/national and regional contract managers

	<ul style="list-style-type: none"> • 2017 expiry (8) • Not considered (5) 	
10am	Commissioning Agencies to be notified via email of scanned letters with hardcopies to follow.	Te Puni Kōkiri
10am onwards	Follow up phone call made to providers with other impacts: <ul style="list-style-type: none"> • Transfer (31) • 2017 expiry (8) • Not considered (5) 	National/regional Contract managers
10am onwards	Follow up phone call made to Commissioning Agencies	Te Puni Kōkiri

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 3:15 p.m.
To: s 9(2)(a)
Cc:
Subject: FW: Great Potentials

Message below.

Can you follow up please ASAP and get me an overview from a CI perspective on what relationship we have with Great Potentials.

- Are they a CI provider?
- Have they been effected by recent changes?
- Have they been engaged with over phone / face to face?
- What is their current status as a provider?

I have Minister Flavel's office looking in to the Te Pou Matakana angle so leave that, just want a review of Great Potential please.

Thanks

s 9(2)(a) Ministerial Advisor
 Office of the Hon Anne Tolley | Minister for Social Development
 DDI: s 9(2)(a)

From: Hon Anne Tolley
Sent: Tuesday, 21 June 2016 2:29 p.m.
To: s 9(2)(a) @parliament.govt.nz>
Subject: FW: Great Potentials

From: Hon Judith Collins
Sent: Tuesday, 21 June 2016 1:46:03 p.m.

From: Hon Judith Collins
Sent: Tuesday, 21 June 2016 1:46:03 p.m.
To: Hon Anne Tolley
Subject: FW: Great Potentials

As discussed

Sent with Good (www.good.com)

From: Judith Collins MP
Sent: Tuesday, 21 June 2016 12:58:09 p.m.
To: Hon Judith Collins
Subject: Great Potentials

Dame Leslie Max would like a meeting with you to discuss the future of the Papakura Service Centre. She has been informed in an email from MSD that they won't be renewing their contract after June 2017. The funding stream is being given to Te Pou Matakana, the CEO is John Tamahere. Dame Leslie and others had a meeting with John. The first he heard of the change was on the same day that Dame Leslie was notified. Te Pou Matakana will be able to contract services to whoever they want to and John has said it will only be for people of Maori descent. Dame Leslie said s 9(2)(a) was also at the meeting and looked terribly embarrassed, said it was not his idea and the decision had been made at ministerial level.

Dame Leslie's phone numbers are

s 9(2)(a)

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Te Pou Matakana: Funding available from 1 July 2016 to support contracting specified providers to deliver Whānau Ora

Provider Name	Provider Region	Provider Location	Programme(s)	Total Contract Value	Contact details
Providers previously contracted to deliver a single programme:					
Manurewa Parenting Hub (MPH)	Manurewa	Manurewa	Youth Gangs	\$80,000	s 9(2)(a)
Whanau O Tūmanako Charitable Trust Inc.	Manukau City	Manurewa	Youth Gangs	\$540,000	
Genesis Youth Trust	Manukau City	Otara-Papatoetoe, Mangere-Otahuhu, Papakura	Youth Gangs	\$515,000	
Te Ora Hou Northland Incorporated	Whangarei	Whangarei	Early Years Service Hubs	\$120,378	
Dargaville Medical Centre	Kaipara	Dargaville	Early Years Service Hubs	\$116,501	
Franklin Family Support Trust	Papakura	Franklin	Early Years Service Hubs	\$114,666	

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Te Pou Matakana: Funding available from 1 July 2016 to support contracting specified providers to deliver Whānau Ora

Provider Name	Provider Region	Provider Location	Programme(s)	Total Contract Value	Contact details
Papakura Marae Society Incorporated	Papakura	Papakura	Early Years Service Hubs	\$124,437	s 9(2)(a)
Waikōwhiri Community Trust	Auckland City	Albert, Eden, Great Barrier, Māngere-Otahuhu, Maungakiekie-Tamaki, Orakei, Puketapapa, Rodney, Waiheke, Waitākāta, Whāu	Early Years Service Hubs	\$120,794	
Te Manu Toroa Trust	Tauranga-TLA	Tauranga	Early Years Service Hubs	\$124,436	
Eastbay Rural Education Activities [REAP] Incorporated	Whakatane-TLA	Whakatane	Early Years Service Hubs	\$124,436	
Great Start Taitā	Hutt	Taitā	Early Years Service Hubs	\$124,366	

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Te Pou Matakana: Funding available from 1 July 2016 to support contracting specified providers to deliver Whānau Ora

