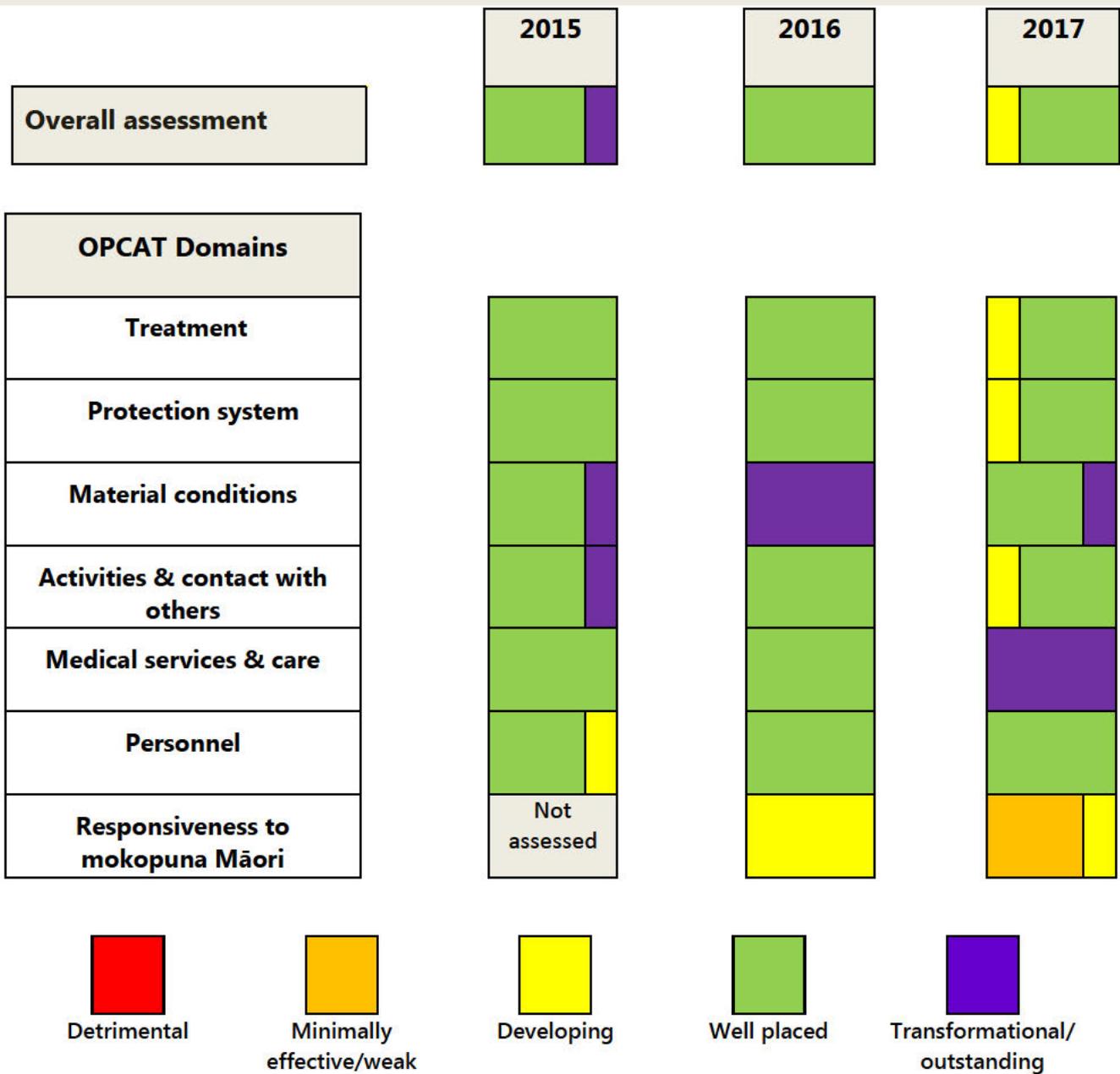


Oranga Tamariki Residence Visit (Unannounced OPCAT Visit)

Puketai Care and Protection Residence, Dunedin

Visit date: 9(2)(a) Report date: 19 December 2017



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Introduction

Purpose of visit

1. On 9(2)(a) 2017, 9(2)(a), 9(2)(a) and 9(2)(a) from the Office of the Children's Commissioner (OCC) conducted an unannounced monitoring visit to Puketai, Care and Protection Residence, Dunedin. The purpose of our visit was to assess the quality of services from Oranga Tamariki against the seven domains relevant to our role as a National Preventive Mechanism (NPM) under the Optional Protocol to the Convention Against Torture (OPCAT – refer to Appendix 1 for more detail). These domains are: treatment, protection system, material conditions, activities and contact with others, medical services and care, and personnel. We have included an additional domain, responsiveness to mokopuna Māori to recognise that indigenous children and young people have particular cultural needs that Oranga Tamariki is required to provide for.

