

24 June 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 28 May 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on correspondence between the Chief Executives of Oranga Tamariki and the Education Review Office (ERO) regarding concerns about Gloriavale. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested:

1. *A copy of any letters from the Education Review Office acting chief executive Ruth Shinoda to Oranga Tamariki's chief executive about safety and wellbeing concerns at Gloriavale in the past year.*
2. *Copies of any further correspondence sent or received relating to any of these letters in the same time period.*
3. *A copy of any internal correspondence discussing these matters in the same time period.*

Please find attached as Appendix One all materials identified in scope of your request.

We have interpreted part three of your request as referring to correspondence specifically discussing the letter and engagement with ERO.

Please note that some information in the attached document has been withheld under the following sections of the Act:

- 9(2)(ba)(i), to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied
- 9(2)(g)(ii), to maintain the effective conduct of public affairs through the protection of Ministers, members of organisations, officers, and employees from improper pressure or harassment.

IN-CONFIDENCE

A response was sent to ERO on Monday 8 June. Although this document is outside of the scope of your request, given that the response was sent after your request was received, we have included it in the interest of providing a comprehensive response.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. If you wish to discuss this response with us, please feel free to contact OIA_Requests@ot.govt.nz. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'S. Short', written in a cursive style.

Stephanie Short
Chief of Staff
Office of the Chief Executive

From: [Ruth Shinoda](#)
To: [Amanda Malu](#)
Cc: [Ellen MacGregor-Reid](#)
Subject: Gloriavale
Date: Monday, 9 March 2026 3:37:54 pm
Attachments: [Letter to Andrew Bridgman Oranga Tamariki re Gloriavale.pdf](#)

Kia ora Amanda,

In December I wrote to Andrew as Chief Review Officer notifying Oranga Tamariki of serious concerns regarding the safety and wellbeing of children within the Gloriavale community that ERO have identified through recent education reviews.

I have not heard yet of how Oranga Tamariki will respond to these concerns, so I am writing to you. I would be grateful if you could update me.

Ngā mihi,
Ruth

Ruth Shinoda

Chief Executive and Chief Review Officer, **Education Review Office**

[Redacted]

From: [Redacted]
Sent: Wednesday, 17 December 2025 10:15 am
To: helena.delaney@ot.govt.nz
Cc: Peter Wood <peter.wood@education.govt.nz>
Subject: Letter re Gloriavale

Kia ora Helena

Please find attached a letter from Ruth Shinoda, Acting CE to Andrew Bridgman.
Can you please also ensure that Nicolette Dickson receives a copy.

This is also being cc'd to Ellen MacGregor-Reid, Secretary for Education.

Can you please confirm receipt.

Kind regards

[Redacted]

s9(2)(g)(ii)

Executive Assistant to CEO

Education Review Office | Te Tari Arotake Mātauranga

P [REDACTED] | **M** [REDACTED] | **W** ero.govt.nz; evidence.ero.govt.nz

Wellington Office | Legal House Level 1, 101 Lambton Quay, Wellington, 6011

--

Ko te tamaiti te pūtake o te kaupapa | The child — the heart of the matter

--

-

----- This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. -----



EDUCATION REVIEW OFFICE Te Tari Arotake Mātauranga

NATIONAL OFFICE
LEVEL 1, 101 LAMBTON QUAY
PO BOX 2799
WELLINGTON 6140
SX10166
T 0-4-499 2489
F 0-4-499 2482
info@ero.govt.nz
www.ero.govt.nz

17 December 2025

Andrew Bridgman
Chief Executive
Oranga Tamariki

Andrew.bridgman@ot.govt.nz

Cc: Nicolette Dickson
Deputy Chief Executive for Quality Practice & Experiences and Chief Social Worker
Cc: Ellen MacGregor-Reid
Secretary for Education

Tēnā kōrua,

I, as Chief Review Officer am formally notifying Oranga Tamariki of serious concerns regarding the safety and wellbeing of children within the Gloriavale community, identified through recent education reviews. These concerns are significant in the context of the Oranga Tamariki Act 1989 (Sections 4, 6, and 7AA) and the Education and Training Act 2020, which set clear expectations for safe environments and suitable education provision.

Status of Findings

ERO's reviews of education provision within the Gloriavale community are ongoing. Individual decisions about whether homeschooling arrangements meet legislative requirements for regular and effective teaching and learning under the Education and Training Act 2020 have not yet been finalised. However, ERO has identified serious and immediate concerns about health and safety across education settings, which are not contingent on those determinations. These concerns relate to child protection, unsafe living and learning environments, and systemic failures in governance and oversight. It is on this basis that ERO is formally notifying Oranga Tamariki at this time.

