

Tiatangata Report 24/01/2020

To be tabled at Special General Hui 29/01/2020

Ko te wehi tuatahi ki te Atua, te kaihanga o ngā mea katoa. Whakahōnoretia a Kīngi Tuheitia, te kahui Ariki me te kaupapa tuturu - Puritia te toto, puritia te whenua, puritia te Māori mana motuhake. E rere kau ana te mana whenua o aumihi ki a koutou katoa.

Tenā tātou e te whānau,

Since being elected as co-chairs six weeks ago, we've been working towards a set of collective goals, largely dictated by our last two whānau hui in 2019. We've tried to work as quickly and efficiently as possible while keeping our tamariki, kaimahi and whānau in mind. At times we've come across complicated issues that have meant we've had to create and work systematically through short to-do lists. Other times it's been a matter of regular follow up and progress updates. But ultimately, getting our Kohanga Reo to a 'place' that we are all happy with requires a multi level and collective approach. Behind every point we have drafted a māhere that separates and categorises the systems, actions and goals to date. Therefore we are asking all whānau members with abilities, skills, talents or time to volunteer to complete one task listed on the to-do lists.

Te Kōhanga Reo o Ngā Kuaka is in a much better place currently, than in the weeks leading up to our SGM: Dcember 2019. The delayed funding drop (11/2019) has come through, we've had changes in staffing resulting in a better funding ratio, we've hired a new qualified kaiako and have located several enrolment enquiries. Many of these enquiries are being confirmed and new whānau will be starting within the coming weeks.

The Special General Meeting in December saw the decision to return to being a whanau based Kohanga Reo, and dissolve Komiti Mahi. This remains at the forefront, as ultimately we all benefit when we are all informed, involved and on board.

1) Policy Review Update

We're resuming the policy review this year, and will start with the Fees: Nga Nama ; Health & Safety ; and Kai Ora policies. This was formerly a Komiti Mahi task.

ACTION: Please read, review and bring your changes to be finalised at next week's Special General Meeting. This is a big task, but we need to move through numerous policies in order to get back up to date with our scheduled policy review cycle.

2) Recruitment of staff

Kaimahi Tari/Receptionist vacancy

We've worked with our employment consultants Employsure and our HR savvy whānau to start creating folders with relevant information for each position as required by legislation. This particular Kaimahi Tari role has now been advertised across social media and

professional platforms. Inclusive are: NZEI, ECE, Kohanga Reo, University, Wintec, Facebook networks and groups, and personal/professional networks.

ACTION: Please share the pdf version of the ad, visible in our Kōhanga Reo Facebook page. This role will remain open until filled and interviews will be held on an ongoing basis, by our Tumuaki. Please email our Tumuaki, Koka Manu for more information.

Kaiako vacancy

We are preparing and finalising the same documentation in order to recruit a new ECE qualified, matatau i te reo, Kaiako. Our enrolment enquiries continue to increase and in order to meet demand, we will need to hire a new Kaiako urgently.

ACTION: To our Kaiako mā who would like to be involved in the interview process alongside our Tumuaki, please put your name forward at the SGM or contact our Tumuaki directly.

Independent Book-keeper

Kirika is working on preparing our Audit documentation and cleaning up Xero.

Short Term Admin

Carmen will remain employed to continue the APT backlog so that 2019 invoices for tamariki fees can be finalised.

3) Software/Administration Updates

Both APT and Xero programmes have been arduous and time consuming. There is too much room for inaccuracies.

Discover software was recommended to us by the creator and trainer of APT, last year.

Georgia and Paula have sat through a demonstration of Discover with Kirika recently. This demo led us to the decision to make the change from APT to the Discover software to administer all our attendance requirements, and finances. The difference in cost is minimal. Kirika will oversee the transition along with the new receptionist, who will play a data entry role in terms of transferring data and moving forward, updating all necessary documents etc ready for Kirika.

As a result, in the future we will all be using an iPad to sign in and out every week. You will still be required to sign a weekly roll, but far less frequently. There are a number of additional functions that this one software provides us all, not only those who are looking after the smooth operation of our Kōhanga Reo.

4) Phone Lines and Phones

We have recently engaged the services of Smart Wired, to fix our phone lines so we can reinstate the landline systems we once had in all the whare. This will mean that you will be able to call Kōhanga Reo and be transferred to our Tumuaki or one of the whare if absolutely necessary. Tiatangata, and Treasurer made an executive decision to approve the quote from Smart Wired for \$134 to come and diagnose how to reactivate our phone jacks.

The lack of phone lines within the whare has been a major issue for Tiatangata, and has been ongoing since the 6th of January this year. Our kaimahi have been reminded that they

can not use their cell phones on the floor, therefore ensuring phones are available for safety is a priority.