Mana Mokopuna

2. Mana Mokopuna is the lens our Office is now using to monitor all children's and young people's experiences of the care and protection and youth justice systems. The lens sits alongside the six OPCAT domains. It supports our monitoring to put a stronger focus on:
 - Children and young people's experiences; and
 - Māori beliefs and social structures.
3. Our concept of 'Mana Mokopuna' is aligned to the new concept in the new Oranga Tamariki Act 1989, 'mana tamaiti'. Both are embedded in the Māori concept of mana, which approximately translates into English as, 'respect, acquired knowledge, control, intrinsic value and dignity, influence'. All children and young people are born with mana. Mana can never cease, but it can be enhanced or diminished. Mana, within the context of our Mana Mokopuna lens, recognises that children and young people have the right to the same level of respect and treatment as adults.
4. As part of the Mana Mokopuna lens we have identified six key principles, all of which need to be present in children's and young people's lives in order to enhance their mana and for all mokopuna to thrive and reach their full potential. The principles and the definitions for them are outlined in the table below.
5. These principles reflect and expand on what we have described as the three pou (supporting pillars) in the new Oranga Tamariki Act 1989 – whakapapa, whanaungatanga, and mana tamaiti. We note that the new provisions in the Oranga Tamariki Act 1989 will come in to full effect on 1 July 2019. Each Mana Mokopuna principle is supported by the new legislation as well as the rights for all children and young people set out in the

United Nations Convention of the Rights of the Child (UNCROC). Some examples of this are shown in the table below.

Principle	Definition	Oranga Tamariki Act 1989
Whakapapa	Children and young people know of, and are able to connect to places, ancestors, events and stories related to their whakapapa.	s4(1)(g) states that the purpose of this Act is to promote the well-being of children, young persons, and their families, whānau, hapū, iwi, and family groups by recognising whakapapa for children and young persons who come to the attention of the department.
Whanaungatanga	Children and young people have meaningful and life changing relationships with their families, whānau, hapū, iwi and family group and with the people around them and the people that matter to them.	s4(1)(h) states the purpose of the Act is to maintain and strengthen the relationships between children and young persons who come to the attention of the department and their family, whānau, hapū, iwi and family groups.
Aroha	Children and young people feel loved and cared for and are capable of receiving love and giving love to others. They know that the people around them believe in their potential.	s4(1)(e)(i)(ii) states where children and young people require care under the Act, they have a safe, stable, and loving home from the earliest opportunity; and support to address their needs.
Kaitiakitanga	Children and young people are safe and healthy in all aspects of their holistic wellbeing and are thriving in safe and healthy environments.	s5(1)(i) states that children and young people's rights set out in UNCROC must be respected and upheld and they must be protected from harm and treated with dignity and respect at all times.
Rangatiratanga	Children and young people and their families, whānau, hapū, iwi, and family groups, have a voice in decisions that impact on them. They know their rights and can exercise those rights and are assisted to take the lead in decisions about their lives.	s5(1)(a) makes explicit children and young people's right to participate in decisions that affect them. Section 5(1)(c)(iv) states the child or young person's sense of belonging, whakapapa, and the whanaungatanga responsibilities of their family, whānau, hapū, iwi and family group should be recognised and respected.
Mātauranga	Mokopuna Māori experience learning that enables them to walk confidently in both Te Ao Māori and Te Ao Pakeha. Children from other cultures have meaningful and life changing opportunities to learn about their culture and the culture of tangata whenua.	s5(1)(vi)(A-H) states that a holistic approach should be taken that sees the child or young person as a whole person which includes the child or young person's developmental potential, education and health needs, whakapapa, cultural identity, gender identity, sexual orientation, disability and age. UNCROC articles 29 & 30 make it explicit that education should develop each child's personality and talents to the full and that children have the right to learn and use the language and customs of their families.

Structure of this report

6. This report shares the findings from our visit to Puketai, and makes recommendations for actions to address the issues identified. For the convenience of readers, we first list our key findings and recommendations. We then describe our findings for each of the six OPCAT domains.
7. For each OPCAT domain, we provide a statement that summarises our overall finding for that domain. We then highlight, in a text box, young people's experiences and voices under their relevant Mana Mokopuna principle. This helps to show how young people's experiences under the Mana Mokopuna principles relate to the OPCAT domains. Finally, we provide the evidence for our overall domain finding as a list of strengths and areas for development.
8. We briefly outline the legislative background to our visit in Appendix 1. Appendix 2 contains information about the interpretation of ratings. We describe the interviews we conducted and the information we accessed in Appendix 3.
9. The ratings for each of the domains represent the overall rating for both the Residence and Oranga Tamariki National Office. There will be some elements within the domains that may apply to the residence only, to the sites, or to National Office. These will be made explicit throughout the report so that it is clear where any areas for development and recommendations sit.