Context

ERO has undertaken three major reviews:

1. A 2023 review focused exclusively on education provision for school-aged children; at that time, no early childhood education services operated within the community. The review indicated that ERO would review the school within 12 months and undertake a full evaluation of homeschooling within a year.
2. A special review in 2024 of education within the Gloriavale community, which included:
 - a. Review of Gloriavale Christian School against the registration criteria for private schools, undertaken 21–25 October 2024 under Clause 9, Schedule 7 of the Education and Training Act 2020.
 - b. Review of homeschooling provision for 96 children exempted under Section 38 of the Education and Training Act 2020, conducted 29 April–17 May 2024.

- c. Review of the early childhood service operating within the community (also 21–25 October 2024).
 - d. Assessment of support for students enrolled in Te Aho o Te Kura Pounamu (Te Kura).
3. A special review in 2025 of homeschooling provision requested by the Secretary under Section 38(5) of the Education and Training Act 2020, covering 103 children from 29 families. This review was carried out in October–November 2025 under Section 466 of the Act.

While earlier reviews identified systemic weaknesses in governance, safety, and educational provision, the 2025 homeschooling review has heightened ERO's concerns about immediate risks to children's welfare. These concerns go beyond educational quality and include lack of oversight, inadequate safeguarding measures, and limited access to external support.

Key Safety and Wellbeing Concerns

- **Unsafe Living and Learning Environments:** Overcrowded hostel accommodation and housing instability undermine safety and wellbeing.
- **Child Protection Risks:**
 - Safety Action Plans exist for some exempt learners, yet implementation is challenging in shared spaces.
 - Child Protection policies are inconsistently applied; families report limited confidence in processes.
- **Employment Practices:**
 - The school knowingly employed staff with prior convictions unsuitable for work with children.
 - In at least one instance, the school failed to act when behaviours placing students at risk were identified.
- **Lack of Oversight and Accountability:**
 - No systems to track responsibility for children moving between homeschooling and school facilities, including those on Safety Action Plans.
 - Cultural barriers suppress learner and parent voice, limiting reporting of harm.
- **Educational Risks with Wellbeing Implications:**
 - Preliminary findings indicate that some homeschooling arrangements may not meet legislative requirements for regular and effective teaching and learning under the Education and Training Act 2020. These concerns are being further assessed, but they raise significant questions about children's access to suitable education and associated wellbeing risks.
 - Narrow curricula constrain future pathways; careers education is largely absent.
 - Limited access to specialist learning support despite increasing numbers of children with suspected learning difficulties.

These findings raise serious questions about the adequacy of current arrangements to safeguard children's welfare and best interests.

Reports of Concern and Information Sharing

ERO s9(2)(ba)(i) and met with the Chief Social Worker on 11 November 2025 to discuss these matters. We have also put in place a system for sharing information with the designated social worker for these reports to ensure timely and coordinated responses.

ERO's Assurance Position

ERO cannot provide assurance that homeschooling arrangements or the school environment meet statutory requirements for safety and education. Provisional findings indicate systemic issues that require urgent attention.

ERO will continue to share information as these reviews progress and provide final findings once individual reports are confirmed. In the meantime, we invite your team to consider these concerns and advise on any immediate steps that may be appropriate.

Please acknowledge receipt of this letter and contact me if you require further detail or wish to discuss these matters.

Nāku noa, nā

A handwritten signature in dark ink, appearing to read 'Ruth Shinoda', followed by a period.

Ruth Shinoda
Acting Chief Executive/Chief Review Officer

From: [Kate Teddy](#)
To: [Dean Webley](#); [Briohny Pierce](#)
Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]
Date: Tuesday, 10 March 2026 3:43:29 pm
Attachments: [image002.jpg](#)
[image005.png](#)
[image006.jpg](#)
[image007.png](#)

We were aware at the time ERO sent the letter [REDACTED] And we gave updates.

I guess the piece I don't know is why no one went back to them to tell them the outcome? I think they were working through Nicolette D at the time. I can have a look at some of my old emails and start up notes If you need me to

Kate Teddy

Manager National Support Services, **Oranga Tamariki—Ministry for Children**

Level 15 | Aurora Centre | 56 The Terrace | PO Box 546 | Wellington 6011

Telephone: [REDACTED] | Email: kate.teddy@ot.govt.nz

Text Description automatically generated



From: Dean Webley <Dean.Webley@ot.govt.nz>
Sent: Tuesday, 10 March 2026 3:40 pm
To: Kate Teddy <Kate.Teddy@ot.govt.nz>; Briohny Pierce <Briohny.Pierce@ot.govt.nz>
Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Sure.

