



# Rotorua Childcare Centre Inc.

Successful, Empowered & Proud Families

## Reference for Wera Consultants Ltd.

Our Centre had recently gone through a number of changes. Some imposed by us but mostly brought about by a change in how we were assessed for compliance.

We are a Centre that is extremely proud of what we have achieved and being a non-profit community based Centre, we were governed by a committee of parents.

Once an assessment had been made in regards to the Centre and its operations, we found ourselves in a precarious position.

A committee that refused to believe that the Centre had failed compliance and a team of staff that became demotivated through non-compliance.

The committee became antagonistic toward the ministry which resulted in a stagnant and somewhat negative standpoint.

With such a negative situation to deal with, we were introduced by the Ministry of Education to Wera Consultants.

Israel Hawkins the General Manager actually attended one of our committee meetings and introduced himself. He then presented what he wanted to achieve with the Centre to the committee.

One can imagine the adversity Israel was put under with the types of people present on the committee.

With absolute contempt for what we were being subjected to, I started the process of strategic planning with Israel.

Being a professional in my own working life I initially took the standpoint of, just another pointless exercise in a process that is necessary for the Centre to regain compliance.

After the first session with Israel I started to think, this person has got something to offer and I should at least give him the benefit of the doubt.

A number of sessions went by and I found myself thinking that for the first time in many years I was actually learning something and the information I was being privy to was actually instrumental to not only the Centre but other aspects of my working life.

At that point my attitude changed from going to Wera for the daycare centre to going to Wera to learn all I could to help me in a number of aspects of my working life.

From there Wera had set a new benchmark in strategic training. This became evident when I returned to the centre and read the progress reports from the staff. The staff had had two other service providers through the centre for specific training.


After reading the reports regarding the performance of the other providers it only re-enforced the admiration I had for Wera as a service provider and for their professionalism in the delivery of that information.

The main points I have to share when I reflect on Wera Consultants are:

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- Absolute professionalism
  - Presentation of Material
  - Patience
  - Perseverance
  - Relevance of information
  - Effect on the people who have been involved with their organisation.

On that note I endorse anything that Wera will move to and believe that they are the benchmark in which all other service providers should be aspiring to and commend them on what they have achieved with our Centre.

Thank you



Adam Ellis  
President 2007 - present  
Rotorua Childcare Centre Inc.