Context

10. Puketai is a Care and Protection Residence and has eight beds for children and young people. It is located in Andersons Bay, Dunedin and sits within a residential setting. It shares a boundary with a local primary school and has no fences surrounding its facilities. At the time of our visit, there were seven children and young people, five from the North Island and two from the South Island. None of the young people were from Dunedin.
11. There were two young people with very high and complex needs. One of the young people had ingested a battery on the first day of our unannounced visit and was taken to hospital to undergo surgery. The second young person has a diagnosis on the autism spectrum disorder. [9(2)(a)] has had multiple admissions to secure care for assaulting staff and harmful sexual behaviour (HSB) towards other young people as well as grievances by young [9(2)(a)] about [9(2)(a)] HSB towards them. The residence reduced the number of beds available from eight to six to improve staff/young person ratios and provide more 1:1 oversight to supervise this young person.

12. The residence is doing all it can to manage the young people’s behaviour and at the same time to keep other young people safe. Despite best efforts of staff, these two young people continue to put themselves and/or others at risk.
13. A theme of this visit has been the challenge of children from out of area being placed in the residence. We agree with the residence manager that working in a localised and regionalised way would be of more benefit for children and their whānau; would allow the residence to do more quality whānau, hapū and iwi engagement work; and provide more regular whānau visits for the young people.



Mural in Secure Care

Key findings and recommendations



Overall Rating. Well placed with developing elements.

14. Our overall rating for Puketai is well placed with developing elements. Young people are safe from harm and there is no evidence of torture, or other cruel, inhuman or degrading treatment or punishment.
15. Overall, the residence's rating has improved in the **Medical and care domain** from *well placed* at the previous visit to *transformational* at this visit. The rating has remained the same at *well placed* in the **Personnel** domain but has slightly regressed in five domains: **Treatment, Protection system, Material conditions, Activities and contact with others** and **responsiveness to mokopuna Māori**. The regressions in these five domains underpins the overall rating shift from being well placed at the previous visit to well placed with developing elements at this visit.
16. The improvement in the **Medical and care domain** is underpinned by the improvement in access to mental health services, the on-going involvement of an occupational therapist and the contracting of a speech language therapist. All these initiatives have all had positive impacts for children and young people.
17. The regressions are underpinned by four main areas for development: the implementation of the principles in the trauma informed model; responsiveness to mokopuna Māori; and the need for Oranga Tamariki nationally to identify appropriate placements for young people that meet their specialist care needs in their own community.
18. The residence has many strengths. We found that young people at the residence:
 - feel safe
 - live in a pleasant, child-friendly environment
 - eat well
 - participate in a range of activities and programmes particularly off site activities
 - have excellent access to primary and specialist health services
 - have staff who advocate strongly for them
 - have staff who are committed to children and young people progressing.

19. Whilst there are many strengths, we also found some areas for development. One of these areas is the implementation of the trauma model. This model has been in place for three years and some of the experiences the children and young people shared with us made us question the extent to which all the principles of the model are understood by care staff and implemented in practice. Some children and young people told us about the differences in approaches that staff have when engaging with them and the impact of these differences for them.
20. Another major area for development which is outside of the residence's direct control is the admission of young people from out of area and the impacts of this on children and young people. This also impacts on the type of on-going work the residence is able to do with children and young people and their whānau.
21. Both young people and residence staff talked to us about the length of time some of the young people had been in the residence and the impacts this was having on them.
22. Many of the children and young people have complex issues such as drug and alcohol addictions, harmful sexual behaviours, self-harm and suicidal behaviours. As a result because of the high needs of one particular young person, the residence reduced its available beds from eight to six to allow staff to provide better one to one support.

Recommendations

A number of the recommendations below sit alongside and are consistent with the recommendations and action points we gave in our State of Care May 2017 report.

