



Te Maioha ō Parekarangi Youth Justice Residence

OPCAT Monitoring Follow-Up Report

Visit Date: July 2023

Report Date: October 2023



Kia kuru pounamu te rongō

All mokopuna* live their best lives

- * Drawing from the wisdom of Te Ao Māori, we have adopted the term mokopuna to describe all children and young people we advocate for, aged under 18 years of age in Aotearoa New Zealand. This acknowledges the special status held by mokopuna in their families, whānau, hapū and iwi and reflects that in all we do. Referring to the people we advocate for as mokopuna draws them closer to us and reminds us that who they are, and where they come from matters for their identity, belonging and wellbeing, at every stage of their lives.



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Introduction

The role of Mana Mokopuna – Children and Young People's Commission

Mana Mokopuna - Children and Young People's Commission (Mana Mokopuna) is an independent advocate for all children and young people (mokopuna) under the age of 18, and for those who are care-experienced up to the age of 25. Mana Mokopuna advocates for children's rights to be recognised and upheld, provides advice and guidance to government and other agencies, advocates for system-level changes, and ensures children's voices are heard in decisions that affect them.

Our organisation is a designated National Preventive Mechanism (NPM) as per the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman, Degrading Treatment or Punishment (OPCAT).

The New Zealand legislation relating to OPCAT is contained in the Crimes of Torture Act (1989). The role of the NPM function at Mana Mokopuna is to visit places where mokopuna are detained, and:

- Examine the conditions and treatment of mokopuna
- Identify any improvements required or problems needing to be addressed
- Make recommendations aimed at strengthening protections, improving treatment and conditions, and preventing ill-treatment.

About this visit

Mana Mokopuna conducted an unannounced visit to Te Maioha ō Parekarangi Youth Justice Residence (Te Maioha) as part of a follow-up visit work programme to assess progress against previously made recommendations. The objective is to prevent torture and ill-treatment in all places where mokopuna are deprived of their liberty by regularly monitoring and assessing progress on recommendations made as a result of the previous visit.

About this report

The report outlines the progress made against the recommendations from the last full visit in October 2022. The report also highlights issues and concerns as well as good practice assessed during the visit.



About this facility

Facility Name:	Te Maioha o Parekarangi
Region:	Rotorua
Operating capacity:	30 beds (capped at 28 at the time of the visit), 25 mokopuna on-site for the visit.
Status under which mokopuna are detained: ss235, 238(1)(d), 311 of the Oranga Tamariki Act 1989, ss173, 175 of the Criminal Procedure Act 2011, s34A of the Corrections Act 2004.	

Progress on previous recommendations

Mana Mokopuna remains concerned that despite Oranga Tamariki accepting the systemic recommendations from the 2022 visit and report, little has been done to progress these to have a positive impact on mokopuna living in residences. The following systemic recommendations remain with little progress noted:

- There remains a significant shortage of skilled practitioners working with mokopuna in residences
- There is no national training package that supports kaimahi (staff) to deliver consistent and quality care
- The complaints system is not independent of the facility.

However, for Te Maioha specifically, we observed, engagement with mokopuna, pro-social programmes on offer, and a leadership culture that is positive, accountable, and approachable. As the leadership team told us, operations are not perfect, but they are making small positive changes.

Areas for development are:

- Reducing the use of secure care, retention orders, and restraint practice
- Upskilling kaimahi to accurately record necessary details in daily logbooks. This includes behaviour management strategies, escalating behaviours, and grounds for admission into secure care
- Increase the cultural capability of kaimahi. There has been a positive shift in this area and it needs to be prioritised to continue.

A more detailed assessment against each recommendation is attached as Appendix One.

Key Findings

Mana Mokopuna found no evidence of ill-treatment, degrading or inhuman punishment during this visit to Te Maioha.

The key findings from this follow-up are:

- Assaults between mokopuna are frequent, unprovoked, and sometimes instigated by older mokopuna for younger mokopuna to fight each other