Provider Name	Provider Region	Provider Location	Programme(s)	Total Contract Value	Contact details
Pahiātua Community Services Trust	Taranua	Taranua	Early Years Service Hubs	\$124,473	s 9(2)(a)
Aupōuri Youth Trust	Far North	Far North	Family Support Services	\$14,255	
C.A.R.E. Waitakere T/A CARE Waitakere	Waitakere	Henderson-Massey, Waitakere Ranges	Family Support Services	\$16,047	
Taonga Education Centre Charitable Trust	Mānukau City	Manurewa	Family Support Services	\$36,349	
Change of name to Te Pou Oranga Ō Whakatohea (aka Te Wheke Atawhai Ltd)	Ōpōtiki-TLA	Ōpōtiki	Family Service Centres	\$331,304	
The Young Men's Christian Association of Taranaki Incorporated	Taranaki	New Plymouth	Family Support Services	\$14,547	
Camellia House Trust T/A Camellia House Palmerston North	Palmerston North	Palmerston North	Family Support Services	\$36,847	

Confidential and Commercially Sensitive

Te Pou Matakana: Funding available from 1 July 2016 to support contracting specified providers to deliver Whānau Ora

Provider Name	Provider Region	Provider Location	Programme(s)	Total Contract Value	Contact details
He Huarahi Tamariki Trust	Porirua	Porirua	Family Support Services	\$30,347	s 9(2)(a)
Whanau/Family Support Services Trust	Lower Hutt	Lower Hutt	Family Support Services	\$12,141	
Providers previously contracted to deliver multiple programmes.					
Te Whanau O Waipareira Trust	Waitakere	Henderson-Massey, Waitakere, Rangere, Whau, Mangere-Otahuhu, Manurewa, Otara-Papatoetoe, Waitemata	Youth at Risk of Offending - Wraparound Services	\$936,583	
			Youth Gangs	\$140,000	
STRIVE Community Trust	Otahuhu	Albert-Eden, Franklin, Great Barrier, Howick, Mangere-Otahuhu, Manurewa, Maungakiekie-Tamaki, Orakei, Otara-Papatoetoe, Puketapapa, Rodney, Waiheke, Waitamata, Whau	Family Support Services	\$17,753	As above
			Youth Gangs	\$540,000	

Confidential and Commercially Sensitive

Te Pou Matakana: Funding available from 1 July 2016 to support contracting specified providers to deliver Whānau Ora

Provider Name	Provider Region	Provider Location	Programme(s)	Total Contract Value	Contact details
Great Potentials Foundation	Papakura	Manuwera, Papakura	Early Years Service Hubs	\$13,217	Dame Lesléy Max 09 377 5384 lesley.max@greatpotentials.org.nz
			Family Service Centres	\$250,218	As above
			Family Support Services	\$147,566	As above
Total				\$4,766,659*	

*Note: Figure may not sum due to rounding

Confidential and Commercially Sensitive

s 9(2)(a)

From: s 9(2)(a) parliament.govt.nz
Sent: Tuesday, 21 June, 2016 4:23 PM
To: Peter Galvin
Cc: Community Investment Issues (MSD); s 9(2)(a)
Subject: RE: Great Potentials

Importance: Low

Thanks Peter, will let you know if any follow up

From: Peter Galvin [mailto:Peter.Galvin002@msd.govt.nz]
Sent: Tuesday, 21 June 2016 4:05 p.m.
To: s 9(2)(a)
Cc: Community Investment Issues (MSD); s 9(2)(a)
Subject: Re: Great Potentials

Yes and yes. s 9(2)(a) called a meeting of all providers transferring to TRM yesterday that s 9(2)(a) (COS RM for Auckland) attended. Dame Lesley was there though s 9(2)(a) the feeling that the basic message hasn't sunk in - that TPM can't and won't guarantee the contracts beyond 30 June 2017 as the services don't fit with his model or priorities. Happy to clarify etc. Peter

Sent from my iPhone

On 21/06/2016, at 3:47 PM, s 9(2)(a) @parliament.govt.nz wrote:

Hi, following on from my earlier email - this is what I've sent the middle office (below).

- Sorry - time wasn't on our side.

Can I please have confirmation (or correction!) and information to address the two points in **bold**?

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Do call if easier/quicker, cheers s 9(2)(a)

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Sent: Tuesday, 21 June 2016 3:44 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials

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Joint Ministerial announcement made at 10am		
10am	If 'exit' phone calls have not been possible, exit letter is sent via email to relevant providers and staff continue to try to make contact via phone	Community Investment DCE Regional Managers/national and regional contract managers where appropriate
10am	Letters sent via email to providers with other impacts: <ul style="list-style-type: none"> Transfer (31) 2017 expiry (8) Not considered (5) 	National/regional Contract managers
10am	Commissioning Agencies to be notified via email of scanned letters with hardcopies to follow.	Te Puni Kōkiri
10am onwards	Follow up phone call made to providers with other impacts: <ul style="list-style-type: none"> Transfer (31) 2017 expiry (8) Not considered (5) 	National/regional Contract managers

10am onwards	Follow up phone call made to Commissioning Agencies	Te Puni Kōkiri
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s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 21 June, 2016 4:05 PM
To: Community Investment Issues (MSD)
Cc: s 9(2)(a); Peter Galvin; s 9(2)(a)
Subject: FW: Great Potentials

Importance: High

Hi s 9(2)(a)

The organisation is called Great Potentials Foundation (not Greater) – and yes, their contract has transferred to Te Pou Matakana.

