



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

10 April 2024

Tēnā koe

Official Information Act Request

Thank you for your email of 11 March 2024, requesting information about MASH International and CASPA OSCAR programmes. I have considered your request under the Official Information Act 1982 (the Act).

Please find my decision on each part of your request set out separately below.

Can I please receive the eight complaints (mentioned in the media response) as part of an OIA if possible?

Please see **Appendix One**, containing **Table One** summarising the complaints received by Te Kāhui Kāhu about MASH OSCAR programmes within the current financial year commencing 1 July 2023. No complaints were received about CASPA or Magic Kids Club during this period.

I have provided you with a summary of these complaints under sections 16(1)(e) and 16(2)(c) of the Act, as providing the information to you in its original format would prejudice the interests protected by section 9(2)(ba)(i) of the Act as they are subject to an obligation of confidence, and if released, could prejudice the supply of similar information in the future. The greater public interest is in ensuring that such information can continue to be supplied.

Te Kāhui Kāhu had commenced following up the complaints prior to the notice of liquidation. Some of the concerns cannot be followed up as they relate to the operation of programmes at sites that are now closed. Concerns which can be followed up relate to fees and for those, Te Kāhui Kāhu has contacted all complainants and provided information about contacting the liquidator regarding any fees owed.

Could Nicky also provide details of the 10 critical actions (mentioned in the media response)?

Te Kāhui Kāhu initiated an OSCAR approval review assessment for MASH at the end of August 2023. This review assessment focused on six OSCAR sites

and head office. This assessment identified that MASH was meeting five of the required standards, partially meeting one standard and not meeting four standards. As a result, 10 critical actions were raised on 19 October 2023, and timeframes to complete them were provided.

Usually, critical actions must be completed within six weeks. However, due to the Christmas holiday period, additional time was allowed. MASH provided evidence that nine of the ten actions were completed by 18 January 2024, however one critical action around 'financial management and systems standard' was not completed. Te Kāhui Kāhu had been working through this with the provider when the notification of liquidation was received. OSCAR approval was subsequently revoked.

The critical actions against the respective accreditation standards are detailed in MASH's assessment and provided verbatim in **Table Two** of **Appendix One**. For information around Level Three Social Sector Accreditation Standards and OSCAR Specialist standards please refer to the following link: tekāhuikāhu.govt.nz/accreditation/standards.html.

Is it possible to find out how many OSCAR subsidies clients had through CASPA and MASH and the dollar figure they were worth we could go over 2023-2024.

From 1 July 2023 to 29 February 2024, CASPA had 150 subsidised children at a value of \$9,635.84 and MASH had 495 subsidised children at a value of \$37,393.52. Please note that random rounding has been applied to these figures.

I will be publishing this decision letter, with your personal details removed, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request regarding OSCAR, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Magnus O'Neill
General Manager
Ministerial and Executive Services



Appendix One

Table One: Summary of complaints received for MASH International Limited (MASH) during the 2023 financial year.

Date	Theme	Complaint summary
25/01/2024	Safe supervision of children	Concerns about staff-to-children ratios and children's safety.
9/02/2024	Programme cancellation, Refund of fees, Child wellbeing	Concerns about last minute programme cancellation, non-refund of fees, not reporting incidents to parents, staff behaviour, non-response from provider when concerns raised
19/02/2024	Programme cancellation, Refund of fees, Safe supervision of children	Concerns about last minute programme cancellation, non-refund of fees, poor supervision, non-response from provider when concerns raised
26/02/2024	Safe supervision of children	Concerns about children left unsupervised, non-response from provider when concerns raised
28/02/2024	Programme cancellation, Safe supervision of children, payment of fees	Concerns about last minute programme cancellation, school being owed fees, non-response from provider when concerns raised
7/03/2024	Programme cancellation, Refund of fees	Concerns about programme cancellation, non-refund of fees, non-response from provider when concerns raised
8/03/2024	Programme cancellation, Safe supervision of children, availability of resources, New OSCAR provider with same shareholder	Concerns about a new company in which the MASH director is a shareholder, concerns about previous practices including poor supervision, availability of resources and last-minute programme cancellations
8/03/2024	Refund of fees	Concerns about non-refund of fees

Table Two: Critical actions raised on 19 October 2023 through the latest OSCAR approval review assessment of MASH.