Residence to action:

- Rec 1:** Ensure that decisions that impact on children and young people are communicated back to them in a timely way, and in multiple ways, ensuring they understand the outcome.
- Rec 2:** To provide access to cultural supervision for staff, and to continue to find ways to build reciprocal relationships with mana whenua. **(State of Care action point 18)**

National Office to action:

- Rec 3:** **General Manager Care and Protection Residences** and **Residence team** review the trauma informed model from a cultural perspective, including linking the model to the new practice standard - Whakamana te Tamaiti, and address inconsistent delivery of the principles within the mode., **(State of Care action point 1)**
- Rec 4 :** Review the practice of placing children and young people from out of area into Puketai, and work towards having children and young people placed closer to their own families, whānau and community.
(Oranga Tamariki Act, Part 2,13,2(f)(ii) (B)
- Rec 5:** Review all potential placements of children and young people with high and complex needs into Puketai, to ensure the placements can be safe and appropriate for all the children and young people living in the residence.
(State of Care action point 10)
- Rec 6:** **General Manager Care and Protection Residences** ensures the residence is enabled to develop a plan to implement the overall strategic vision for responsiveness to mokopuna Māori.
- Rec 7:** Increase post residence placement options for children and young people to reduce the length of time they are in residence. **(State of Care action point 3)**
- Rec 8:** For National Office to liaise with MSD property services about having the tennis court at Puketai residence upgraded.

Findings for each OPCAT domain

Domain 1: Treatment



Rating: Well placed with developing elements

23. Overall, young people in the residence are treated well. Staff are committed to supporting young people whilst they are in the residence. Whilst the relationships between young people and staff are mostly positive, not all young people felt treated equally. This resulted in lack of trust toward adults and at times a sense of inequality and unfairness. These areas are discussed further below and identified in some of the quotes below from young people.

Young people's experiences

Whanaungatanga:

"(I) have a good relationship with staff."

"Staff want to help me."

"I like the staff a lot"

"She sees everyone equal. Only (her)"

(staff member)...is not fair and I'm about fairness."

Kaitiakitanga:

"... says shit that is not even right. (I) don't like it when I get told false information."

"(I have an) addiction to meth. I want to get help. Not sure if it will happen."

"(I am on) a drug and alcohol course"

Rangatiratanga:

"I don't know why I came in here. I had a placement with a caregiver."

"Some kids have been here for about a year because kids have nowhere to go. This is a holding place."

"I know that me getting out of here is not just a CYFs thing. They have to have many meetings. (They) can get me in here fast enough though"

"We need more family homes. Need homes out there that trust us, need homes for us and wanna help."

Strengths

- **Relationship between staff and children and young people.** We observed members of the care team as well as some of the grievance advocates engaging well with young people. These relationships and engagement moments were genuine and meaningful for the young people.
- **Use of secure care.** Secure care is being used appropriately for young people. Where possible, a young person in secure would be returned to their own room by the evening. One young person told us that §(2)(a) felt the secure care is used fairly for young people. §(2)(a) observed that sometimes, for both the young person going into secure and the other young people in the residence, it is the best option at the time.
- **Quality of assessment and planning.** Young people's key workers have ownership of the operational plans and work alongside case leaders to complete them. These are thorough and provide the information required to respond appropriately to young people's needs.
- **Reviews.** Multi Agency Team meetings (MAT) occur once every three weeks to review progress on and update each young person's Individual Care Plan (ICP). Each young person comes along to the Multi Agency Team (MAT) meeting to participate in this process. The timing of this meeting has recently shifted from weekly to three-weekly. This ensures sufficient time for progress to be made by the young person and makes the MAT process more worthwhile for them.
- **Behaviour Management System (BMS).** Young people know the BMS system well and one young person told us that the system is a fair system. Currently the system has three levels for young people to move through, however, the residence team has added a fourth level, to give young people further opportunities for rewards. This initiative was yet to be socialised with the children and young people at the time of our visit. A couple of young people talked about wanting a second chance if they did something wrong and wanting the opportunity to right the wrong.

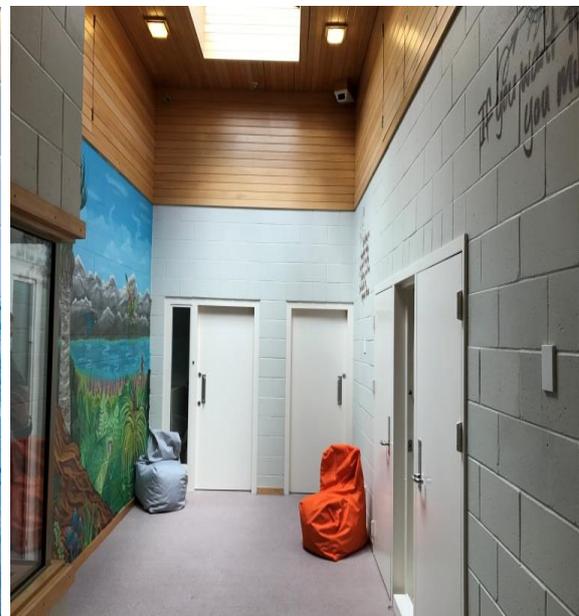
Areas for development

- **Relationship between staff and children and young people.** Some young people told us that they felt some staff treated them differently to others and that meant they did not feel equal. The impact of this on young people was that not all young people felt there was a staff member they could talk to, or that they could always trust adults.

