



19 January 2024

Dr Claire Achmad
Chief Children's Commissioner
Mana Mokopuna | Children and Young People's Commission
Sent via email: C.Burrage@manamokopuna.org.nz

Tēnā koe Dr Achmad

Draft OPCAT Report – Toe Afua Le Taeao

In September 2023, your monitoring team visited the Toe Afua Le Taeao fale (the fale) to monitor the safety and wellbeing of tamariki and rangatahi. This monitoring visit was completed as part of your role as a National Preventive Mechanism under the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

On 28 November 2023, you provided your draft OPCAT report for the fale to Oranga Tamariki—Ministry for Children (Oranga Tamariki) and to our partner agency Emerge Aotearoa for joint review and comment. Our response to the factual accuracy was shared with your office on 7 December 2023.

Oranga Tamariki and Emerge Aotearoa have accepted all 11 recommendations. Please find enclosed our response to the recommendations following your visit. Our response has been jointly authored by Emerge Aotearoa and Oranga Tamariki. The recommendation that was partially accepted relates to notifying our partners immediately when a Report of Concern is received about kaimahi working in the fale. We believe this matter is a misunderstanding.

Your positive findings and evidence of quality of care being provided by Emerge Aotearoa was pleasing to note. Particularly that mokopuna said they feel safe, well cared for and that "it's all goods here, honest. Safe as!". It was also great to hear that kaimahi have developed strong foundations in the fale based on core values to enhance and strengthen relationships with mokopuna.

Emerge Aotearoa and Oranga Tamariki are proud of the work we do together to ensure that rangatahi experience significant high quality service provision.

We acknowledge the areas in your report that require further work to progress. This includes enhanced access to outings, improving the education programme, and

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ensuring there are no barriers accessing primary medical care. Emerge Aotearoa and Oranga Tamariki will continue to work to resolve these matters, and you will see in the report the work we have underway to achieve this.

I trust you find this information useful. If you have any questions or would like further information, please feel free to contact me on 029 200 5086, or the Emerge Aotearoa Director of Services Gemma Bateman on 0275051751, or alternatively Julie Miller, Oranga Tamariki General Manager Monitoring and External Relationships on 027 257 2492.

Nāku noa, nā



Nicolette Dickson
Deputy Chief Executive
Quality Practice & Experiences
Oranga Tamariki



Gemma Bateman
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Emerge Aotearoa