- Use of force and admissions to secure care both continue frequently at Te Maioha. Regular applications are made to the Youth Court to hold mokopuna in secure care for long periods of time.¹
- Mokopuna are not being adequately informed of their rights while in care
- Contraband (mainly vapes) is regularly found in the residence
- Whilst kaimahi engagement with mokopuna has improved, there are still inconsistencies with social work and youth work practice. These are:
 - Inappropriate interactions and lack of positive role modelling
 - Lack of detail in some All About Me Plans²
 - Transition plans are not clear
 - Lack of remand reviews for those on s238(1)(d) of the Oranga Tamariki Act 1989.
- Temperature control for the residence remains a significant issue. The residence has purchased additional blankets for mokopuna because the heating does not work
- Information recorded in logbooks, including those for the secure care unit, is inconsistent and lacks detail
- Work had been done to improve the living conditions for young people in secure care:
 - The secure care observation room was highlighted as requiring urgent decommission in the previous 2022 visit was decommissioned immediately after that visit. It is now used as a storeroom only
 - The showers in secure care (and the admission block) have been refurbished. They now no longer have mould on the roof or smell musty.
- The facility in general was cleaner, fences had been repaired, and the inner courtyard walls were being painted at the time of the visit
- Nurses reported that medication errors have significantly reduced. Training has occurred in-house using experienced nurses from another residence
- There is a variety of programmes and activities on offer for mokopuna and many mokopuna were engaged in education
- Te ao and mātauranga Māori is recognised as important and integrated across all residence operations. Kaimahi are encouraged to speak te reo Māori and develop meaningful connections with mokopuna, their whānau and the community.

¹ Mokopuna can be held in secure care for up to 72 hours. However, if grounds (reasons) have been met according to s368 of the Oranga Tamariki Act, an application to the Youth Court can be made and mokopuna held in secure care for up to 14 days.

² [All About Me plan | Practice Centre | Oranga Tamariki](#)



Concluding Observations from the United Nations

In February 2023, the United Nations Committee on the Rights of the Child ('the UN Committee') released its Concluding Observations³ for New Zealand's sixth periodic review on its implementation of the United Nations Convention on the Rights of the Child (Children's Convention)⁴ and how the Government is protecting and advancing the rights of mokopuna in Aotearoa New Zealand.

In August 2023, the United Nations Committee Against Torture also released Concluding Observations⁵ for New Zealand's seventh periodic review regarding the implementation of the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment⁶.

Many of the findings we have made in this report relating to Te Maioha and treatment experienced by mokopuna in the facility, resonate with both sets of UN Concluding Observations. Where relevant, this is highlighted throughout the body of the report.

³ Refer CRC/C/NZL/CO/6

⁴ [Convention on the Rights of the Child | OHCHR](#)

⁵ Refer CAT/C/NZL/CO/7

⁶ [Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment | OHCHR](#)



Issues and Concerns

Our monitoring at Te Maioha has detected some significant issues and concerns.

Frequent use of secure care

Use of force and secure care is in breach of the Children's Convention and the United Nations Convention Against Torture

Use of force and admissions to secure care both continue frequently at Te Maioha.⁷ Kaimahi said that secure care is being used for three main reasons. To stifle potential unrest in the open units; for mokopuna to have a 'break' from other mokopuna; or for kaimahi to have a 'break' from particular mokopuna.

The leadership team is aware of these reasons and is working hard to change the mindset for kaimahi working in the units to ensure secure care is only used as a very last resort. It is not acceptable that the most restrictive measures are applied to mokopuna because kaimahi do not feel equipped to manage behaviour dynamics or because mokopuna require a space that is quieter with opportunity to work one to one with kaimahi.

Regular applications are made to hold mokopuna in secure care for longer

Current legislation allows mokopuna to remain in secure care for up to 72 hours.⁸ However, there are regular requests being filed in the Youth Court to hold mokopuna in secure care for longer than 72 hours, with the possibility of up to fourteen days.⁹ At the time of the visit, applications for continued detention had been granted by the Youth Court to keep three mokopuna in secure care. Kaimahi are not always informing mokopuna of their right to file a request to review the retention order,¹⁰ how they can do this, whether their lawyer has been informed, and when they can expect to hear the outcome. During our monitoring visit, one of the mokopuna did ask if their lawyer had been informed. A kaimahi checked and confirmed they had not. Mokopuna are relying on other mokopuna to tell them their rights. This is unacceptable.

Kaimahi are not actively managing and de-escalating mokopuna behaviour in secure care and the result is that continued segregation is being used to behaviour manage. Reasons for continued segregation in secure care range from behaviours of children and young people

⁷ Monthly data supplied to Mana Mokopuna from Oranga Tamariki.

⁸ S370 of the Oranga Tamariki Act.

⁹ ss371, 372 of the Oranga Tamariki Act.

¹⁰ As per s379 of the Oranga Tamariki Act



being heightened, to mokopuna not completing transition or reflection work to enable movement back to the open units.

Information recorded in logbooks is inaccurate

Information recorded in logbooks is substandard, inconsistent, and lacks detail. This includes logbooks for the secure care unit. This has been identified as an area that requires significant improvement by the residence's Quality Assurance Lead, however the following issues were identified by Mana Mokopuna:

- Logbooks do not detail the reason for the admission into secure care. Quoted legislation does not meet the criteria for detailing how the grounds¹¹ for the admission have been met.
- There is a lack of information as to why retention orders are necessary. For example, to 'maintain order in the open units' is not a valid reason to keep mokopuna in secure care for up to fourteen days.
- There is a lack of information as to why regulation 48 of the Residential Care Regulations 1996 has been applied, which is enabling mokopuna to be kept locked in their bedrooms for significant portions of the day.
- There is a general lack of information on what mokopuna are doing whilst in secure care. For example, what reflection work is happening, when hui whakapiri¹² are taking place, activities to fill the day, and general engagements with kaimahi.
- Kaimahi do not always sign the logbooks.
- There is a lack of information regarding movements between bedrooms, common areas, and exits from secure care.