Ngā mihi nui,

Dean Webley

Principal Advisor / National Support Services

Tamariki and Whānau Services / Youth Justice Services and Residential Care

56-66 The Terrace / The Aurora Centre / Level 15

☎ T: [REDACTED] | ✉ E: dean.webley@ot.govt.nz



From: Kate Teddy <Kate.Teddy@ot.govt.nz>
Sent: Tuesday, 10 March 2026 3:12 pm
To: Briohny Pierce <Briohny.Pierce@ot.govt.nz>; Dean Webley <Dean.Webley@ot.govt.nz>

Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

I feel like Beks should be co-ordinating this one - [@Dean Webley](#) can you connect with her and confirm no role for NSS

Kate Teddy

Manager National Support Services, **Oranga Tamariki—Ministry for Children**

Level 15 | Aurora Centre | 56 The Terrace | PO Box 546 | Wellington 6011

Telephone: [REDACTED] | Email: kate.teddy@ot.govt.nz

Text Description automatically generated



From: Briohny Pierce <Briohny.Pierce@ot.govt.nz>

Sent: Tuesday, 10 March 2026 3:05 pm

To: Kate Teddy <Kate.Teddy@ot.govt.nz>; Dean Webley <Dean.Webley@ot.govt.nz>

Subject: FW: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Sorry for the email spam. Request for an urgent briefing has come through but it is directed to Beks and Kiri so potentially not for our team?

Briohny Pierce

Senior Advisor | National Support Services

Tamariki and Whānau Services | Youth Justice Services and Residential Care

Level 15 | The Aurora Centre, 56 The Terrace, Wellington | PO Box 546, Wellington 6140

Email: Briohny.Pierce@ot.govt.nz



From: Jess Hosie <jess.Hosie@ot.govt.nz>

Sent: Tuesday, 10 March 2026 2:58 pm

To: Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; Kiri Alexander <Kiri.Alexander@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Dan Reid <dan.reid@ot.govt.nz>

Subject: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Kia ora koutou,

Can we please commission the following information:

Deadline to CE Office: ASAP (please advise a realistic timeframe for this)

CE office Contact: Dan Reid / Jess Hosie

Information requested	Following on from the below, can we receive a written briefing on Gloriavale that covers off the history of our involvement and what the current plan is around working with the community and our supervision.
Reason for request	Background briefing for Amanda
Format of information (i.e. email, Minister's Weekly Report, Aide Memoire, Briefing)	Attached template – note there do not need to be any recommendations, this section can be removed.

Nga mihi

Jess

Jessica Hosie

Principal Advisor to the General Manager | Office of the Chief Executive

Level 18 The Aurora Centre, 56 – 66 The Terrace, Wellington

PO Box 546, Wellington 6140

 **T:** [REDACTED]  **E:** jess.hosie@ot.govt.nz



From: Kiri Alexander <Kiri.Alexander@ot.govt.nz>

Sent: Tuesday, 10 March 2026 12:40 pm

To: Stephanie Short <stephanie.short@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>

Subject: RE: Gloriavale

IN-CONFIDENCE

Kia ora Steph

I've just briefly discussed with Beks. We'll move at pace around a response but to support development of that need to:

Seek advice from our Legal

- Engage with MoE as to their response and what is currently underway
- [REDACTED]

[@Ashley Seaford](#) can you please touch base with Beks to start progressing this?

We'll need to take a considered approach to the Key Safety and Wellbeing Concerns and this is particularly the section it would be helpful to engage with MoE on.

Ngā mihi

Kiri

From: Stephanie Short <stephanie.short@ot.govt.nz>

Sent: Tuesday, 10 March, 2026 11:51 AM

To: Kiri Alexander <Kiri.Alexander@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>

Subject: FW: Gloriavale

Importance: High

IN-CONFIDENCE

Kia ora Kiri

Can we look into this letter as a matter of urgency. Looks like it went to Helena after she had left and nothing happened with it? Can we get a response drafted asap.

I have separately let Ana know (cc'd) that we have received this letter. We are also happy to ensure that whatever resources the site needs, we can accommodate that using contingency funds if needed.

In the interim, Liz can you please acknowledge and note that we will prioritise and note that Helena had left (they should have received an out of office?!).

Thanks

Steph

From: Amanda Malu <amanda.malu@ot.govt.nz>

Sent: Tuesday, 10 March 2026 11:43 am

To: Stephanie Short <stephanie.short@ot.govt.nz>

Subject: FW: Gloriavale

IN-CONFIDENCE

From: Ruth Shinoda <Ruth.Shinoda@ero.govt.nz>
Sent: Monday, 9 March 2026 3:37 pm
To: Amanda Malu <amanda.malu@ot.govt.nz>
Cc: Ellen MacGregor-Reid <ellen.macgregor-reid@education.govt.nz>
Subject: Gloriavale

You don't often get email from ruth.shinoda@ero.govt.nz. [Learn why this is important](#)
Kia ora Amanda,

In December I wrote to Andrew as Chief Review Officer notifying Oranga Tamariki of serious concerns regarding the safety and wellbeing of children within the Gloriavale community that ERO have identified through recent education reviews.

I have not heard yet of how Oranga Tamariki will respond to these concerns, so I am writing to you. I would be grateful if you could update me.

