



14 February 2024

Dr Claire Achmad
Chief Children's Commissioner
Mana Mokopuna | Children and Young People's Commission
Sent via email: [REDACTED]

Tēnā koe Dr Achmad

Draft OPCAT Report – Kaitiaki Remand Home

In October 2023, your monitoring team visited the Kaitiaki Remand Home (the whare) 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 21 December 2023, you provided your draft OPCAT report for the whare to Oranga Tamariki—Ministry for Children (Oranga Tamariki) and to our partner agency Reconnect Family Services Limited (Reconnect) for joint review and comment. Our response to the factual accuracy was shared with your office on 19 January 2024.

Oranga Tamariki and Reconnect have accepted nine of the 10 recommendations. Please find enclosed our response to the recommendations following your visit. Our response has been jointly authored by Reconnect and Oranga Tamariki. The recommendation that was not accepted relates to introducing a supervision policy to support kaimahi both professionally and culturally. We believe there may have been a misunderstanding as the whare does have a supervision policy, and we note that Reconnect have recently provided the policy to your office.

Your positive findings and evidence of quality of care being provided by Reconnect was pleasing to note. It was also pleasing to see reference to the passionate kaimahi working in the home, as well as noting the positive interactions between kaimahi and rangatahi observed by the report team during their visit. The use of relational practice and active participation to support rangatahi was evident throughout the visit, and in the strategies use to de-escalate behaviour.

Reconnect and Oranga Tamariki are proud of the work we do together to ensure that rangatahi experience high quality service provision. As you observe in your report, Reconnect have implemented a Case Lead position as a conduit between Oranga

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Tamariki and the whare to help support social workers, which is a good example of our collaborative approach to social work practice.

We acknowledge the areas in your report that require further work. This includes enhanced access to outings, ensuring more timely repairs and property maintenance, and ensuring there are no barriers accessing primary medical care. Reconnect 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.

In addition for Oranga Tamariki, quality and regular engagement with young people by their social worker is, and continues to be, a key priority area of focus. This year we have made engagement with tamariki and rangatahi a focus of site-based learning, and we are also in the process of introducing new engagement tools to support quality engagement. Through the Whiti Dashboard, service delivery teams are also more closely monitoring to ensure children are being seen regularly. As a result, we are seeing improvements in the frequency of visiting overall. This will be a continued area of focus in 2024.

I trust you find this information useful. If you have any questions or would like further information, please feel free to contact me on [REDACTED], or the Reconnect Chief Executive Officer Kelly Manning on [REDACTED], or alternatively Julie Miller, Oranga Tamariki General Manager Monitoring and External Relationships on [REDACTED].

Nāku noa, nā



Nicolette Dickson
Deputy Chief Executive
Quality Practice & Experiences
Oranga Tamariki



Kelly Manning
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