Conditions of secure care

Mana Mokopuna noted that the secure care observation room had been de-commissioned as per the last visit recommendation and the showers had been refurbished. However, the unit remained sparsely furnished, there was scrunched up toilet paper on the walls, particularly around the cameras, and mokopuna complained that their bedrooms smelt bad. Mokopuna complained about the smell due to having the toilet in their bedroom and the cold temperatures experienced in the unit generally. Our assessment is this is a prison-like space and inconsistent with the rights of the young people in this facility.

¹¹ As stipulated under s368 of the Oranga Tamariki Act 1989

¹² A restorative hui completed before moving back into the open unit



Bedroom in secure care.

The Committee against Torture, the Subcommittee on the Prevention of Torture and the Committee on the Rights of the Child note that the imposition of solitary confinement, of any duration, on children constitutes cruel, inhuman or degrading treatment or punishment or even torture – Special Rapporteur on Torture 2015.¹³

The Concluding Observations released by the United Nations Committee Against Torture on 26 July 2023 records that the State party should immediately end the practice of solitary confinement for children in detention.¹⁴

Violence between mokopuna is a concern

King hits and blind shots¹⁵ are a regular occurrence

Both individual and group assaults have increased since our last visit¹⁶ in 2022. Assaults between mokopuna range from unprovoked one-on-one assaults to planned group attacks. In the six months prior to the visit, there were approximately 100 threats to kill or harm, and on average five assaults per month that had reported injuries.¹⁷ These figures include instances of violence between mokopuna and mokopuna toward kaimahi.

Mokopuna are 'paying' other mokopuna to carry out 'hits' on other mokopuna. One mokopuna told Mana Mokopuna that they had paid another mokopuna with noodles to blind shot a mokopuna because their tag names were too similar.

Mokopuna also said there are a lot of verbal arguments between younger mokopuna in the units. At the time of the visit, 17 of the 25 mokopuna in the residence were aged 15 years or

¹³ A/ HRC/28/68, para 44

¹⁴ CAT/C/NZL/CO/7 para 38(h)

¹⁵ Usually come from behind or from the side and attack someone unsuspectedly

¹⁶ As referenced in the Health, Safety and Security data, and Serious Event Notifications received as part of a monthly data set from Oranga Tamariki

¹⁷ Summary information received as part of a monthly data set from Oranga Tamariki



younger. Kaimahi described how the older mokopuna manipulate the younger mokopuna to instigate fights. One mokopuna said whilst they all get along for the most part, all mokopuna are very vigilant as you never know what people could be planning, or if there would be any retaliation coming your way.

Kaimahi said that whilst assaults on them have decreased in number, there have been recent serious group attacks making them feel unsafe. One example was a co-ordinated group attack that involved a kaimahi being stabbed in the neck by a mokopuna who had made a sharp knife-like 'shank'. The kaimahi required hospital treatment and told Mana Mokopuna that the event had had a negative impact on both their mental health, and the mental health of others who witnessed it.

Gang affiliations are a contributing factor in mokopuna violence

There were multiple examples of mokopuna assaulting others due to gang-related allegiance. Mokopuna told the visit team that they had assaulted mokopuna because they belonged to a rival gang, or because they were annoying and 'pulling' too many gang signs. At the time of the visit there were three mokopuna in secure care due to taking part in a group attack. The three mokopuna were part of one gang, the mokopuna they attacked was from another.

Mokopuna were proud to show the visit team their gang signs and were nonchalant in explaining why they attacked other mokopuna. Various mokopuna shared with the visit team their affiliation and experience in gang life and how it is a significant part of who they are, providing a sense of belonging and connection to others.

For example, the visit team witnessed mokopuna who knew of the aforementioned group attack, rushing across the courtyard when moving between activities. Mokopuna went straight to the secure care unit window making gang signs to the mokopuna inside and to one another affirming the action taken by the group. Kaimahi were asked to head back to the unit to de-escalate heightened dynamics before attempting the activity again without gang-related behaviour and language.

Serious incidents decrease confidence in workplace safety

The health, safety, and security of mokopuna and kaimahi is paramount. Oranga Tamariki have an obligation to keep mokopuna and kaimahi informed of decisions that affect safety and to be kept informed when mokopuna who have instigated violence are re-entering the open units.