The transferring contract is for \$411,000 and comprises 8% of their total MSD funding (\$5.223m in total).

The funding was for Family Service Centres, early Years Service Hubs and Family Support Services in the Manurewa and Papakura areas.

s 9(2)(a) could follow up on the provider contact information from the Auckland region.

Cheers, s 9(2)(a)

From: s 9(2)(a) @parliament.govt.nz
Sent: Tuesday, 21 June 2016 3:47 p.m.
To: Community Investment Issues (MSD)
Cc: s 9(2)(a); Peter Galvin
Subject: FW: Great Potentials
Importance: High

Hi, following on from my earlier email – this is what I've sent the middle office (below).

- Sorry – time wasn't on our side.

Can I please have confirmation (or correction) and information to address the two points in **bold**?

ASAP today pretty please.

Do call if easier/quicker. Cheers s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 3:44 p.m.
To: s 9(2)(a)
Cc:
Subject: RE: Great Potentials

Hello, to confirm:

- Community Investment has confirmed that Greater Potential Foundation is part of the transfer of contracts and funding to support Whānau Ora. Dame Lesley Max is the CEO.
- The contract for the services provided by Greater Potential Foundation has been transferred to a Commissioning Agency. The contract has not been exited.
- I understand from conversations at Officials' that the Commissioning Agency who has received this contract is Te Pou Matakana. John Tamihere is the CEO. (Merepeka Raukawa-Tai is Board Chair). I have sought confirmation for this from MSD.

- Below is the approved run sheet for contacting affected providers. As the contract was being 'transferred' the provider was to receive an email to confirm the transfer, with a follow-up phone call to be made as soon as possible.
- As per my earlier message, I have asked MSD to confirm if a phone call was made to the provider, when it was made, and provide intel on how the transfer is progressing in general.

I'll let you know as soon as I hear anything further, cheers s 9(2)(a)

Whānau Ora transfer – run sheet for provider contact, Wednesday 11 May 2016

When?	What?	Who?
9am-10am	'Exit' phone calls to 19 providers. Staff to make best endeavours to contact providers via phone as close to 9am as possible. Where providers do not answer the phone, a voicemail requesting that the provider call back as soon as possible should be left.	Community Investment DCE Regional Managers/national and regional contract managers where appropriate
Joint Ministerial announcement made at 10am		
10am	If 'exit' phone calls have not been possible, exit letter is sent via email to relevant providers and staff continue to try to make contact via phone	Community Investment DCE Regional Managers/national and regional contract managers where appropriate
10am	Letters sent via email to providers with other impacts: <ul style="list-style-type: none"> Transfer (31) 2017 expiry (8) Not considered (5) 	National/regional Contract managers
10am	Commissioning Agencies to be notified via email of scanned letters with hardcopies to follow.	Te Puni Kōkiri
10am onwards	Follow up phone call made to providers with other impacts: <ul style="list-style-type: none"> Transfer (31) 2017 expiry (8) Not considered (5) 	National/regional Contract managers
10am onwards	Follow up phone call made to Commissioning Agencies	Te Puni Kōkiri

s 9(2)(a)

From: s 9(2)(a)@parliament.govt.nz
Sent: Tuesday, 21 June, 2016 3:00 PM
To: Community Investment Issues (MSD); s 9(2)(a)
Cc: s 9(2)(a) i_request (MSD)
Subject: Quick query - 'Greater Potentials'

Hello CI and s 9(2)(a) hopefully quick query –

Can you confirm whether we fund 'Greater Potentials' – and if funding for this provider was part of the transfer to Whanau Ora.

<http://www.greatpotentials.org.nz/new-page-1/>

Can someone call me as soon as you know the above. Full details aren't needed at this stage, just a high level response.

It's a query from our political advisor who is travelling with Alfred Ngaro.

Cheers, s 9(2)(a)

s 9(2)(a) | Private Secretary | Office of the Hon Anne Tolley
Minister for Social Development
Parliament Buildings | Wellington | Phone: s 9(2)(a)

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s 9(2)(a)

From: s 9(2)(a)
Sent: Monday, 16 May, 2016 3:55 PM
To: s 9(2)(a)
s 9(2)(a)
Subject: RE: FOR ACTION - Whānau Ora Exits/Transfers
Importance: High

Hi all,

Apologies, s 9(2)(a) has just pointed out that I forgot to remove the exited providers. I have done so – please use the updated table below.

And yes, the last completed monitoring report only.

Thanks ☺

From: s 9(2)(a)
Sent: Monday, 16 May, 2016 3:47 PM
To: s 9(2)(a)
Subject: FOR ACTION - Whānau Ora Exits/Transfers
Importance: High

Hi all,

Off the back the of Peter's comments in our VC this afternoon I have now clarified that the majority of these documents are safest being pulled by regions to ensure the documents are the most up to date.

Can you please arrange for the contracts and most recent monitoring reports for all the providers listed in the table below?