- **Model of therapeutic care.** The leadership team’s scheduled review of the trauma informed model provides an opportunity to consider the extent to which each of the principles within the model are being implemented and embedded in practice across the care teams as well as how a cultural context can be included.
- **Inclusion of children and young people’s voices in Individual Care Plans.** Whilst young people attend the three weekly MAT meetings, their voices are not often captured within their ICPs. This makes it difficult to see where their voices have been taken into consideration to inform their pathways and plans.
- **Involvement of whānau.** The majority of the children and young people at the residence were not from the South Island. This makes it difficult for the residence to truly engage with and involve whānau, hapū and iwi in planning for the young person.
- **Transitions between and from care.** Some young people are being kept in the residence for long periods due to a lack of suitable community based placements. This impacts negatively on young people in many ways. They lose hope in ever leaving the residence, their behaviours escalate and they can become institutionalised. The residence leadership team is very mindful of these issues and they are doing their best to support young people to find placements and to support these transitions; however, more support from National Office is required to resolve this systemic nationwide challenge.

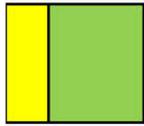


walkway to secure care



secure care area

Domain 2: Protection system



Rating. Well placed with developing elements

24. The protection system at the residence works well for most children and young people. Young people understand the residence rules and utilise the services of the grievance advocates well to support them with the Whaia te Maramatanga (WTM) process. Despite regular updates of the WTM process, some young people do not fully understand this process, nor trust it.

Young people's experiences

Kaitiakitanga:

"I'm safe here"

Rangatiratanga:

"Many kids here have suggestions and grievances."

Nothing's ever done. Have put them in; don't waste my time doing it (now)"

Should come and talk to the kids about it. The kids should take it further and deal with it.

"(I) don't know the grievance process."

'No reason to make a grievance. Some staff I'm not happy with. Sometimes rules are not fair."

Strengths

- **Young people's understanding of the rules.** In general young people know the rules for the residence. These are clearly displayed within the residence as information posters about children's rights.
 - **Administration of the Whaia te Maramatanga complaints process.** The Whaia te Maramatanga (WTM) process is introduced to young people as part of the admission process and reiterated with young people at the weekly meetings. A post box is located within the residence for young people to post any grievances or suggestions they would like to make.
 - **Grievance panel.** The grievance panel undertake a robust process for investigating grievances made by young people. This was great to see and we were able to communicate this back to young people to reassure them that all grievances are
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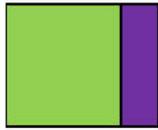
taken seriously. We acknowledge that over the past six months, the grievance panel has responded to several reoccurring grievances related to one young person's harmful sexual behaviour. They have addressed these concerns as best as they can in consultation with the residence management team.

- **Grievance advocates.** There is a strong presence of the grievance advocates in the residence. Young people use this service regularly to support them to make a grievance. All advocates are students from Otago University and visit on a weekly basis.

Areas for development

- **Youth people's understanding and use of the Whaia te Maramatanga.** Despite weekly meetings about the WTM, not all young people knew the grievance process and some of those that did know the process did not trust it enough to use it. To address some of the concerns the young people raised about the WTM process, it is important that any outcomes as a result of a young person making a grievance are communicated back to them in a timely manner and that young people understand these outcomes. This should support young people to feel more confident in using the process to raise their concerns. Since our visit, the programme co-ordinator has formalised a post grievance review process for any young person that puts in a grievance. We look forward to hearing of any progress at our next visit.

Domain 3: Material conditions



Rating. Well placed with transformational

25. The physical environment is child-friendly and well maintained. Children and young people eat well and enjoy the food. Young people have good access to personal hygiene items. There is a tennis court, courtyard and a grass area available, as well as a converted office space being used as a physical activity room. There are multiple break-out areas available inside the residence for young people to utilise as they require.

Young people's experiences

Kaitiakitanga:

"All food I eat (is) yum."

"I feel healthy. Because they feed me heaps. When I wasn't in here I barely ate. Just had ciggies. There was food at home but I would run away."

"Courts outside are boring."

"...Can't step foot out. Don't use the playground...need a swimming pool...don't think they (young people) would run away."