There have been several recent incidents that have involved mokopuna group attacks and riotous behaviour from mokopuna. Consequently, many kaimahi that Mana Mokopuna spoke to said they were traumatised by the various events and still do not feel entirely safe when at work. Kaimahi did not feel that information they shared regarding mokopuna behaviour was always taken seriously and that safety mitigations were not always prioritised.



Kaimahi are also concerned at the amount of contraband coming into the residence. The main items being brought in are vapes, however residence logbooks also document cigarettes and cannabis entering the residence. Kaimahi outlined one incident where mokopuna were openly smoking cannabis in the compound,¹⁸ and other instances when vape casings had been sharpened into a weapon.

Oranga Tamariki is bound by the Children's Convention and Article 3 of Te Tiriti o Waitangi to ensure the safety of mokopuna in state care.

Inconsistent practice has a negative impact on mokopuna well-being

Professional engagement and boundary setting

Most kaimahi observed by Mana Mokopuna were caring and modelled pro-social behaviour. However, there were some instances where kaimahi did not act professionally. These consisted of:

- Swearing at mokopuna, or using coarse language in conversation with mokopuna.
- Allowing mokopuna to drape their arms around kaimahi, particularly young female kaimahi, and resting their arms around the waist.
- Lack of management of escalating behaviours. Examples include:
 - mokopuna throwing balls aggressively around the gym, with many near misses for both kaimahi and mokopuna, and doing nothing to check the behaviour.
 - Attempting to grab sports equipment from mokopuna and chasing them when they would not give it back.
 - Allowing mokopuna to swing from door frames and distract mokopuna working in education spaces.
 - Not consistently checking mokopuna searching walls for loose screws and window attachments.

Communication from site social workers is lacking

Mokopuna are frustrated with the lack of communication from their social workers and the lack of clarity regarding their transition plans. Mana Mokopuna was informed that mokopuna are generally only contacted by their social worker to inform them of Family Group Conference (FGC) timeframes or Youth Court appearance dates.

This is evident in the All About Me Plans sighted by Mana Mokopuna. Not all mokopuna had plans and whilst some plans were comprehensive, most had basic detail such as the name of the mokopuna and their date of birth. The Oranga Tamariki policy – in line with the National

¹⁸ This was also logged in event notification reporting and in unit logbooks.



Care standards – states: “all tamariki and rangatahi in custody must have an AAMP that is reviewed regularly”¹⁹. All About Me Plans are essential to ensuring mokopuna have their goals outlined, their needs met whilst in residence, and what supports are required following release.²⁰

A lack of connection with site social workers creates a tension for mokopuna and residence kaimahi. Residence kaimahi often have to bear the brunt of mokopuna frustration and are blamed for the communication breakdown.

Remand times are long for many mokopuna

The lack of communication and inconsistent practice may also contribute to mokopuna spending excessive time on remand. At the time of the visit 22, of the 25 mokopuna in Te Maioha were on remand. Of these, seven mokopuna had been on remand for over 80 days. Of these, five mokopuna had been on remand for over 100 days, and two were over 150 days.²¹ Mana Mokopuna evaluated a sample of remand reviews from the residence and noted that they were often copy and pasted every two weeks, resulting in a tick box exercise not conducive to the needs of mokopuna²².

Mana Mokopuna is aware of the lack of appropriate community-based placements to transition to from residence, which can prolong the length of time mokopuna stay in a secure residence on remand. It is also worth noting that there is a lack of forensic mental health beds available across Aotearoa and that this has a negative impact on mokopuna who would be better cared for within a specialist health-focused environment.

Mokopuna have a right to the least restrictive, most appropriate placement option.²³ Mokopuna should not be housed in youth justice residences purely because of a lack of community-based options or specialist facility beds. Oranga Tamariki leadership has an obligation to ensure mokopuna rights are upheld and co-ordinate appropriate places for mokopuna to live, including while on remand.

Mana Mokopuna continues to advocate for the phased closure of all Youth Justice residences and replace them with smaller community-based options, devolving power and resources to iwi and community organisations, to develop tailored models.²⁴ This is in line with Article 2 of Te Tiriti o Waitangi. In our OPCAT monitoring we have seen, for example, positive examples of community-based

¹⁹ [National Care Standards | Oranga Tamariki — Ministry for Children](#)

²⁰ Refer CRC/C/NZL/CO/6. 28(a)

²¹ Remand timeframes provided by the facility. Mokopuna remanded both under s238(1)(d) of the Oranga Tamariki Act and s173 of the Criminal Procedure Act

²² [14-day reviews of tamariki and rangatahi detained in a residence \(section 242\(1A\)\) or Corrections youth unit \(section 242\(2B\)\) | Practice Centre | Oranga Tamariki and Convention on the Rights of the Child | OHCHR](#)

²³ [Oranga Tamariki Act 1989 No 24 \(as at 01 July 2023\), Public Act 208 Principles – New Zealand Legislation](#)

²⁴ [New Zealand's 7th Periodic Review under the UN CAT Submission | Mana Mokopuna and investing-in-children-report.pdf \(msd.govt.nz\)](#) and article 37 of Convention on the Rights of the Child



remand homes that are meeting the needs and upholding the rights of mokopuna.