Please note contracts and monitoring reports against the relevant (WO funded) programmes only.

We need to have these documents available to send onto the Commissioning Agencies asap please.

Thanks,

s 9(2)(a)

Provider name and MSD ID number	Provider location and CI contact	Service delivery location	Total CI & CYF funding	Total \$ for transfer	% of MSD provider \$ for transfer	Programme type
Aupōuri Youth Trust (1406)	Far North s 9(2)(a)	Far North	\$68,811.18	\$14,254.50	21%	Family Support Services
Dargaville Medical Centre (55526)	Kaipara s 9(2)(a)	Dargaville	\$116,501.00	\$116,501.00	100%	Early Years Service Hubs
Te Ora Hou Northland Incorporated (1002)	Whāngārei s 9(2)(a)	Whāngārei	\$1,093,266.47	\$120,377.92	11%	Early Years Service Hubs

Provider name and MSD ID number	Provider location and CI contact	Service delivery location	Total CI & CYF funding	Total \$ for transfer	% of MSD provider \$ for transfer	Programme type
C.A.R.E. Waitakere T/A CARE Waitakere (15165)	Waitakere s 9(2)(a)	Henderson-Massey, Waitakere Ranges	\$88,824.46	\$16,046.64	18%	Family Support Services
Crosspower Ministries Trust (1627)	Manukau City s 9(2)(a)	Otara-Papatoetoe	\$390,000.00	\$390,000.00	100%	Youth Gangs
Franklin Family Support Trust (2012)	Papakura s 9(2)(a)	Franklin	\$477,996.29	\$114,666.00	24%	Early Years Service Hubs
Manurewa Parenting Hub (MPH) (53176)	Manurewa s 9(2)(a)	Manurewa	\$79,999.50	\$79,999.50	100%	Youth Gangs
Papakura Marae Society Incorporated (1916)	Papakura s 9(2)(a)	Papakura	\$328,049.54	\$124,436.64	38%	Early Years Service Hubs
STRIVE Community Trust (1636)	Otago s 9(2)(a)	Albert-Eden, Franklin, Great Barrier, Howick, Mangere, Otahuhu, Manurewa, Maungakiekie-Tamaki, Orakei, Otara-Papatoetoe, Puketapu, Rodney, Waiheke, Waitemata, Whau	\$2,050,471.53	\$557,753.22	27%	Family Support Services, Youth Gangs
Taonga Education Centre Charitable Trust (50199)	Manukau City s 9(2)(a)	Manurewa	\$600,819.72	\$36,349.02	6%	Family Support Services
Te Whānau o Waipareira Trust (3311)	Waitakere s 9(2)(a)	Henderson-Massey, Waitakere Ranges, Whau, Mangere-Otahuhu, Manurewa, Otara-Papatoetoe, Waitemata	\$2,048,952.99	\$1,076,582.90	53%	Youth at Risk of Reoffending - Wraparound Services, Youth Gangs

Provider name and MSD ID number	Provider location and CI contact	Service delivery location	Total CI & CYF funding	Total \$ for transfer	% of MSD provider \$ for transfer	Programme type
Waikōwhai Community Trust (50492)	Auckland City s 9(2)(a)	Albert-Eden, Great Barrier, Mangere-Otahuhu, Māiungakiekie-Tamaki, Ōrākei, Puketapapa, Rodney, Waiheke, Waitemata, Whau	\$120,794.00	\$120,794.00	100%	Early Years Service Hubs
Whānau O Tūmānako Charitable Trust Inc. (50431)	Manukau City s 9(2)(a)	Manurewa	\$540,000.00	\$540,000.00	100%	Youth Gangs
Youth Horizons Trust (13296)	Auckland City s 9(2)(a)	Whau	\$15,436,772.80	\$75,000.00	<1%	Youth Gangs
Community Approach Trust (50081)	Auckland City s 9(2)(a)	Puketapapa	\$226,280.00	\$75,000.00	33%	Youth Gangs
Genesis Youth Trust (50362)	Manukau City s 9(2)(a)	Otara-Papatoetoe, Mangere-Otahuhu, Papakura	\$774,390.00	\$515,000.00	67%	Youth Gangs
Great Potentials Foundation (1503)	Papakura s 9(2)(a)	Manurewa, Papakura	\$5,222,425.78	\$411,001.08	8%	Early Years Service Hubs, Family Service Centres, Family Support Services
Te Manu Toroa Trust (50563)	Tauranga-TLA s 9(2)(a)	Tauranga	\$236,835.97	\$124,435.92	53%	Early Years Service Hubs