When phone lines are active again, kaimahi will have the ability to call parents when needed. Toll calls will need to be recorded in small notebooks next to the phone bases in each whare.

ACTION: We need approval to purchase 3 cordless phones for Toku Ohoooho, Toku Whakakai Marihi, and our Tumuaki's office. Total spend \$110.97 (including delivery).

5) Working Bees for 2020, Mātua āwhina and Karakia/Mihi Rosters

These are all in Facebook in document form. Please see these and swap/rearrange with other whānau if necessary.

We will need volunteers for the following: Someone to help us with updating the website monthly; Teachers to sit on Kaiako interview panel; Administration/Customer Service experts to sit on Kaimahi Tari Interview panel; Someone to help with creating physical and digital copies of New Whānau Enrolment and Induction packs; whānau members to join the Working Party for the Kōhanga Reo 30th Birthday celebrations in December; buying koha for kaimahi/manuhiri; and any volunteers to help with ITS tasks and creating documents. See Kōka Manu. Whānau members to volunteer to oversee and run the new papa tākaro project (RESUMING PROGRESS FROM 2019).

6) HR and being fair employers

We've completed job descriptions for: Kaiako, Kaiako matua and kaimahi tari. We've started creating recruitment folders, based on EMPloysure templates and HR advice. These have been worked on systematically over the holidays. We've also recently organised mentoring and support via the Kōhanga Reo National Trust, and from an external and experienced ECE Manager. Additional support for our kaimahi is an ongoing and important commitment to us, and we work towards ensuring that there is a comprehensive network of support or support mechanisms our kaimahi can refer to or access as necessary. A review of our employment systems and processes was completed by EmploySure in August 2019. In the absence of a Chairperson, this was left incomplete. We have been systematically working our way towards resolving each action point recommended by the EmploySure team who completed the review. We are approximately 75% of the way through resolving/ticking off these action points.

7) Website

Kōrero with one of the previous tiatangata from recent years resulted in us being able to reset and access the website she created for Kōhanga Reo. The website has been slowly added to over the last week and a half. Within a week we will have all the current vacancies advertised on the website with links to further information relevant to each role.

Mātua will also have their own secure page to view documents that we're sending out regularly, plus pānui. The aim is for the Kaimahi Tari to send out the same information via the following platforms: email, Facebook and the website.

ACTION: When you receive your password for the mātua section of the website, please check it out. ITS savvy whānau feel free to volunteer to make changes if necessary.

8) License

We are in the last stages of finalising our license details: there were some follow up actions flagged to us by MoE representatives last year, and Ngāwai has kindly offered to be our Centre Contact person/Licensee. Nga mihi nui ki a koe Ngāwai! We will update when the license details have been updated with MoE.

9) BNZ to ASB

As mentioned in our previous hui, we have had ongoing issues with BNZ and accessing our accounts/funds easily. The transition for our current Tumuaki is still pending, so she is unable to sign cheques to be cashed for example, for basic operational tasks.

This means our current signatories are constantly being called to come in to Kōhanga Reo. At times we have gone in to a branch to cash cheques for our Tumuaki only to be told certain signatories have not been added yet. Years ago this was an issue and accounts were opened at ASB. However the changeover never eventuated as there was a change in Treasurer.

ACTION: We are proposing to continue the switch to ASB, and request an eftpos card for necessary purchases that can't be made online. We would propose that approved amounts of money be transferred to a transaction account attached/linked to the card on an as needed basis. We also propose that all direct debits, payments, Xero access and Netpay access be transferred to the ASB account after the audit documents and requirements have been sent to Taxlink/Jeffries Nock.

9) Recruitment of tamariki/mokopuna and whānau hou

We have reset the Survey Monkey accounts attached to the Kōhanga Reo administrator email account this year. This resulted in us finding over 50 enquiries for enrolment from 2019. All of the survey enquiries were sent an email on 10th January and follow up calls were made for the whānau who had sent in the most recent enrolment enquiries (dating back to December 2019). Some of these whānau are already enrolled with us, others we will meet over the coming weeks, and some have found alternative Puna/Kōhanga Reo or daycare arrangements.

Advertisements for new enrolments/tamariki vacancies have been initiated and a pdf (similar to the kaimahi vacancy pdfs) will be added to the Facebook page for whānau to share.

ACTION: Please share these with your whānau/friends and hoa mahi.

Nā reira e te whānau- kia kaha tātou ki te hāpai tenei kaupapa whakahirahira, ara ko Te Kōhanga Reo o Ngā Kuaka hei painga mo a tātou tamariki/mokopuna. Menā he patai, he kōrero wā koutou, tuku imēra/kōrero ā kanohi mai ki ā māua.

Nā Georgia Retikaukau & Paula Simeon

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