Strengths

Mana Mokopuna found a number of good practices during our visit.

A structured day is enhanced by programmes run by dedicated kaimahi

There has been a significant increase in availability of activities and programmes for mokopuna facilitated by Kingslea School and kaimahi working the facility since the last 2022 visit.

Kingslea School are contracted to deliver the education day programme. This focuses on:

- Literacy and numeracy credits
- NCEA-level qualification study
- Driver licensing
- Curriculum Vitae (CV) preparation.

Mokopuna also have the opportunity to run the Kai Café which focuses on developing life skills. Mokopuna were eager to share their cooking and what they learn through running the café, including:

- Food hygiene and preparation
- Working towards barista qualifications
- Budgeting and meal planning
- Preparing, cooking, and selling nutritious meals (with the money going towards purchasing ingredients for the following week).

Mokopuna also have access to two technology rooms. There is an art technology room with a 4D printer, laser cutters, and art supplies and a wood technology room with various carving tools and equipment. Kaimahi showed Mana Mokopuna picnic tables that mokopuna had made during the recent school holidays.

In addition to the Kingslea School education programme, mokopuna are engaged in various activities developed by residence kaimahi, including:

- A gym with basketball hoops, volleyball net, and a comprehensive weights room
- Hoops Club - a basketball club for mokopuna who are passionate about the sport. This starts at 6.30am and runs for 45 minutes once a week
- A dedicated music studio where mokopuna can write and perform their own music
- Off-site activities such as possum hunting, eel trapping, and hiking up the farm hill behind the residence.



Kaimahi emphasised the importance of letting mokopuna experience the same activities as those in the community. These activities also give mokopuna the opportunity to experience the healthy adrenaline rush in pro-social settings they often seek through anti-social methods. Examples are setting up water slides in summer, having paintball challenges, eeling and possum hunting. Kaimahi expressed the importance of mokopuna in residence having the opportunity to 'just be kids.'

Some mokopuna have the ability to attend off-site activity

Mokopuna who are serving a Supervision with Residence order²⁵ are also able to access off-site activity. One mokopuna attended a programme run by Te Waiariki Pūrea Trust 'Te Arawa Journey'.²⁶ This programme is a life-skills, outdoor pursuits programme designed to connect mokopuna to their culture by retracing the steps of their tupuna Tamatekapua, Ngatoroirangi, and Ihenga from Maketu to Tongariro. A graduation was held for this mokopuna at the Matariki event to celebrate the success and acknowledge his journey.

Programmes that are meaningful and connect mokopuna to culture and the community outside of residence are important. They not only provide valuable life skills but give mokopuna a sense of hope, a taste of success, and support to experience a pathway away from offending.

The UN Committee on the Rights of the Child highlighted the need for programmes like Te Arawa Journey in their Concluding Observations, citing the importance of mokopuna having the right to identity and information about their ancestral origins.²⁷

The Life Skills Unit is an important tool in the transition to community

The Life Skills Unit, which consists of two one-bedroom, self-contained flats within the main compound, has not been operational since November 2021. There is no timeline for re-opening the unit as the residence does not currently have enough kaimahi to provide it with consistent staffing levels.

The Life Skills Unit is essential to supporting effective transitions, as it allows mokopuna to practice life skills such as buying groceries, budgeting, cooking, doing laundry, and keeping a space clean and tidy. The units provide mokopuna with the opportunity to live independently but with support close by. Having the units operational also allows for more opportunity for mokopuna to work outside the residence. Kaimahi explained that transitions

²⁵ S311 of the Oranga Tamariki Act - sentencing mokopuna to up to 6 months on a Supervision with Residence (custodial) order.

²⁶ [Events & Activities | Te Waiariki Pūrea Trust \(twptnz.org\)](https://www.twptnz.org/)

²⁷ Refer CRC/C/NZL/CO/6. 20



out of the residence are easier to manage when mokopuna are not leaving and entering back into the open units.

Mana Mokopuna suggests prioritising re-opening the Life Skills Unit to broaden the options for a supported transition back into the community.

The leadership team is embedding change

At the last visit in 2022, an acting residence manager had been very recently appointed into that role. Now, nine months later, residence kaimahi are noticing some positive changes. Across all operations of the residence, kaimahi are complementary of what the current leadership team, is doing, how they manage challenging situations, and how they are fostering a community atmosphere for the residence.