Provider name and MSD ID number	Provider location and CI contact	Service delivery location	Total CI & CYF funding	Total \$ for transfer	% of MSD provider \$ for transfer	Programme type
Te Wheke Atawhai Ltd (3821)	Ōpōtiki-TLA s 9(2)(a)	Ōpōtiki	\$1,186,675.46	\$331,303.50	28%	Family Service Centres
Eastbay Rural Education Activities (REAP) Inc. (50231)	Whakatāne-TLA s 9(2)(a)	Whakatāne	\$481,543.30	\$124,435.92	26%	Early Years Service Hubs
Camellia House Trust T/A Camellia House Palmerston North (5520)	Palmerston North s 9(2)(a)	Palmerston North	\$36,847.20	\$36,847.20	100%	Family Support Services
Great Start Taitā (56026)	Hutt s 9(2)(a)	Taitā	\$124,365.50	\$124,365.50	100%	Early Years Service Hubs
He Huarahi Tamariki Trust (13714)	Porirua s 9(2)(a)	Porirua	\$30,347.00	\$30,347.00	100%	Family Support Services
Whānau/Family Support Services Trust (12187)	Lower Hutt s 9(2)(a)	Lower Hutt	\$52,088.51	\$12,141.15	23%	Family Support Services
Young Men's Christian Association of Taranaki Inc. (7117)	Taranaki s 9(2)(a)	New Plymouth	\$275,595.98	\$14,547.40	5%	Family Support Services
Pahiatua Community Services Trust (5515)	Tararua s 9(2)(a)	Tararua	\$236,468.65	\$124,472.50	53%	Early Years Service Hubs
Early Start Project Ltd (8784)	Christchurch s 9(2)(a)	Christchurch	\$1,318,542.84	\$124,077.50	9%	Early Years Service Hubs
Methodist Mission Southern (16471)	Otago Urban s 9(2)(a)	Dunedin, Clutha	\$180,372.00	\$138,591.00	77%	Early Years Service Hubs, Family Support Services

Provider name and MSD ID number	Provider location and CI contact	Service delivery location	Total CI & CYF funding	Total \$ for transfer	% of MSD provider \$ for transfer	Programme type
Northern Southland Community Resource Centre Charitable Trust (16468)	Southland s 9(2)(a)	Southland	\$22,941.30	\$12,814.00	56%	Family Support Services
Ōtautau and District Community Charitable Trust (11062)	Southland s 9(2)(a)	Southland	\$26,712.30	\$21,634.80	81%	Family Support Services
Tuatapere Community Worker Support Trust (11162)	Southland s 9(2)(a)	Southland	\$26,329.60	\$26,329.60	100%	Family Support Services

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s 9(2)(a)

From: s 9(2)(a) OIA
Sent: Tuesday, 31 May, 2016 4:34 PM
To: lesley.max@greatpotentials.org.nz
Cc: s 9(2)(a) OIA
Subject: RE: Great Potentials Foundation - transfer of services to Whanau Ora - Provider 1503

Hi Lesley,

I have just come across this email from my colleague s 9(2)(a) OIA regarding your agreement to provide Great Potential Approvals assessment to Te Pou Matakana.

As advised I will speak to Peter about the concern you have received re: HIPPY. I will also clarify who is the appropriate person to link you with at Te Pou Matakana as it may not be the staff member I have been engaging with.

I hope to get back to you with this tomorrow once I have had a chance to speak with Peter.

Regards,

s 9(2)(a) OIA | General Manager Advisor, Community Outcomes & Services
 Community Investment | Ministry of Social Development - Te Manatu Whakahiato Ora
 s 9(2)(a) OIA | West Block, Level 3, Ballantrae Place | P O Box 1556 | Wellington 6140



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Ka tāimātau he whakamārama mātau ki te āraimātau, āraimātau, āraimātau.

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From: s 9(2)(a) OIA
Sent: Tuesday, 31 May, 2016 3:31 PM
To: lesley.max@greatpotentials.org.nz
Cc: s 9(2)(a) OIA
Subject: Great Potentials Foundation - transfer of services to Whanau Ora - Provider 1503

Hi Lesley

Further to our conversation earlier today, I would like you to know that I have requested a contact for you to get in touch with at Whanau Ora. I will let you know when I receive a reply. I have further sent through a copy of your latest Approvals assessment report as agreed.

Kind regards

s 9(2)(a) OIA

s 9(2)(a) OIA | Advisor to Director | s 9(2)(a) OIA

MSD Approvals

Website: www.msd.govt.nz/approvals

Doogle: <http://doogle.ssi.govt.nz/business-groups/helping-clients/msd-approvals/>

s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 31 May, 2016 1:32 PM
To: s 9(2)(a)
Cc:
Subject: Great Potentials Foundation ID 1503 - Whanau Ora Transfer
Attachments: RDA1503_Great Potentials Foundation_Assessment Report.pdf

Hi again s 9(2)(a)

Great Potentials Foundation have agreed for release of their report as attached.

Dame Lesley Max has also requested a name she can contact from Whanau Ora going forward. Do you have someone I can give her please?