Ngā mihi,
Ruth

Ruth Shinoda

Chief Executive and Chief Review Officer, **Education Review Office**



From: 
Sent: Wednesday, 17 December 2025 10:15 am
To: helena.delaney@ot.govt.nz
Cc: Peter Wood <peter.wood@education.govt.nz>
Subject: Letter re Gloriavale

Kia ora Helena

Please find attached a letter from Ruth Shinoda, Acting CE to Andrew Bridgman.
Can you please also ensure that Nicolette Dickson receives a copy.

This is also being cc'd to Ellen MacGregor-Reid, Secretary for Education.

Can you please confirm receipt.

Kind regards




Executive Assistant to CEO

Education Review Office | Te Tari Arotake Mātauranga

P [REDACTED] | **M** [REDACTED] | **W** ero.govt.nz; evidence.ero.govt.nz

Wellington Office | Legal House Level 1, 101 Lambton Quay, Wellington, 6011

--

Ko te tamaiti te pūtake o te kaupapa | The child — the heart of the matter

--

-

----- This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. -----

From: [Kate Teddy](#)
To: [Rebekah Cameron](#); [Dean Webley](#)
Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]
Date: Tuesday, 10 March 2026 4:07:49 pm
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)

Thanks Beks and Dean

s9(2)(ba)(i) [REDACTED], I am not sure what communication she had back with them but hopefully Kiri will know. I find it odd if she didn't update them or respond in some way??

Kate Teddy

Manager National Support Services, **Oranga Tamariki—Ministry for Children**

Level 15 | Aurora Centre | 56 The Terrace | PO Box 546 | Wellington 6011

Telephone: [REDACTED] | Email: kate.teddy@ot.govt.nz

Text Description automatically generated



From: Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>
Sent: Tuesday, 10 March 2026 3:46 pm
To: Dean Webley <Dean.Webley@ot.govt.nz>
Cc: Kate Teddy <Kate.Teddy@ot.govt.nz>
Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Thanks Dean, ill look to include the attached as the current operational update if this is still accurate? And ill make sure to include you and Kate into the draft to review once I have pulled together the basis of the briefing (hopefully by tomorrow afternoon)

From: Dean Webley <Dean.Webley@ot.govt.nz>
Sent: Tuesday, March 10, 2026 3:43 PM
To: Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>
Cc: Kate Teddy <Kate.Teddy@ot.govt.nz>
Subject: FW: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Kia ora Rebekah,

Is anything you need from us re: commissioning information on a 'current operational update and checking things with the Site and region'

Let me know if you need anything, and we will liaise and be the conduit for you, with the Region and Site.

Ngā mihi nui,

Dean Webley

Principal Advisor / National Support Services

Tamariki and Whānau Services / Youth Justice Services and Residential Care

56-66 The Terrace / The Aurora Centre / Level 15

☎ T: [REDACTED] | ✉ E: dean.webley@ot.govt.nz



From: Simon Harding <Simon.Harding@ot.govt.nz>

Sent: Tuesday, 10 March 2026 3:11 pm

To: Kiri Alexander <Kiri.Alexander@ot.govt.nz>; Jess Hosie <jess.Hosie@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>; Dean Webley <Dean.Webley@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Dan Reid <dan.reid@ot.govt.nz>; Arihia Bennett <arihia.bennett@ot.govt.nz>

Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Thanks Kiri.

There are plenty of briefings to work from that go back, so it may just be a case of editing and updating. I understand you have those already [@Rebekah Cameron](#) but please reach out if not and I can gather them up.

Tagging you in also [@Dean Webley](#) as it's likely there will be a need for a current operational update and potentially checking things with the Site and region.

Thanks loads,

Simon

From: Kiri Alexander <Kiri.Alexander@ot.govt.nz>

Sent: Tuesday, 10 March 2026 3:07 pm

To: Jess Hosie <jess.Hosie@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>; Simon Harding <Simon.Harding@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Dan Reid <dan.reid@ot.govt.nz>; Arihia Bennett <arihia.bennett@ot.govt.nz>

Subject: RE: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Kia ora Jess

Acknowledging receipt and looping Ashley and Simon in to work with Beks on this

Ngā mihi

Kiri

From: Jess Hosie <jess.Hosie@ot.govt.nz>

Sent: Tuesday, 10 March, 2026 2:58 PM

To: Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; Kiri Alexander <Kiri.Alexander@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Dan Reid <dan.reid@ot.govt.nz>

Subject: Commission: Background briefing on Gloriavale [due ASAP]

IN-CONFIDENCE

Kia ora koutou,

Can we please commission the following information:

Deadline to CE Office: ASAP (please advise a realistic timeframe for this)

CE office Contact: Dan Reid / Jess Hosie

Information requested	Following on from the below, can we receive a written briefing on Gloriavale that covers off the history oif our involvement and what the current plan is around working with the community and our supervision.
Reason for request	Background briefing for Amanda
Format of information (i.e. email, Minister's Weekly Report, Aide Memoire, Briefing)	Attached template – note there do not need to be any recommendations, this section can be removed.