Residential dining area



Lounge area in family flats

Strengths

- **Inside environment.** The inside environment is tidy, warm and conducive to creating calmness for children and young people. There is a homely feel to the residence and it provides spaces for young people to have their own privacy and to support them to self regulate when they need to in a safe manner. There is a nicely maintained two bedroom whānau flat available within the residence. This is welcoming for whānau and families and has the amenities required. Young people are able to stay with their whānau in the flat when they visit.
- **Personal spaces and bedding.** Children and young people are able to personalise their rooms and they enjoy being able to do this. Children and young people are provided with their own duvet when they arrive at the residence and are able to take this with them when they leave. Young people told us that they had comfortable mattresses to sleep on.
- **Outside environment.** Overall, the outdoor area presents well. There is a trampoline and basketball hoop available for young people and an outdoor courtyard area. The residence is not fenced therefore; members of the public are often walking through the residence grounds as part of their daily routine. This provides a feeling of being part of the community. The residence is surrounded by residential housing, backs on to a primary school and has some good grass areas available.
- **Food.** Most of the young people told us they liked the food that is provided in the residence. They also told us that they thought the food was healthy. The residence has worked hard to gain the 'National Heart Foundation' tick. This has meant that food has changed to include more healthy options. Young people have an input into the food options by way of talking directly to the kitchen staff. The programme coordinator is looking to implement a formal process for young people to provide feedback on the food.

Outdoor tennis court



Areas for development

Outside environment. The tennis court onsite is in need of an upgrade. It is looking very tired and would benefit from being re-surfaced. We encourage MSD Property Services to consider covering this in to provide a greater range of space for young people to utilise all year round. One of the down falls identified by some young people about not having fences is that they must always have a staff member with them when they want to go outside. They also said that it limits the access to the outside area if staff members are not available to take a young person outside, or if the majority of young people want to stay indoors. Management did however tell us that young people do have the opportunity to go outside on their own if they are on level three of the Behaviour Management System. We also heard that since our visit, an extra indoor space has also been made available for children and young people. We look forward to hearing more about this at our next visit.

Domain 4: Activities and contact with others



Rating. Well placed with developing elements

26. Young people participate in a range of offsite group activities and have individualised activities within the residence. Both the group and individual activities are informed by the young people's interests. Some young people told us they would like more individual offsite activities. The distance between where the young people are placed and where their family, whānau and community are living is negatively impacting on young majority of people. These areas will be identified in more detail in the areas for development.

Young people's experiences

Mātauranga:

*"School is good. I can do this all on my own. Even though I haven't been to school in a long time."
"I like reading...technology and climbing trees...enjoy science, got to play with dry ice. So much fun at school"*

"would like more(activities)"

"Not that many activities anymore. Programme is planned but we don't like it."

Whanaungatanga:

"I miss my family. I feel sad about that. I talk to them on the phone. See them sometimes. Mum came not long ago. When mum was here, I felt happy, lovely and nice. I have 3 brothers. They don't visit me anymore only mum does."

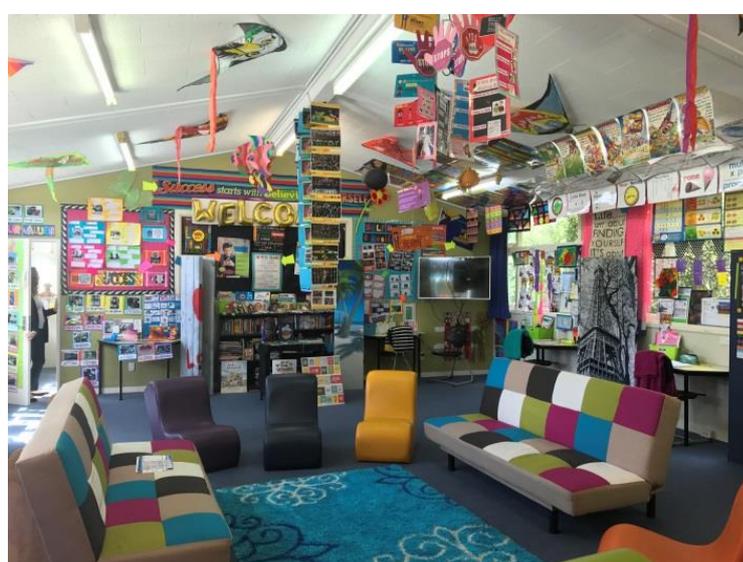
"Family can visit here. Don't know my real family. Foster family can visit though but they live too far away. (At) Epuni, they could drive and visit me."

