

# Te Ohu Whakahaere Appeals - 21 February 2024



21 February 2024 11:00 AM - 12:00 PM

Agenda Topic	Presenter	Time	Page
<a href="#">Karakia Timatanga</a>			3
Open Agenda			
1. Welcome   mihi Whakawhanaungatanga: - Introduce Karen Kennedy - Appeals Officer	M. Rawiri	11:00 AM-11:05 AM	
2. <a href="#">Interests Register</a> For noting.		11:05 AM-11:10 AM	4
3. Administration		11:10 AM-11:20 AM	5
3.1 <a href="#">Minutes of the open portion of meeting held on 29 November 2023</a> For approval. RECOMMENDATION: THAT Te Ohu Whakahaere Appeals approved, as a true and accurate record, the minutes of the open portion of the Te Ohu Whakahaere Appeals meeting held 29 November 2023.			5
4. Health, Safety & Wellbeing	G. Brook	11:20 AM-11:25 AM	
5. Reports from Te Poari Akoranga	G. Brook and M. Rawiri	11:25 AM-11:40 AM	
6. Correspondence	Appeals Officer	11:40 AM-11:50 AM	
7. Update on in coming and active cases	Appeals officer	11:50 AM-12:00 PM	
7.1 Reflection on actions undertaken since last meeting			
7.2 Current active cases			
8. General Business		12:00 PM-12:25 PM	
8.1 Meeting schedule 2024			
8.2 Self-Assessment Report			
9. <a href="#">Resolution to exclude the public</a>			10
Agenda - Public Excluded			

10. Administration - Public Excluded 12
- 10.1 [Minutes of public excluded portion of Te Ohu Whakahaere Appeals meeting - 29 November 2023](#) 12
- For approval.  
RECOMMENDATION:  
THAT Te Ohu Whakahaere Appeals approve, as a true and accurate record, the minutes of public excluded portion of the Te Ohu Whakahaere Appeals meeting held 29 November 2023.
- 10.2 [Action List](#) 13
- For update and follow up as required.
11. Correspondence - Public Excluded Appeals Officer 12:25 PM-12:35 PM
12. Update on incoming and active cases - public excluded Appeals Officer 12:35 PM-12:45 PM
- 12.1 Reflection on actions undertaken since last meeting
- 12.2 Current active cases
13. Next meeting
- [Karakia whakakapi](#) 14

# Karakia timatanga

Tēnā tātou here are some useful phrases you can use to introduce opening karakia next time you are asked to lead it.

**Māku e huaki te wānanga nei.**

I'll open our shared space.

**Kia huakina te wānanga nei ki te karakia.**

May our shared space be opened with karakia.

**Kāti anō kia karakia e manawa ora ai te wānanga nei.**

It's only fitting that we begin with karakia so we may strengthen our shared space together.

## Karakia tīmatanga Opening incantation

**Whakarongo rā e Rongo  
ki Te Pūkenga  
te manawa nei  
ki te rongo taketake,  
te whiwhia, te rawea  
te whiwhi-ā-nuku  
whiwhi-ā-rangi  
i takea mai i te kāhui o ngā ariki.  
kia tūturu ka whakamau ai kia  
tina,  
Tina! (everybody)  
Hui e?  
Tāiki e!**

Listen o Rongo  
to Te Pūkenga  
offering gratitude  
for the peace and harmony  
that allows us to enjoy  
he gifts of the earth  
and the heavens  
bequests of a higher order.  
And bind it firmly,  
firmly!  
Do we all concur?  
We concur!

When someone has led karakia to open a hui, it is seen as respectful for someone else to then thank them for carrying out that duty. Here are some mihi to the kaikarakia you can try next time.

**Tēnā koe i tō karakia mai.**

Thank you for delivering karakia.

**Ka nui te mihi o te manawa ki a koe, i tō karakia mai.**

With heartfelt gratitude, thank you for delivering karakia.

**Kia waiho mā ēnei kupu e kawē atu te whakamiha ki a koe, i tō karakia mai. Nāu oti, e manawa ora nei te wānanga.**

May these words convey my sincerest appreciation to you for delivering karakia. Because of you, our shared space is now strengthened.



## Interest Register – Te Ohu Whakahaere Appeals

Please declare any interests such as: Directorships, Council Member, Board Member, Shareholder, Trustee, external Advisory Committees, Risk Committees, Independent Advisor etc.