Nga mihi

Jess

Jessica Hosie

Principal Advisor to the General Manager | Office of the Chief Executive

Level 18 The Aurora Centre, 56 – 66 The Terrace, Wellington

PO Box 546, Wellington 6140

 **T:**   **E:** jess.hosie@ot.govt.nz



From: Kiri Alexander <Kiri.Alexander@ot.govt.nz>
Sent: Tuesday, 10 March 2026 12:40 pm
To: Stephanie Short <stephanie.short@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>
Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>
Subject: RE: Gloriavale

IN-CONFIDENCE

Kia ora Steph

I've just briefly discussed with Beks. We'll move at pace around a response but to support development of that need to:

- Seek advice from our Legal
- Engage with MoE as to their response and what is currently underway
- [REDACTED]

[@Ashley Seaford](#) can you please touch base with Beks to start progressing this?

We'll need to take a considered approach to the Key Safety and Wellbeing Concerns and this is particularly the section it would be helpful to engage with MoE on.

Ngā mihi
Kiri

From: Stephanie Short <stephanie.short@ot.govt.nz>
Sent: Tuesday, 10 March, 2026 11:51 AM
To: Kiri Alexander <Kiri.Alexander@ot.govt.nz>
Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>
Subject: FW: Gloriavale
Importance: High

IN-CONFIDENCE

Kia ora Kiri

Can we look into this letter as a matter of urgency. Looks like it went to Helena after she had left and nothing happened with it? Can we get a response drafted asap.

I have separately let Ana know (cc'd) that we have received this letter. We are also happy to ensure that whatever resources the site needs, we can accommodate that using contingency

funds if needed.

In the interim, Liz can you please acknowledge and note that we will prioritise and note that Helena had left (they should have received an out of office?!).

Thanks

Steph

From: Amanda Malu <amanda.malu@ot.govt.nz>
Sent: Tuesday, 10 March 2026 11:43 am
To: Stephanie Short <stephanie.short@ot.govt.nz>
Subject: FW: Gloriavale

IN-CONFIDENCE

From: Ruth Shinoda <Ruth.Shinoda@ero.govt.nz>
Sent: Monday, 9 March 2026 3:37 pm
To: Amanda Malu <amanda.malu@ot.govt.nz>
Cc: Ellen MacGregor-Reid <ellen.macgregor-reid@education.govt.nz>
Subject: Gloriavale

You don't often get email from ruth.shinoda@ero.govt.nz. [Learn why this is important](#)

Kia ora Amanda,

In December I wrote to Andrew as Chief Review Officer notifying Oranga Tamariki of serious concerns regarding the safety and wellbeing of children within the Gloriavale community that ERO have identified through recent education reviews.

I have not heard yet of how Oranga Tamariki will respond to these concerns, so I am writing to you. I would be grateful if you could update me.

Ngā mihi,
Ruth

Ruth Shinoda

Chief Executive and Chief Review Officer, **Education Review Office**



From: [REDACTED]
Sent: Wednesday, 17 December 2025 10:15 am
To: helena.delaney@ot.govt.nz
Cc: Peter Wood <peter.wood@education.govt.nz>

Subject: Letter re Gloriavale

Kia ora Helena

Please find attached a letter from Ruth Shinoda, Acting CE to Andrew Bridgman.
Can you please also ensure that Nicolette Dickson receives a copy.

This is also being cc'd to Ellen MacGregor-Reid, Secretary for Education.

Can you please confirm receipt.

Kind regards

[REDACTED]

[REDACTED]

Executive Assistant to CEO

Education Review Office | Te Tari Arotake Mātauranga

P [REDACTED] | **M** [REDACTED] | **W** ero.govt.nz; evidence.ero.govt.nz

Wellington Office | Legal House Level 1, 101 Lambton Quay, Wellington, 6011

--

Ko te tamaiti te pūtake o te kaupapa | The child — the heart of the matter

--

-

----- This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. -----

From: [Rebekah Cameron](#)
To: [Ashley Seaford](#); [Nicolette Dickson](#)
Subject: FW: Gloriavale
Date: Wednesday, 25 March 2026 5:07:00 pm
Attachments: [Letter to Andrew Bridgman Oranga Tamariki re Gloriavale.pdf](#)
[Draft response to ERO - letter to CE .docx](#)
[image001.png](#)
Importance: High

Hi team

I am on leave from tomorrow returning Tuesday next week.

Can I please leave this with you both to get back to the CE office with a final draft response, Nic I know you will want to add your flavour to the letter this was just a first draft attempt from me. The original commission was direct to Kiri in her acting role, as per email chain below.