Strengths

- **Young people's participation in activities and programmes.** Overall, we found that there are many group and individualised activities for young people. The care team has responsibility for planning and implementing the day-to-day programme for the young people. Offsite group activities for young people include bush walks, swimming, trampoline parks, fishing, waka-ama, beach going, tree climbing and
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learning about the local area. Individualised activities are based mostly onsite but informed by young people's interests, for example; basketball, water play, hair and makeup and card games. There is a residence touch team fielded by staff and young people who participate in the local Dunedin touch competition.

- **Young people's contact with family and whānau.** Young people have scheduled times to call their whānau members as well as the flexibility to make extra calls when required. The residence does its best to support whānau to come and visit and will provide the onsite family flat for whānau to use, as well as allowing the young person to stay with their whānau. This is often very difficult to organise and manage as the young people within the residence are from the North Island.



Quiet space and classroom in the onsite Kingslea School

Areas for development

- **Young people's participation in activities and programmes.** Some young people wanted more opportunities to have more individualised offsite activities. Some young people also talked about a restriction of not having fences and the impact this has on their ability to access the outdoor area. The impact this has on the young people is that they become bored, can feel like they are always inside and disengage from activities even from those activities they like.
- **Young people's contact with family and whānau.** Most young people were not from the South Island. This makes it difficult for families and whānau to visit and young people miss their families and whānau, feel isolated and are unhappy. Whilst the residence are doing the best they can to respond to this by bringing whānau into

the residence, overtime, often because of the distance and resource constraints, the timing of visits for some young people begins to spread out. The number of whānau members visiting also begins to reduce.

Domain 5: Medical services and care



Rating. Transformational

27. Young people have excellent access to both primary and specialist health services. The improvement with accessing mental health services since our last visit is to be commended. Young people are now able to access crucial specialist support for their mental health.

Young people's experiences

Kaitiakitanga:

"(Health) is a strong part"

"Two nurses here... get sexual health, drugs and alcohol. If we need dentists, docs...get everything we need... nurses on everyday... will check"

"If I'm angry they tell me to walk away and have time out. Kick pillows and other stuff. I don't respond like that like get out of control. I will go crazy like a kid but won't hit staff, especially women."

"Been off meth for a month. Had an addiction to meth. Need to get help... Not sure if it will happen."

Strengths

- **Young people's access to primary care services.** Young people have timely access to primary care services. On admission, all children and young people have a nursing assessment completed within 72 hours, and must be seen by a General Practitioner (GP) within five days. If there are health needs identified for the young person such as hearing, vision, or dental, staff organise appointments to address this. One young person told us that this is an area of strength for the residence.
- **Young people's access to specialist mental health and alcohol and other drug (AOD) services.** This is an area that has really improved since our previous visit. One young person has been the catalyst for this to happen, as his needs have required the residence and the local mental health service to work closely together and to build strong relationships. A psychiatrist visits the residence every week and he is now working with three young people living at Puketai. He has also identified the need to attend the residence regularly. The residence leadership team believes that this cross agency relationship will continue even when the specific young people

transition out of the residence. This is a crucial relationship to sustain for future children and young people at Pukatai who are needing this specialised support.

- **Specialist health services.** The residence manager contracts an occupational therapist and speech language therapist to work within the residence. Staff have received guidance and training on how to engage with young people in a way that is appropriate – particularly for those young people who have higher sensory needs than others. The residence has utilised different spaces well to respond to some of the suggestions from the occupational therapist. This includes a room for a specific young person which is set up for physical movement. There are also different break out areas within the residence for young people. The health team work both in the school and in the residence and provide educational programmes for young people to support their physical development, discuss any topical health related issues and to respond to any areas of interest.

Domain 6: Personnel



Rating. Well placed

28. Staffing levels have remained stable with very low turnover. Staff receive good levels of supervision and feel supported in their roles. We encourage the residence leadership team to continue their efforts to try and access cultural supervision to support staff with their cultural journey.

Young people's experiences

Kaitiakitanga:

"Staff are kick back... way better here than (another residence)"

"(Male staff) He's cool. Everything about him is cool"

"(female staff) is adventurous. Really fun and outdoors. (She) is the one staff (that is) equal to everyone. If someones being inappropriate, she will deal with it. She sees everyone equal."

"...in holidays everything got ruined because someone was in secure. Need two (staff) on in secure and therefore not enough staff to be able to go out on an offsite visit."

Strengths

- **Staff levels.** There is low staff turn over at the residence. However, at times the staffing on the ground can be spread thinly if a difficult situation occurs. A recent example of this was during our visit, when a young person injected a battery. Staff were needed at the residence and at the hospital. This was managed well by staff.
- **Staff supervision and coaching.** There are good supervision opportunities for the staff. Staff receive supervision from an external psychologist and group supervision is in place for care staff.
- **Staff relationships.** The relationship between the care team and the clinical team has improved since our last visit. The youth workers and case leaders work well together. The relationship between school and residence staff is generally good, and particularly good at the leadership level.