Dr Glynnis Brook <i>Co-Chair</i>	<ul style="list-style-type: none"> <li>• Social Workers Registration Board</li> <li>• Ara   Te Pūkenga</li> </ul>
Marama Rawiri <i>Co-Chair</i>	<ul style="list-style-type: none"> <li>• Careerforce   Te Pūkenga</li> <li>• Te Rautaki Whakarōpū</li> </ul>
Sue Crossan	<ul style="list-style-type: none"> <li>• Unitec   Te Pūkenga</li> </ul>
Dell Raerino	<ul style="list-style-type: none"> <li>• Toi Ohomai   Te Pūkenga</li> <li>• NZQA External Evaluator</li> </ul>
Lulu Lutui	<ul style="list-style-type: none"> <li>• Competenz   Te Pūkenga</li> </ul>
Melanie Bayne	<ul style="list-style-type: none"> <li>• Open Polytechnic   Te Pūkenga</li> </ul>
Adele McLean	<ul style="list-style-type: none"> <li>• Service IQ   Te Pūkenga</li> </ul>
Robyn McNaught	<ul style="list-style-type: none"> <li>• SIT   Te Pūkenga</li> </ul>
Karen Kennedy <i>Appeals Officer</i>	<ul style="list-style-type: none"> <li>• Te Pūkenga</li> </ul>



## Minutes for 29 November - Te Ohu Whakahaere Appeals

29/11/2023 | 11:00 AM - Auckland, Wellington New Zealand Standard Time

Online via Teams

### Attendees (7)

Glynnis Brook (Co-chair); Sue Crossan; Dell Raerino; Melanie Baynes; Adele McLean;

Robyn McNaught; Margaret Naufahu

Attendees: Diana Law (attended only for item 6)

Apologies: Lulu Lutui, Marama Rawiri, and Aine Whelan-Kopa.

Minutes: Louise Courtney

### Karakia Timatanga

The hui started with karakia lead by M. Naufahu at 11:03am.

### 1. Welcome | mihi

Apologies were received and accepted from L. Lutui and M. Rawiri for absence. It was noted that:

- Whelan-Kopa had tendered her resignation due to a change in her studies.
- M. Naufahu has a new role starting in January 2024.

Te Ohu extended their thanks to M. Naufahu for her work and contribution to the mahi of te Ohu.

### 2. Disclosure of Conflict of Interest

No new interests raised.

**ACTION: Remove J. McDonald, L. Bannister, M. Naufahu, A. Whelan-Kopa and C. Little from the Interests Register (Assignee(s): Haley Passmore, Louise Courtney; Due Date: 22/12/2023)**

### 3. Administration

#### 3.1 Minutes of the scheduled meeting held on 1 November 2023

Te Ohu commented that the listed form of the Actions List in the minutes was difficult to follow and requested that a table be used instead.

**RESOLVED:** (G. Brook / M. Naufahu)

*THAT Te Ohu Whakahaere Appeals accept as a true and accurate record, the open minutes of the Te Ohu Whakahaere Appeals meeting held on 1 November 2023.*

**CARRIED**

**ACTION: Use a table when listing actions in minutes to make it easier to follow.**

**(Assignee(s): Louise Courtney; Due Date: None)**

### 3.2 Minutes of the closed meeting held on 1 November 2023

**RESOLVED:** (G. Brook / D. McLean)

*THAT Te Ohu Whakahaere Appeals accept as a true and accurate record, the closed minutes of the Te Ohu Whakahaere Appeals meeting held on 1 November 2023.*

**CARRIED**

### 3.3 Action List

<b>Date</b>	<b>Detail</b>	<b>Owner</b>	<b>Status</b>
19.07.2023	Draft a communication to MIT regarding our concerns around their Concerns, Complaints & Appeals processes – discuss with Megan Gibbons	G Brook	In progress
19.07.2023	Consider training requirements to improve capability of te ohu members – including 2024 workplan	All	In progress <i>Nov 2023 - noted in workplan for 2024. Noted that will likely require formation of small working groups; this could be an issue if membership continues to decline.</i>
230111-1	J McDonald to share draft online form with H. Passmore. H. Passmore to finalise draft online form with the inclusion of tick box for applicant to choose a tikanga approach.	H Passmore	For 29 November meeting <i>Nov 2023 –in progress.</i>
230818-11	Workplan 2024 discussion: how to co-opt people	G Brook & M Rawiri	In progress <i>Nov 2023 - G. Brook to follow up with M. Rawiri on progress.</i>

#### **4. Health, Safety & Wellbeing**

Te Ohu Whakahaere Appeals noted that:

- although a stressful time of year is approaching members are happy and well.
- a new appeal may have come through, although early indications are that internal processes have not been followed.