Thanks in advance

Nga mihi

Beks Cameron

Chief Advisor - Children's System Delivery

Level 16 The Aurora Centre, 56 – 66 The Terrace, Wellington |

PO Box 546, Wellington 6140

📞 T: [REDACTED] | ✉ E: rebekah.cameron@ot.govt.nz



From: Rebekah Cameron
Sent: Tuesday, March 24, 2026 9:16 AM
To: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>
Subject: FW: Gloriavale
Importance: High

Morning – as briefly discussed this morning attached is the letter from ERO – I understand this was received by CE office in December 2025 - but not passed on due to it being in the EAs inbox and she had left the org.

Also attached is the draft response for your review and approval – ideally, we can get this to the CE office today – happy to discuss when you have time.

Nga mihi

Beks Cameron

Chief Advisor - Children's System Delivery

Level 16 The Aurora Centre, 56 – 66 The Terrace, Wellington |
PO Box 546, Wellington 6140

📞 T: [REDACTED] | ✉ E: rebekah.cameron@ot.govt.nz



From: Rebekah Cameron

Sent: Thursday, March 19, 2026 9:26 AM

To: Ashley Seaford <Ashley.Seaford@ot.govt.nz>

Subject: FW: Gloriavale

Importance: High

Hi Ashley

Attached is my first crack at a draft response to ERO CE – can you please have a look and see what you think. You will note that I have an offer in there for some further engagement which will need to be supported by you Kiri / Nicolette.

Keen to discuss..

Nga mihi

Beks

From: Stephanie Short <stephanie.short@ot.govt.nz>

Sent: Tuesday, March 10, 2026 11:51 AM

To: Kiri Alexander <Kiri.Alexander@ot.govt.nz>

Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>

Subject: FW: Gloriavale

Importance: High

IN-CONFIDENCE

Kia ora Kiri

Can we look into this letter as a matter of urgency. Looks like it went to Helena after she had left and nothing happened with it? Can we get a response drafted asap.

I have separately let Ana know (cc'd) that we have received this letter. We are also happy to ensure that whatever resources the site needs, we can accommodate that using contingency funds if needed.

In the interim, Liz can you please acknowledge and note that we will prioritise and note that Helena had left (they should have received an out of office?!).

Thanks

Steph

From: Amanda Malu <amanda.malu@ot.govt.nz>
Sent: Tuesday, 10 March 2026 11:43 am
To: Stephanie Short <stephanie.short@ot.govt.nz>
Subject: FW: Gloriavale

IN-CONFIDENCE

From: Ruth Shinoda <Ruth.Shinoda@ero.govt.nz>
Sent: Monday, 9 March 2026 3:37 pm
To: Amanda Malu <amanda.malu@ot.govt.nz>
Cc: Ellen MacGregor-Reid <ellen.macgregor-reid@education.govt.nz>
Subject: Gloriavale

 You don't often get email from ruth.shinoda@ero.govt.nz. [Learn why this is important](#)

Kia ora Amanda,

In December I wrote to Andrew as Chief Review Officer notifying Oranga Tamariki of serious concerns regarding the safety and wellbeing of children within the Gloriavale community that ERO have identified through recent education reviews.

I have not heard yet of how Oranga Tamariki will respond to these concerns, so I am writing to you. I would be grateful if you could update me.

Ngā mihi,
Ruth

Ruth Shinoda

Chief Executive and Chief Review Officer, **Education Review Office**

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 17 December 2025 10:15 am
To: helena.delaney@ot.govt.nz
Cc: Peter Wood <peter.wood@education.govt.nz>
Subject: Letter re Gloriavale

Kia ora Helena

Please find attached a letter from Ruth Shinoda, Acting CE to Andrew Bridgman.
Can you please also ensure that Nicolette Dickson receives a copy.

This is also being cc'd to Ellen MacGregor-Reid, Secretary for Education.

Can you please confirm receipt.

Kind regards

[REDACTED]

[REDACTED]

Executive Assistant to CEO

Education Review Office | Te Tari Arotake Mātauranga

P [REDACTED] | **M** [REDACTED] | **W** ero.govt.nz; evidence.ero.govt.nz

Wellington Office | Legal House Level 1, 101 Lambton Quay, Wellington, 6011

--

Ko te tamaiti te pūtake o te kaupapa | The child — the heart of the matter

--

-

----- This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. -----

From: [Anthony Dickson](#)
To: [Nicolette Dickson](#); [Stephanie Short](#); [Kiri Alexander](#); [Ashley Seaford](#); [Louise Murdoch](#); [Rebekah Cameron](#)
Cc: [NSS Issues](#); [Elizabeth Devine](#); [Ana Su'a-Hawkins](#); [Radha Balakrishnan](#); [Zaneta Waitai](#); [Emma Powell](#)
Subject: RE: Gloriavale
Date: Monday, 13 April 2026 12:02:43 pm
Attachments: [image001.png](#)

IN-CONFIDENCE

Hello,

The legal references all appear in order.