One provider remaining!

s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 31 May 2016 12:09 p.m.
To: s 9(2)(a)
Cc:
Subject: Outside of Scope

Hi s 9(2)(a)

Here is the latest report for Outside of Scope
They are happy to release the report.
Thanks

s 9(2)(a)

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s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 31 May, 2016 6:52 PM
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: Outside of Scope
Attachments:

Outside of Scope RDA1503_Great Potentials Foundation_Assessment Report.pdf;
 Outside of Scope

Hi s 9(2)(a)

Please find attached another five documents. I am expecting to receive a couple of monitoring reports for providers visited between 26 May and today by the end of the week.

Regards,

s 9(2)(a)

From: s 9(2)(a)
Sent: Monday, 30 May, 2016 4:37 PM
To: s 9(2)(a)
Cc: Peter Galvin; s 9(2)(a)
Subject: RE: Vote Social Development: Transfer to support Whānau Ora

Kia Ora s 9(2)(a)

Please find the Approval assessment for s 9(2)(a) attached. I will continue to send through further assessment as we receive permission from the providers.

Regards,

s 9(2)(a) General Manager Advisor, Community Outcomes & Services
 Community Investment Ministry of Social Development - Te Manatu Whakahiato Ora
 s 9(2)(a) West Block, Level 3, Ballantrae Place | P.O Box 1556 | Wellington 6140



Māori Purpose:

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Ko tā mātou he whakamārama tangata: kia tū hāmanu, kia tū kaha, kia tū motuhake.

Please consider the environment before printing this email

s 9(2)(a)

From:

s 9(2)(a)

Sent:

Tuesday, 07 June, 2016 2:17 PM

To:

s 9(2)(a)

Subject:

Outside of Scope

Attachments:

Great Potentials Foundation - Contract.pdf, Outside of Scope

Outside of Scope

Hi s 9(2)(a)

Outside of Scope

so you definitely have that one. I have reattached all three for you.

According to my records you will have all the Approvals assessments we are able to release on the basis one provider would not give permission to share their assessment and another 2 do not have current accreditation.

There are also few monitoring reports to come as the visits were scheduled last week (or late the week prior). I am following these up today.

Regards,

s 9(2)(a)

From: s 9(2)(a)**Sent:** Tuesday, 07 June, 2016 1:52 PM**To:** s 9(2)(a)**Subject:** RE: Vote Social Development Transfer to support Whānau Ora

Kia ora s 9(2)(a)

I've completed a stocktake of the contracts and seem to be missing the following:

Outside of Scope

- Great Potentials

Outside of Scope

I haven't completed a stocktake of the reports and approvals yet as thought the contracts are a good place to start.

Ngā mihi

s 9(2)(a)

Contracts Manager

s 9(2)(a)



Te Pou Matakana
COMMISSIONING AGENCY

Level 9, Whānau House, 6-8 Pioneer Street, Auckland, Henderson
Postal: PO Box 21 081, Henderson, Auckland 0650, New Zealand.
FREE Phone 0800 843 7661 Facsimile +64 9 837 5378

www.tepoumatakana.com

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From: s 9(2)(a) @msd.govt.nz]

Sent: Tuesday, 31 May 2016 6:52 p.m.

To: s 9(2)(a)

Cc: Peter Galvin; s 9(2)(a)

Subject: RE: Vote Social Development Transfer to support Whānau Ora

Hi s 9(2)(a)

Please find attached another five documents. I am expecting to receive a couple of monitoring reports for providers visited between 26 May and today by the end of the week.

Regards,

s 9(2)(a)

From: s 9(2)(a)

Sent: Monday, 30 May, 2016 4:37 PM

To: s 9(2)(a)

Cc: Peter Galvin; s 9(2)(a)

Subject: RE: Vote Social Development Transfer to support Whānau Ora

Kia Ora s 9(2)(a)

Please find the Approval assessment for Outside of Scope attached. I will continue to send through further assessment as we receive permission from the providers.

Regards,

s 9(2)(a)

General Manager Advisor, Community Outcomes & Services

Community Investment | Ministry of Social Development - Te Manatū Whakahiato Ora

s 9(2)(a)

West Block, Level 3, Ballantrae Place | P O Box 1556 | Wellington 6140



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s 9(2)(a)

From:

s 9(2)(a)

Sent:

Thursday, 23 June 2016 2:27 p.m.

To:

s 9(2)(a)

Cc:**Subject:**

RE: Great Potentials Foundation

The contract is sending strong signals that the provider is responsible for looking after staff and clients in the event that they have no other funding to continue the service and a wind up of delivery is required. They are saying it is not TPMs responsibility so don't try and pressure them nearer the time.

But if a provider finds a way to continue the service without this funding this will not breach the contract or upset TPM. I'm sure they will be told this if they ask TPM directly.

But if we are delivering this message the wording needs to be very clear and unambiguous – the providers will clutch at any prospect of a lifeline eg. we are to give no hope of MSD stepping in and filling the funding void for F18.

From: s 9(2)(a)**Sent:** Thursday, 23 June 2016 1:04 p.m.**To:** s 9(2)(a)**Subject:** RE: Great Potentials Foundation

Additional Information.