#### **5. Reports from Te Poari Akoranga**

Highlights of the Te Poari Akoranga November hui:

- it was a short hui, in relation to other hui during the year.
- Awaiting feedback from ELT in relation to the Terms of Reference for Te Poari Akoranga, as it will impact Te Ohu Whakahaere Appeal's Terms of Reference and workplan.
- self-assessment/annual reports from the other Ohu.
- some Ohu are also struggling with membership numbers, noting that likely are result of staff attrition.

*Te Ohu Whakahaere Appeals moved into closed session at 11:19am and then back into the open portion of the hui at 11:26am.*

#### **6. Concerns and Complaints report**

D. Law provided the following highlights of the report:

- significant co-design work with no surprises.
- wanted to ensure that there was a systematic process, that is equitable across the organisation.
- ākongā | learners provided feedback for an anonymous process, which was challenging, but worked through; there will be particular requirements put in place for anonymous complaints to be submitted.
- identified the core roles required, i.e. regional roles to support the process and support staff for ākongā rather than utilising external support.
- consistent reporting and regular review to draw out trends and recurring issues/themes.
- makes sense to be developed in parallel to an Appeals policy.
- a more time efficient process through appropriate resourcing, to avoid undermining the transparency of process.

Pātai | questions and kōrero | comments from members:

- supported alignment to current thinking of te Ohu of the earliest, lowest intervention as a key aim.
- understanding key themes are critical which also align to the mahi of te Ohu.
- commented on dual operations and governance role of te Ohu.
- have had discussions with Rohe Whā | Region Four co-lead in relation to reporting. A Proctor had been suggested as a role that could help with part of the process. D. Law noted that that had been added to the report.
- common sense coming through, agreeing that an anonymous complaint process could be a limiting process.
- the policy needed to be in place once the organisation structure was stood up and developed in conversation with the Rohe co-leads.
- in response to a query on implementation, D. Law responded that the policy still needed to be approved by Te Poari Akoranga, and that roll out would be a staged process with full implementation not planned until 2025. There was still work required in socialising the policy with kaimahi and ākonga. D. Law also noted that standing up of Quality team would support the development and roll out.
- mihi to the team for their mahi and for working with te Ohu on the development of the policy.

**RESOLVED:** (G. Brook /R. McNaught)

*THAT Te Ohu Whakahaere Appeals:*

- a. Endorse the recommended national process for the resolution of ākonga concerns and complaints, including the recommendations included in the report 'Ākonga Concerns and Complaints Process – Findings and recommendations (October 2023)'.*
- b. Note that once endorsed, the report will be supplied to Te Poari Akoranga (for approval) and Te Pūkenga Executive Leadership Team (for information).*

**CARRIED**

## **8. General Business**

No General Business was raised.

**ACTION: make pdfs more useable, add links for each section or appendices to make the agenda easier to navigate. (Assignee(s): Haley Passmore, Louise Courtney; Due Date: 22/12/2023)**

### **8.1 Meeting schedule 2024**

- have requested that meeting dates for 2024 are after Te Poari Akoranga meetings, once those dates have been set;
- will start with monthly hui for the first six months of 2024.



## **8.2 Self-Assessment Report**

G. Brook spoke the report that was submitted on behalf of the Ohu, to Te Poari Akoranga, at its meeting of 22 November 2023, and highlighted that the report sought clarification on how Te Poari Akoranga would interact with ngā ohu going forward and that not all Ohu get reports back from the Te Poari Akoranga hui, so not all are aware of what is happening at that level.

G. Brook extended a mihi to the Ohu in relation to the mahi they had achieved, as well as, getting to know one another over the year. She noted that the future of Te Ohu Whakahaere Appeals would need to take into account work required of members and whether further resourcing would be required.

## **8.3 Workplan draft 2024**

- The 2024 workplan will be sent out to members in the new year.
- Need to ensure that there is enough membership to manage the workload, ie co-opting members to help with particular Appeals and setting up working groups.