Regards

Ants

Anthony Dickson

Principal Solicitor Legal Services

11 Dalgety Drive, Wiri, Auckland 2104 | PO Box 75642, Manurewa, Auckland 2243

 **T:** [REDACTED] |  **E:** anthony.dickson@ot.govt.nz



This email may include legal advice and be legally privileged. It should not be sent outside the Ministry without further legal advice.

Oranga Tamariki Legal Services

Kaua e rangiruatia te hāpai o te hoe; e kore tō tātou waka e ū ki uta

We must all paddle in unison if we are to reach the shore of Oranga Tamariki

From: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>

Sent: Monday, 13 April 2026 11:42 am

To: Stephanie Short <stephanie.short@ot.govt.nz>; Kiri Alexander <Kiri.Alexander@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>; Anthony Dickson <Anthony.Dickson@ot.govt.nz>; Louise Murdoch <Louise.Murdoch@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>

Cc: NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; Radha Balakrishnan <radha.balakrishnan@ot.govt.nz>; Zaneta Waitai <zaneta.waitai@ot.govt.nz>; Emma Powell <emma.powell@ot.govt.nz>

Subject: RE: Gloriavale

IN-CONFIDENCE

Kia ora team

Apologies for the delay in responding. Please find attached a draft letter in response to ERO. Louise and Anthony, I'm hoping legal can do a quick review given references to the Oranga Tamariki Act.

Emma including you given your role in the DCE response group.

Steph and Radha let me know if you want to discuss approach. Happy for Beks and Ashley to keep working with you Radha on a version Amanda is comfortable with. I'm also happy to discuss in my one to one with Amanda tomorrow if helpful.

Thanks
Nicolette

From: Stephanie Short <stephanie.short@ot.govt.nz>
Sent: Thursday, April 9, 2026 1:39 PM
To: Kiri Alexander <Kiri.Alexander@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>
Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; Radha Balakrishnan <radha.balakrishnan@ot.govt.nz>; Zaneta Waitai <zaneta.waitai@ot.govt.nz>
Subject: RE: Gloriavale

IN-CONFIDENCE

Hi Kiri

Is there an update on this draft? I note that it has been some time.

Or if this has been addressed in another route, can you let me know.

I want the team here to be able to close off this corre.

Steph

From: Kiri Alexander <Kiri.Alexander@ot.govt.nz>
Sent: Tuesday, 10 March 2026 12:40 pm
To: Stephanie Short <stephanie.short@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>
Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron

<Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>
Subject: RE: Gloriavale

IN-CONFIDENCE

Kia ora Steph

I've just briefly discussed with Beks. We'll move at pace around a response but to support development of that need to:

- Seek advice from our Legal
- Engage with MoE as to their response and what is currently underway
- [REDACTED]

[@Ashley Seaford](#) can you please touch base with Beks to start progressing this?

We'll need to take a considered approach to the Key Safety and Wellbeing Concerns and this is particularly the section it would be helpful to engage with MoE on.

Ngā mihi
Kiri

From: Stephanie Short <stephanie.short@ot.govt.nz>
Sent: Tuesday, 10 March, 2026 11:51 AM
To: Kiri Alexander <Kiri.Alexander@ot.govt.nz>
Cc: Nicolette Dickson <Nicolette.Dickson@ot.govt.nz>; Rebekah Cameron <Rebekah.Cameron@ot.govt.nz>; NSS Issues <NSS_Issues@ot.govt.nz>; Elizabeth Devine <Elizabeth.Devine@ot.govt.nz>; Ana Su'a-Hawkins <ana.su'a-hawkins@ot.govt.nz>; Ashley Seaford <Ashley.Seaford@ot.govt.nz>
Subject: FW: Gloriavale
Importance: High

IN-CONFIDENCE

Kia ora Kiri

Can we look into this letter as a matter of urgency. Looks like it went to Helena after she had left and nothing happened with it? Can we get a response drafted asap.

I have separately let Ana know (cc'd) that we have received this letter. We are also happy to ensure that whatever resources the site needs, we can accommodate that using contingency funds if needed.

In the interim, Liz can you please acknowledge and note that we will prioritise and note that Helena had left (they should have received an out of office?!).

Thanks

Steph

From: Amanda Malu <amanda.malu@ot.govt.nz>
Sent: Tuesday, 10 March 2026 11:43 am
To: Stephanie Short <stephanie.short@ot.govt.nz>
Subject: FW: Gloriavale

IN-CONFIDENCE

From: Ruth Shinoda <Ruth.Shinoda@ero.govt.nz>
Sent: Monday, 9 March 2026 3:37 pm
To: Amanda Malu <amanda.malu@ot.govt.nz>
Cc: Ellen MacGregor-Reid <ellen.macgregor-reid@education.govt.nz>
Subject: Gloriavale

 You don't often get email from ruth.shinoda@ero.govt.nz. [Learn why this is important](#)

Kia ora Amanda,

In December I wrote to Andrew as Chief Review Officer notifying Oranga Tamariki of serious concerns regarding the safety and wellbeing of children within the Gloriavale community that ERO have identified through recent education reviews.