Responsiveness to Mokopuna Māori



Rating. Minimally effective with developing elements

29. Young people participate in some planned cultural activities. However, whilst the leadership team show willingness and desire to develop in this area, it has not improved since our previous visit. Building cultural capability requires urgent prioritisation.

Young people's experiences

Whakapapa:

"I don't know my real family."

Whanaungatanga:

"(I want to) live a happy freedom life with people that give a shit about me."

Mātauranga:

"They say we can (learn about our culture) but we can't. We do karakia but not in Māori. Don't learn my pepeha"

"Sometimes I learn about Māori stuff...in school work. "

"I don't speak Te Reo here but at course I do. I feel comfortable talking at the course."

Aroha:

" I love granddad but depends who the others are. I loved my great nan and others that have died."

Strengths

- **Young people's participation in cultural activities and programmes.** Young people have some opportunities to participate in cultural activities and programmes such as weaving and carving, and the residence leadership is committed to trying to provide more. They experience waka-ama through one of the local marae where they also receive some learning about the local area.

Areas for development

- **Residence's relationship with mana whenua.** The residence has developed some informal relationships with mana whenua through some of the activities they do, however, we heard about the complexities of trying to develop these relationships formally, and maintain them in a genuine, realistic and reciprocal way. We heard from the residence about the difficulty for local iwi to respond, particularly when young people are from out of the area.
- **Training.** It has been identified that there is limited understanding among the staff of how to work with Māori and how to respond and engage in culturally appropriate ways. We agree that training for staff is a necessary next step.
- **Cultural supervision.** Being able to provide cultural supervision for staff would be of benefit, both for their practice with children and young people and for understanding cultural responsive practices. We encourage the residence to continue to actively find someone to provide cultural supervision for staff.
- **Vision for mokopuna Māori.** It is important that the residence is supported to plan for the implementation of the Oranga Tamariki overall vision for mokopuna Māori. Different staff members we spoke to during our visit have good ideas about what their vision is for mokopuna Māori. Planning for this and ensuring it is aligned with the overall Oranga Tamariki vision will better support culturally responsive practice, and further enhance the benefits and impacts for young people.

Appendix One: Why we visit (legislative background)

30. The Children's Commissioner has a statutory responsibility to monitor and assess the services provided under the Oranga Tamariki Act 1989. Specifically, section 13(1) (b) of the Children's Commissioner Act 2003, states that the Commissioner must monitor and assess the policies and practices of Child, Youth and Family and encourage the development of policies and services that are designed to promote the welfare of children and young people.
31. In addition, the Office of the Children's Commissioner is designated as a National Preventive Mechanism (NPM) under the Crimes of Torture Act (1989). This Act contains New Zealand's practical mechanisms for ensuring compliance with the United Nations Convention Against Torture and other Cruel, Inhuman, or Degrading Treatment or Punishment (OPCAT), which was itself ratified by New Zealand in 2007. Our role is to visit youth justice and care and protection residences to ensure compliance with OPCAT.

Appendix Two: Interpretation of ratings

32. The Table below provides a quick reference to the meanings of ratings given in the report.

Rating	Assessment	What it means
	Transformational/outstanding	Exceptional, outstanding, innovative, out of the norm
	Well placed	Strong performance, strong capability, consistent practice
	Developing	Some awareness of areas needing improvement; some actions to address weaknesses, but inconsistent practice; pockets of good practice
	Minimally effective/weak	Low awareness of areas needing improvement; lack of action to address weaknesses; significant concerns exist
	Detrimental	Actively causing harm, negligent, ignoring, rejecting, undervaluing, undermining practice

Note: For more detail on the meanings of each rating for the individual sub-domains assessed, refer to our evaluative rubric: <http://www.occ.org.nz/assets/Publications/RUBRIC/Evaluative-Rubric-FULL.pdf>

Appendix Three: Interviews conducted and information accessed

Our visit to Puketai included interviews with:

- Residence Manager
- Young people
- Team Leaders Operations (TLOs)
- Team Leader of Clinical Practice (TLCP)
- Care (or residential) team
- Clinical team
- Health team
- Education team
- Programme Coordinators
- Grievance Advocates

The following sources of information also informed our analysis:

- Visual inspection of the residence
- Last CYF audit report
- Grievance quarterly reports
- Training register
- Young people's files at the residence (including Individual Care Plans and Operational Plans)
- Secure care register, secure care log book
- 6/7 Young people