Members of te Ohu extended mihi to G. Brook for her mahi, the welcoming and open nature of te Ohu to new members.

## **Karakia whakakapi**

The hui closed with mihi and karakia lead by D. Raerino at 12:12pm.



## Te Ohu Whakahaere Appeals o Te Poari Akoranga Meeting

### Resolution to exclude the public

It will be moved by the Chair that the public be excluded from the remainder of the meeting. This resolution will be made in reliance on section 48(1) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) (noting Te Pūkenga Council is specified, in Schedule 2 of LGOIMA, as a body to which LGOIMA applies) and the particular interests protected by section 9 of the Official Information Act 1982 (OIA) which would be prejudiced by the holding of the relevant parts of the proceedings of the meeting in public.

The general subject of each matter to be considered while the public is excluded and the reason for passing the resolution in relation to each matter are as follows:

Item	General subject of each matter to be considered	Section(s)
<b>8.</b>	<b>Administration – Public Excluded</b>	
8.1.	Minutes of the public excluded portion of the meeting held 29 November 2023	Section 9(2)(a) OIA Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
8.2.	Actions (confidential)	Section 9(2)(b)(ii) OIA Section 9(2)(g)(ii) OIA Section 9(2)(i) OIA
<b>9.</b>	<b>Correspondence</b>	
		Section 9(2)(a) OIA Section 9(2)(g)(ii) OIA
<b>10.</b>	<b>Update on incoming and active cases</b>	
10.1.	Reflection on actions undertaken since last meeting	Section 9(2)(a) OIA Section 9(2)(j) OIA
10.2.	Current active cases	Section 9(2)(a) OIA Section 9(2)(g)(ii) OIA Section 9(2)(j) OIA

**Interests**

Section	Interest
Section 9(2)(a) OIA	To protect the privacy of natural persons, including that of deceased natural persons.
Section 9(2)(b)(ii) OIA	To protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
Section 9(2)(g)(ii) OIA	To maintain the effective conduct of public affairs through the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment.
Section 9(2)(h) OIA	To maintain legal professional privilege.
Section 9(2)(i) OIA	To enable the organisation holding the information to carry out, without prejudice or disadvantage, commercial activities.
Section 9(2)(j) OIA	To enable the organisation to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).

The Chair will also move that certain employees from Te Pūkenga be permitted to remain at the meeting, after the public has been excluded, because of their specific knowledge in relation to the above items. This knowledge, which will be of assistance in relation to the matters above to be discussed, is relevant to those matters because they have assisted in the progression of such matters.

# Karakia whakakapi

Tēnā tātou here are some useful phrases you can use to introduce closing karakia next time you are asked to lead it.

**Māku e whakakapi te wānanga nei.**

I will conclude our shared space.

**Kia whakakapia te wānanga nei ki te karakia.**

May our shared space be concluded with karakia.

**Kua pau tonu te wā, nā reira māku e whakakapi te wānanga nei ki te karakia.**

We're just about out of time, therefore I will conclude our shared space with karakia.

## Karakia whakakapi Closing incantation

Puritia,  
puritia ngā kōrero o te wānanga  
puritia Kia ū, kia mau  
puritia kia ita  
Unuhia, unuhia atu rā  
Te tapu o te kāhui o ngā ariki  
mauria atu rā ko te kahu ora o  
Rongo  
he rongo taketake  
he rongo mau tonu  
ka whakamau kia tina,  
Tina! (*everybody*)  
Hui e, Tāiki e!

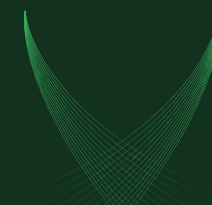
Hold fast,  
hold firmly the words of the  
academy  
cement them firmly  
fixed in the mind.  
Release ourselves  
of the decorum of formality  
let us take up the life giving  
cloak of Rongo  
the permanence of peace  
and harmony  
and bind it firmly,  
Firmly!

## Our values



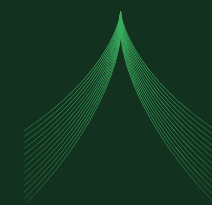
### Manawa nui

We reach out and welcome in



### Manawa roa

We learn and achieve together



### Manawa ora

We strengthen and grow  
the whole person