Great Potentials have also an issue with signing the agreement as they may not "wind up their services before the end of quarter 4"

s 9(2)(a)

Community Investment Advisor | Community Investment

s 9(2)(a)

65 Main Highway | Level 2 | Ellerslie | Auckland Private Bag 68911, Newton | Auckland | New Zealand

*We help New Zealanders to help themselves to be safe, strong and independent
Kō ta mātou he whakamānā tangata kia tū haumarū, kia tū kaha, kia tū motuhake*

x

Outside of Scope

Outside of Scope

From: [s 9(2)(a)]
Sent: Thursday, 23 June 2016 8:09 a.m.
To: [s 9(2)(a)]
Subject: FW: Great Potentials Foundation

fyi

From: [s 9(2)(a)]
Sent: Wednesday, 22 June 2016 9:36 a.m.
To: [s 9(2)(a)]
Subject: RE: Great Potentials Foundation

Hi [s 9(2)(a)]

Thank you for your prompt response. I have no further queries at this stage.

Kind regards

[s 9(2)(a)]
 Chartered Accountant
 Telephone: [s 9(2)(a)]
 Facsimile: []

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From: [s 9(2)(a)]
Sent: 21 June 2016 1:31 p.m.
To: [s 9(2)(a)]
Cc: []
Subject: Re: Great Potentials Foundation

Hi [s 9(2)(a)]

I was concerned after John left the meeting that there was still some uncertainty about the future. That is why I tried to make it plainer that

s 9(2)(a)

From: Peter Galvin
Sent: Sunday, 10 July 2016 6:40 p.m.
To: s 9(2)(a)
Subject: Re: Te Pou Matakana Agreement 16/17

Hmmm. Seems that people are getting too focused on the process and not enough on the substance. I'm assuming that the email from s 9(2)(a) is formal notification to Genesis about the options for contracting for this financial year so they have a simple choice. I'm not so sure where the evidence for bullying lies, other than what we've heard from s 9(2)(a) about his approach and surprise at how meekly people have responded. My inclination is to let the process continue and to have whatever conversations Dame Lesley wants to have at national office, even though the position won't change. Or do we need to be more proactive and sophisticated?

Sent from my iPhone

On 10/07/2016, at 4:42 PM, s 9(2)(a) wrote:

From: Lesley Max [Lesley.Max@Greatpotentials.org.nz]
 Sent: Saturday, July 09, 2016 9:16 AM
 To: s 9(2)(a) OIA
 Cc: Wendy
 Subject: Fwd: Te Pou Matakana Agreement 16/17

Dear s 9(2)(a) OIA

This arrived last evening, well after the time - on which day- when you were assured by John Tamihere that all providers had signed, and that I was the first.

Please also note the tactic used to push those of us who have not signed - and that is at least five providers as far as I know (I have had no contact with many others).

s 9(2)(a) OIA this behaviour needs to be noted.

Regards,

Lesley

Sent from my iPhone

Begin forwarded message:

From: Debbie Cairns
 <Debbie.Cairns@tepoumatakana.com<mailto:Debbie.Cairns@tepoumatakana.com>>
 Date: 8 July 2016 at 4:47:41 PM NZST
 To: 'Lesley Max'
 <Lesley.Max@Greatpotentials.org.nz<mailto:Lesley.Max@greatpotentials.org.nz>>
 Cc: Toni Roberts
 <Toni.Roberts@tepoumatakana.com<mailto:Toni.Roberts@tepoumatakana.com>>
 Subject: Te Pou Matakana Agreement 16/17

Tēnā koe Lesley

Please see attached Agreement that was provided to you on 20 June 2016.

This email advises that the Te Pou Matakana Board requires to know your intention regarding the offer of the Agreement. It is noted that other providers have signed their Agreements.

Further, Te Pou Matakana advises that the offer of the Agreement on these terms expires on 31 July 2016.

Ngā mihi

Debbie Cairns
Contracts Manager
021 123 9013

<image001.jpg>

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<Great Potentials 901014-00.pdf>

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the chances of continuation beyond the 12 months was slim, though I couldn't speak for TPM. I thought that Dame Lesley had got that message with her statement expressing her great disappointment re the process being followed. The only good thing about it is that effectively providers have 12 months notice rather than the 3 months others got. Not sure that I can add any more light to the situation, but if you still want to talk by phone we can do that but I'm currently in all day meetings.

Regards.

Sent from my iPhone

On 21/06/2016, at 10:08 AM, [s 9(2)(a)] wrote:

Dear [s 9(2)(a)]

As you know we attended the hui with Te Pou Matakana yesterday, at which the new contracts for providers were distributed as we left.

Having now had a chance to review the proposed contract, it would be fair to say that we are rather stunned by the content. Our understanding of the process that was occurring was that we were to be offered a contract for one year and that during that time negotiations would take place in respect of the period following 30 June 2017. At no stage in the process has it been indicated that we would be required to wind up our services.

On reading the contract we find that services are to be provided until 31 March 2017 and that in quarter 4 we are to wind up our services and provide a final report. A copy of the contract which we received is attached.