The key focus areas for the leadership team were local recruitment and retention of kaimahi, improving practice, and creating a transparent, trusting, and whānau-like environment. Multiple kaimahi said that the leadership team maintain their presence in the units and regularly attend shift handovers. This allows them to connect directly with kaimahi and mokopuna and keep a close ear to the ground in terms of what is working well, as well as issues and concerns.

This 'open door' policy is changing the culture of the residence. Many kaimahi told the visit team how much they enjoy working at Te Maioha and how they had passion for the mahi (work). Kaimahi felt they could 'bring their whole self' to work and as a result the visit team saw the following:

- Te reo Māori spoken in units with kaimahi leading the way in establishing tikanga, introducing themselves with pepeha, and openly sharing whakapapa connections
- Kaimahi at Te Maioha role model how to learn and become confident in navigating te ao Māori, explaining that their own journeys started in the residence
- Establishing relationships with community-based providers to solidify connection with mana whenua
- Encouraging and supporting whānau to visit mokopuna in residence. Allowing whānau to bring in kai to share when visiting mokopuna. If whānau cannot do this, the residence provides kai to tautoko whānau for the visit
- The leadership team actively encourage kaimahi to use all their skills and connections to strengthen the kaupapa of the residence.

In providing manaaki for kaimahi to do their jobs well, and a supportive environment to learn and grow, the benefits are clear for mokopuna. The majority of kaimahi are caring, enjoy engaging with mokopuna, and small gains are being made toward providing consistent, quality practice.



The integration of te ao Māori practices and mātauranga Māori within the residence gives effect to article 2 of Te Tiriti o Waitangi, which guarantees Māori protection of all taonga, including language and customs.

Te Maioha is actively engaged in recruitment of staff

Establishing a residence culture, growing cultural capacity amongst kaimahi, and bringing the community into the residence is having a positive impact on kaimahi recruitment. Te Maioha now have the ability to contribute to the recruitment strategy (led centrally at Oranga Tamariki National Office). The focus for the residence has been to recruit locally. The residence has produced its own marketing collateral like banners and photography, and is using these at events like career expos, advertising at the local tertiary institutions, establishing stalls at the local farmer's market, and advertising roles with the local Work and Income New Zealand office. Vacancies are also advertised through the Parekarangi Trust webpage²⁸. While there are still vacancies at Te Maioha, the people applying have skills to share with mokopuna, live in the rohe, and are committed to the kaupapa of providing quality care. The leadership team also said that changing the current roster system to be more whānau-friendly will go a long way in retaining quality kaimahi.

Te Maioha is strengthening its partnership with mana whenua

Te Maioha is built on the land of local hāpu, Tūhourangi Ngāti Wāhiao. Parekarangi Trust form part of the governance structure for the residence and meet quarterly with the Te Maioha leadership. The Trust were instrumental in establishing the residence and had the opportunity to have a say in how it was run. For example, the Trust have established that mokopuna over the age of 17 are not housed in the residence. The Trust also has oversight of recruitment and is informed when new kaimahi are coming on board so it can be part of the pōwhiri or mihi whakatau. This is an example of strengthening the partnership between the residence and mana whenua to support meaningful connections within the community.

Te Maioha is also building relationships with local social service NGOs. Kaimahi who have worked in or have connections to these NGOs are encouraged to keep strengthening those relationships so that the residence can tap into external resource. An example of this is kaimahi who were formally employed by Te Waiariki Pūrea Trust keeping this connection and establishing a pathway for mokopuna to attend their Te Arawa Journey (off-site) programme.

²⁸ [Information for our owners | Parekarangi Trust](#)



Celebrating Matariki and mokopuna success

At the time of the visit, the residence was preparing for the annual Matariki celebration. Mokopuna and kaimahi worked together to:

- decorate and set up the gym for the event
- put down a hāngī for the evening meal
- practice kapa haka and waiata for their performance
- create awards and print certificates to celebrate mokopuna and kaimahi success
- put together a slide-show presentation to reflect on the previous year
- host its first hautapu ceremony,²⁹ led by the Kaiwhakaue and his whānau the night beforehand

Throughout the day, mokopuna worked hard to prepare the hāngī and practice not only the Te Maioha haka but a range of waiata so they had confidence when it came time to perform. Mana Mokopuna witnessed all mokopuna coming together with kaimahi in the central courtyard to practice. Mokopuna had a sense of purpose and belonging and the opportunity to work together within a high-trust model.

The Matariki event was held in the gym and all mokopuna (apart from those in secure care) were able to attend. External organisations such as members of Parekarangi Trust, VOYCE Whakarongo Mai and kaimahi whānau members were invited to attend, and the Mana Mokopuna visit team was there too.