Standard: Financial management and systems level 3

Finding	Action	Due by	Completed on
<p>Several previous required actions from the last review have not been evidenced, it was identified that the organisation will need to present a plan of action in regard to their financial sustainability, will employ the services of an independent accountant in order to provide assistance in improving their financial wellbeing via planning, reporting, processes and systems and will employ the services of an independent accountant to prepare the financial statements for the year ended 31 March 2023. These actions have not been evidenced, therefore actions have been escalated to a critical action.</p>	<p>The organisation will present a plan of action in regard to their financial sustainability and viability. For example, what will be done to bring the business back to profit, return to positive equity and continue to be able to pay debts as they fall due along with financial forecasts backing these plans.</p> <p>The organisation will employ the services of an independent accountant in order to provide assistance in improving their financial wellbeing via planning, reporting, processes and systems and provide evidence of this.</p> <p>The organisation will employ the services of an independent accountant to prepare the financial statements for the year ended 31 March 2023 and provide evidence of this.</p>	<p>18 January 2024</p>	<p>Not completed</p>
<p>The finalised financial statements for the year ended 31 March 2023 have not been completed, draft copy had been requested but not</p>	<p>Draft accounts for the year ended 31 March 2023 are to be supplied.</p>	<p>18 January 2024</p>	<p>18 January 18, 2024</p>

supplied therefore the financial viability of the organisation has not been assessed.			
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Standard: Health and safety level 3

Finding	Action	Due by	Completed on
There were no emergency plans displayed.	Display an up-to-date and appropriate emergency plan.	19 October 2023	19 October 2023
The organisation did not demonstrate that regular evacuation drills are carried out for the Head Office.	The organisation must demonstrate that regular evacuation drills are carried out and records are kept of the date and time of the drill, and staff who were present, designated roles and follow-up actions required.	18 January 2024	18 January 2024

Standard: Out of School Care and Recreation (OSCAR) programmes

Finding	Action	Due by	Completed on
Staff have not completed the medication form when medication has been administered.	This form must be completed each and every time staff administer any kind of medication to children.	19 October 2023	19 October 2023
One child arrives at the afterschool programme when all staff are doing school pick-ups. The child being left alone unsupervised at the programme poses serious safety risk.	The organisation must demonstrate that children receive competent, appropriate supervision at all times.	18 January 2024	18 January 2024

Standard: Staffing level 3

Finding	Action	Due by	Completed on
Not all MASH International Limited staffing files held a signed employment agreement, job description and supporting documents (Staff Handbook Confirmation)	All MASH International Limited staff files are to contain a signed employment agreement, a job description and supporting documents.	18 January 2024	18 January 2024
A previous required action from the last review has not been evidenced, therefore, escalated to a critical action. The Regional Manager works in programmes to comply with staff member to child ratios. The Regional Manager individual employment agreement schedule one states the location of work is the head office. The Regional Manager position description contains responsibility to meet programme ratio compliance, however the requirement to work in programmes is unspecified in the individual employment agreement or position description.	Provide an updated individual employment agreement and job description for the Regional Manager to demonstrate the requirement to work in programmes to comply with staff member to child ratios.	18 January 2024	18 January 2024
Not all MASH International Limited staffing files held record of completed Police Vet for identified Children's Workers.	All MASH International Limited staff members that are identified as children's workers must have a police vet check completed.	18 January 2024	18 January 2024

Not all MASH International Limited staffing files held evidence of a risk assessment being completed. Two risk assessments were completed after the staff member was appointed.	All MASH International Limited staff members that are identified as children's workers must have a completed risk assessment and these must be completed prior employment commencement.	18 January 2024	18 January 2024
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