[s 9(2)(a)] I would appreciate if you could call me urgently regarding this matter this morning.

Kind regards

[s 9(2)(a)]

Chartered Accountant

Telephone: [s 9(2)(a)]

Facsimile: [s 9(2)(a)]

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<GP, Te Pou Matakana contract.PDF>

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s 9(2)(a)

From: s 9(2)(a)
Sent: Friday, 24 June, 2016 4:10 PM
To: s 9(2)(a)
Subject: FW: Great Potentials Foundation
Attachments: GP.Te Pou Matakana contract.PDF
Importance: High

From: s 9(2)(a)
Sent: Tuesday, 21 June 2016 10:08 a.m.
To: s 9(2)(a)
Subject: Great Potentials Foundation
Importance: High

Dear s 9(2)(a)

As you know we attended the hui with Te Pou Matakana yesterday, at which the new contracts for providers were distributed as we left.

Having now had a chance to review the proposed contract, it would be fair to say that we are rather stunned by the content. Our understanding of the process that was occurring was that we were to be offered a contract for one year and that during that time negotiations would take place in respect of the period following 30 June 2017. At no stage in the process has it been indicated that we would be required to wind up our services.

On reading the contract we find that services are to be provided until 31 March 2017 and that in quarter 4 we are to wind up our services and provide a final report. A copy of the contract which we received is attached.

s 9(2)(a) I would appreciate if you could call me urgently regarding this matter this morning.

Kind regards

s 9(2)(a)

Chartered Accountant

Telephone: s 9(2)(a)

Facsimile:

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s 9(2)(a)

From: s 9(2)(a)
Sent: Friday, 24 June, 2016 5:32 PM
To: s 9(2)(a)
Subject: Re: URGENT - Great Potentials Foundation whanau ora transfer contact

Board member and their chartered accountant

On 24/06/2016, at 5:29 PM, s 9(2)(a) <s 9(2)(a)@msd.govt.nz> wrote:

Perfect. My memory is terrible atm.

Who s 9(2)(a) is to Great Potentials? Did you say Board member or Board Chair?

From: s 9(2)(a)
Sent: Friday, 24 June, 2016 5:28 PM
To: s 9(2)(a)
Subject: Re: URGENT - Great Potentials Foundation whanau ora transfer contact

Below

On 24/06/2016, at 5:22 PM, s 9(2)(a) <s 9(2)(a)@msd.govt.nz> wrote:

Hey,

A couple of questions:

1. How did you know Lesley would not be available to talk on Wed 11/5? s 9(2)(a) was designated as rep for contact.
2. Did she ask that we engage with s 9(2)(a) instead or did we decide s 9(2)(a) was the next appropriate person in Lesley's absence? As above
3. Did we call s 9(2)(a) because s 9(2)(a) was not available at all on 11/5 also? I left a msg for s 9(2)(a) and received a call back from s 9(2)(a) who had said s 9(2)(a) was in 2 day training.

From: s 9(2)(a)
Sent: Friday, 24 June, 2016 3:55 PM
To: s 9(2)(a)
Subject: Great Potentials Foundation whanau ora transfer contact

Initial conversations re whanau ora transfer were with below:

s 9(2)(a)
 Business Development Manager

s 9(2)(a)

s 9(2)(a) | Lead Community Investment Advisor | Community Investment | Ministry of Social Development
 s 9(2)(a) | Building A, 65 Main Highway, Ellerslie, Level 1 | Private Bag 68-911, Newton | Auckland 1145 | <http://www.msd.govt.nz>
<http://www.newzealand.govt.nz>

<image001.jpg>

We help New Zealanders to help themselves to be safe, strong and independent
 Ko tā mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū mōhūhake.

s 9(2)(a)

From: s 9(2)(a)
Sent: Thursday, 07 July, 2016 5:22 PM
To: s 9(2)(a)
Cc: s 9(2)(a)
Subject: Meeting with s 9(2)(a)

I met with s 9(2)(a) today. The meeting was positive and constructive. Key points:

Outside of Scope

- I then touched base on the whanau ora transfer. He said that he had put a lot of time into 22 providers but to his surprise, all 22 had signed and in his words, 'gone off quietly into the night'. He was particularly surprised that Dame Lesley was the first to sign.
- He intimated that (thinking as a lawyer) they had lost an opportunity to put pressure on MSD over the transfer by signing so meekly. I noted that most needed the money. He sees that he has made the best of a bad job by getting the money out the door, and making it clear to providers that their destiny is in their hands. He has given them a free hand to negotiate with whomever to try and ensure their survival or an orderly departure from service.
- So a good meeting.

s 9(2)(a) Regional Manager | Community Investment | Ministry of Social Development

s 9(2)(a) Building A, 65 Main Highway, Ellerslie, Level 1 | Private Bag 68-911, Newton | Auckland 1145 | www.msd.govt.nz | www.newzealand.govt.nz



**MINISTRY OF SOCIAL
DEVELOPMENT**
 TE MANATŪ WHAKAHIAITO ORA