Hāngī pit and gym decorations

²⁹ [What is a hautapu? | Te Papa](#)



Mokopuna, kaimahi and guests celebrated successes with educational awards presented by Kingslea School. This included one mokopuna gaining his NCEA Level One, another graduating from his Te Arawa Journey programme, and multiple others for making good choices and working hard to gain NCEA credits. 'Hoops Club' awards were also given out for commitment to the programme. Recognition came in the form of a custom hoodie that mokopuna and kaimahi had designed. Kaimahi presented mokopuna with their hoodie and mokopuna reciprocated.

Kaimahi were also recognised at the celebration with acknowledgement for one who had received a National Oranga Tamariki award.

The Matariki celebration is an annual event and demonstrates how treating mokopuna with trust and upholding their mana (Article 2 of Te Tiriti o Waitangi) - by seeing them as taonga rather than by their Youth Court status - can have a positive long-lasting effect for mokopuna.

The United Nations Committee on the Rights of the Child and the United Nations Committee Against Torture have called for strengthened duties of youth justice sector decision makers to uphold the right to identity of Māori children³⁰, to develop an effective action plan aimed at eliminating disparity in rates of incarceration and survival in detention of Māori children, by addressing the package of risk factors associated with offending. This includes alienation from whānau, removal into state care and intergenerational issues such as trauma.³¹

These calls for action align with the legislative duty of the Chief Executive of Oranga Tamariki under s7AA of the Oranga Tamariki Act 1989.

³⁰ CAT/C/NZL/CO/7 para 40(b)

³¹ CRC/C/NZL/CO/6 para 43(e)



Appendix One

Progress on 2022 recommendations

The following table provides an assessment of the recommendations made by Mana Mokopuna in the previous 2022 Te Maioha report. Mana Mokopuna acknowledges that work on systemic recommendations is led at the Oranga Tamariki National Office level. The progress detailed here relates only to the day-to-day operations of this particular facility.

2022 System Recommendations

	2022 Recommendation	Progress
1	Revise the Individual Care Plan templates to ensure they are functional, youth-friendly, and available in other accessible formats and languages.	Some progress in residence. Te Maioha is still using Individual Care Plans, however these are being replaced with All About Me Plans across residences. The All About Me Plan templates were functional and youth-friendly, however there were inconsistencies in the content. For example, some had no information pertaining to mokopuna. These plans are essential to ensuring mokopuna have their needs and goals met while in residence and for advancing their plans following release.
2	Develop a nationwide package of training programmes that sits alongside the Oranga Tamariki Te Waharoa Induction programme.	No progress nationally. Kaimahi advised Mana Mokopuna there are areas of development in their professional knowledge and that training in key areas (especially managing behaviours associated with mental health distress) is needed. Youth Justice Residences have, however, improved their induction process by offering six weeks of training followed by two weeks with a 'buddy,' or more experienced kaimahi. New kaimahi can test their classroom-based knowledge in live settings and receive real time feedback from more experienced kaimahi.
3	Review the grievance process. It should be independent and impartial and provide a clear mechanism for keeping mokopuna informed of progress.	No progress nationally. Whaia te Maramatanga is still used in residence and is not an independent or impartial system. However, mokopuna at Te Maioha know how to make a grievance and use this process regularly.
4	Develop a national strategy to address recruitment and retention issues for kaimahi across all residences.	Limited progress nationally. Oranga Tamariki leadership has focused efforts to reduce low kaimahi numbers by authorizing the use of contracted services via local NGOs, security companies, and student job search. Te Maioha has also reported some progress in residence by utilising local resources and developing its own recruitment strategies. At the time of the visit Te Maioha reported having 10 contingency kaimahi available to assist with short notice kaimahi cover.
5	Urgently roll out the National Medication Training for all kaimahi.	No progress nationally. Te Maioha leadership was not aware of when National Medication Training was going to be implemented. Te Maioha has initiated its own training with experienced nurses from another residence to deliver training to its kaimahi.