I have not heard yet of how Oranga Tamariki will respond to these concerns, so I am writing to you. I would be grateful if you could update me.

Ngā mihi,
Ruth

Ruth Shinoda

Chief Executive and Chief Review Officer, **Education Review Office**



From: 

Sent: Wednesday, 17 December 2025 10:15 am
To: helena.delaney@ot.govt.nz
Cc: Peter Wood <peter.wood@education.govt.nz>
Subject: Letter re Gloriavale

Kia ora Helena

Please find attached a letter from Ruth Shinoda, Acting CE to Andrew Bridgman.
Can you please also ensure that Nicolette Dickson receives a copy.

This is also being cc'd to Ellen MacGregor-Reid, Secretary for Education.

Can you please confirm receipt.

Kind regards

[REDACTED]

[REDACTED]

Executive Assistant to CEO

Education Review Office | Te Tari Arotake Mātauranga

P [REDACTED] | **M** [REDACTED] | **W** ero.govt.nz; evidence.ero.govt.nz

Wellington Office | Legal House Level 1, 101 Lambton Quay, Wellington, 6011

--

Ko te tamaiti te pūtake o te kaupapa | The child — the heart of the matter

--

-

----- This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. -----



8 June 2026

Tim Fowler
Acting Chief Executive / Chief Review Officer
Education Review Office
Tim.fowler@ero.govt.nz

Kia ora Tim,

Re: Gloriavale

I received a letter from Ruth Shinoda (Acting Chief Executive), dated 17 December 2025, to the previous Acting Chief Executive Andrew Bridgman. We appreciate the work that the Education Review Office is undertaking in this area, and we acknowledge the concerns you have raised about the wellbeing of children and young people within the Gloriavale community.

Firstly, I want to acknowledge the delay in responding to your letter. As you may be aware, I have recently taken up my role as Chief Executive and have now been briefed on the cross Government response (and the role Oranga Tamariki is playing) to the Royal Commission's recommendation that *"the government should take all practicable steps to ensure the ongoing safety of children, young people and adults in care at Gloriavale."*

Oranga Tamariki has statutory responsibilities under the Oranga Tamariki Act 1989 to promote and protect the wellbeing and best interests of Tamariki and rangatahi, including undertaking such investigation as is necessary and desirable in response to reports of concern, determining whether a child is in need of care or protection (as defined by section 14 of the Act) and taking protective action where required.

I have carefully considered Ruth's letter and sought the advice of Nicolette Dickson, our Chief Social Worker. Nicolette met with members of your team last year to discuss specific safety and wellbeing concerns

s9(2)(ba)(i)

s9(2)(ba)(i)

The concerns in your letter generally speak to known issues which are already the subject of the current cross government response to Gloriavale. For these reasons, I am in agreement with Nicolette that, additional investigation by Oranga Tamariki into these concerns is not currently necessary or desirable under the Oranga Tamariki Act.

If you hold a different view or hold additional or new information about child safety or wellbeing concerns within the Gloriavale Community (or any other community), you and your team are welcome to share this with us through the report of concern process. Child protection and child safety issues are dynamic, and each new concern should be considered on its merits. If you or your team would like any further support or information about the report of concern process or responding to potential child



harm concerns within the unique context of your role Nicolette would be happy to arrange for someone from one of our Practice teams to connect with your team.

The process for reporting concerns is detailed in the link below, this enables Oranga Tamariki to assess the information provided and take any appropriate action in accordance with our legislative responsibilities.

[Worried about a child? Tell us | Oranga Tamariki — Ministry for Children](#)

Call us free 24/7 on [0508 326 459](tel:0508326459)

Or email contact@ot.govt.nz

As an additional step, I have asked Nicolette to ensure that the concerns raised in your letter are known to the wider interagency group. It will be made clear to the wider group that they are welcome to seek the support of Oranga Tamariki about any matters of child safety and wellbeing. I have no doubt that we will continue to remain well informed about the progress being made by the Education Review Office and the Ministry of Education regarding the provision of education services within the community and be in a position to respond, to any new or emerging child safety concerns.

Please let me know if you would like to discuss these matters further. Alternatively, your team is welcome to contact Nicolette.Dickson@ot.govt.nz directly for any further clarification or advice.

Thank you for your continued focus on the safety of tamariki across New Zealand.

Ngā mihi

A handwritten signature in blue ink, appearing to read "Amanda".

Amanda Malu

Secretary for Children | Chief Executive

Oranga Tamariki – Ministry for Children