2022 Facility Recommendations

	2022 Recommendation	Progress
1	Address the high use of secure care, restraint holds, and searches. Secure Care should only be used as a last resort and not as a place to hold surplus admissions.	No progress. There continues to be a high use of secure care, with grounds for admissions not always recorded accurately. Kaimahi confirmed that retention orders, ³² used to hold mokopuna in secure longer than 72 hours, are regularly submitted to and granted by the Youth Court.
2	Immediately decommission the observation room in the Secure Care Unit. The room is not fit for use and requires urgent refurbishment.	Complete. The observation room in secure care has been de-commissioned and is currently being used as storage for Covid-19 equipment. Mana Mokopuna was advised this room has not been used to hold mokopuna since the last visit to the facility in October 2022.
3	Ensure all reviews and record keeping meets national standards, in particular, for secure care admissions, use of force, and Whāia te Maramatanga grievances. CCTV footage should not be deleted until the review has taken place.	Limited Progress. A review of both secure care and open unit logbooks showed a lack of consistency in record keeping. While there has been an investment from leadership to improve record keeping and develop kaimahi capacity, the logbooks do not currently meet Oranga Tamariki National Standards for accurate record keeping or Regulation 54 of the Residential Care Regulations 1996. The recommendation pertaining to CCTV footage was not assessed.
4	Address maintenance issues as a matter of urgency. Priority must be given to the secure care unit, temperature control issues, and fencing repairs.	Good Progress. The fencing issues at the last visit had been resolved and the interior courtyard walls were being painted at the time of the visit. The shower in the admission area had been refurbished as had the showers in secure care. The temperature control system for the residence requires urgent action . The residence is very cold in the winter and very hot in the summer. Te Maioha have purchased additional blankets for mokopuna to help combat the cold and leadership have been informed a fix is over a year away.
5	Develop programmes of activity specifically for after-school hours and during school holidays.	Good progress. Te Maioha has increased the number of programmes and activities for mokopuna outside of school hours. For example, mokopuna were engaged in 'Hoops Club ³³ ,' a weed-eating programme, as well as woodwork during the school holidays.
6	Reinstate Te Ara Tikanga and other meaningful, vocationally focused programmes for mokopuna.	Good progress. Mokopuna has access to vocationally focused programmes through Kingslea School such as working in the Kai Café, using the tech room, CV and letter writing, drivers licensing lessons and through material taught in the classroom setting. Education is kept relevant to mokopuna with lessons focusing on areas of interest and life-skills such as grocery shopping and budgeting. However, there has been no progress in reinstating Te Ara Tikanga ³⁴ programme or the Life Skills Unit which is dependent on increased kaimahi levels.
7	Increase access to cultural programmes and invest in the cultural capability of kaimahi Māori.	Limited Progress. Mana Mokopuna noticed a considerable difference in the integration of te ao Māori practice and mātauranga Māori within the residence. Many kaimahi have a good competency in te reo Māori and the leadership team encourage kaimahi to share what they know with mokopuna. The challenge is a sustaining a continued upward trend in capacity building and not having the onus of achieving this left up to a dedicated few.
8	Ensure kaimahi are aware of the Code of Conduct and provide guidance on best-practice engagement strategies with mokopuna.	Some Progress. Mana mokopuna overall observed good kaimahi practice in the residence. Shift leaders are regularly present on the unit to provide real time feedback and guidance to kaimahi on best practice as soon as issues arise. Mana Mokopuna observed some unprofessional behaviour especially from young female kaimahi and some kaimahi lacking behaviour management skills.

³² Application to the Youth Court to keep mokopuna in secure care s371 of the Oranga Tamariki Act

³³ Hoops Club is a chance for mokopuna to practice and develop their basketball skills.

³⁴ Agricultural programme based on the Parekarangi Farm on which the residence is built.



2022 Recommendation		Progress
9	Ensure all kaimahi receive the Te Waharoa Induction Programme in its entirety before working in open units.	Some Progress. Compared to the last full visit, there has been a significant shift and more priority placed on new kaimahi receiving a full induction. Whilst kaimahi reported the induction training met the need, there are still training gaps identified when working with mokopuna (as per systemic recommendation 2).
10	Address the high number of medication errors.	Good progress. Te Maioha initiated its own in-house training using experienced nurses from another residence. The leadership team were not aware as to when national medication training was being rolled out (as per systemic recommendation 5).



Appendix Two

Gathering information

Mana Mokopuna gathers a range of information and evidence to support the analysis to develop findings for this report. Collectively, these form the basis of our recommendations.

Method	Role
Interviews and informal discussions with mokopuna (including informal focus groups) with mokopuna	
Interviews and informal discussions with staff	<ul style="list-style-type: none">Acting Residence ManagerManager Residence OperationsQuality LeadTeam Leader OperationsCase LeadersShift LeaderKaiwhakaueHandypersonProperty Co-ordinatorKingslea School teachersRotovegas Youth Health NursesResidential Youth WorkersVoyce Whakarongo MaiGrievance Panel members
Documentation	<ul style="list-style-type: none">Serious Event NotificationsSOSHIsIncident reportsAll About Me Plan samplesRemand Review samplesGrievance Panel quarterly reportsReports of ConcernSecure care and open unit daily logbooks
Observations	<ul style="list-style-type: none">Unit RoutinesAnnual Matariki eventActivities and educationMokopuna engagement with kaimahi and each otherShift handoversInternal and external environment