



Hillsborough Lighthouse Community Remand Home

OPCAT Monitoring Report

Visit date: April 2023

Report date: June 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.

Contents

Contents	3
Executive Summary	4
About this report	4
Key findings	5
Recommendations	5
Systemic Recommendations – Oranga Tamariki	7
Facility Recommendations – Kia Puāwai	7
Treatment	8
Protection Systems	11
Material Conditions	13
Activities and access to others	15
Medical services and care	17
Personnel	18
Improving outcomes for Mokopuna Māori	20
Appendix	22
Gathering information	22

Executive Summary

The role of OCC

The Children's Commissioner is a National Preventive Mechanism (NPM) under 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). My role as a NPM is to visit places of detention, including remand homes run in partnership with Oranga Tamariki, to:

- 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.

Frances Eivers
Ngāti Maniapoto, Waikato
Children's Commissioner

About this report

This report shares the findings from our monitoring visit and recommends actions to address the issues identified. We describe the quality of the experience of mokopuna at the facility and provide evidence of our findings based on information gathered before, during and after the visit.

About this visit

OCC carried out an announced monitoring visit to Hillsborough Lighthouse. The organisation responsible for the day to day running of the whare is Kia Puāwai.

The purpose of this visit was to fulfil our responsibilities under OPCAT to monitor the safety and wellbeing of mokopuna in places of detention.

About this facility

Facility Name: Hillsborough Lighthouse - Remand Home

Region: Auckland

Operating capacity: Five bed home

Status under which mokopuna are detained: s238(1)(d), s235 of the Oranga Tamariki Act 1989. Mokopuna may also be admitted to the home with a care and protection order.

NGO Partners: Kia Puāwai is a community-based organisation that delivers services to rangatahi and their whānau using a kaupapa Māori approach. Services are wide ranging and Kia Puāwai have delivered high end, high intensity youth justice services for many years. Kia Puāwai currently provide three housing options via their long-term home, a remand home for boys and a remand home for girls. The remand homes provide a safe place to stay for rangatahi aged

11 to 17 years, often for a short period, at short notice or in an emergency often when mokopuna have nowhere else to stay. Stays can range from a few days to a few weeks, depending on the needs of the rangatahi. Rangatahi with a Youth Justice status are prioritised for placement, however, rangatahi with a care and protection status may also be placed at the Lighthouse remand homes when there are no other options available.

Key findings

We found no evidence mokopuna had been subjected to torture, cruel, or degrading punishment.

- Mokopuna said they feel safe and supported in the whare.
- The care, respect and awhi between kaimahi and mokopuna was evident. Mokopuna are willing to engage, participate and learn.
- Oranga Tamariki Social Workers and Kaimahi at Hillsborough Lighthouse have strong relationships. Social workers are accessible when required for mokopuna.
- Some mokopuna have multiple admissions into the whare. Transition care, planning, and support for mokopuna and their whānau needs to be robust.
- Youth mentoring service TYMS¹ is providing positive interaction through education and fostering healthy learning creatively.
- Independent advocates do not provide a service in the whare.
- Mokopuna enjoy off-site activity and risk is mitigated well.

Recommendations

Our recommendations are based on:

- Key findings from our monitoring and analysis
- Any issues relating to ill-treatment
- Concluding Observations from the United Nations Committee on the Rights of the Child (2023)

In February 2023, the United Nations Committee on the Rights of the Child ('the UN Committee') released its Concluding Observations² for New Zealand's sixth periodic review on its implementation of the Children's Convention³ and how the Government is protecting and advancing the rights of mokopuna in Aotearoa New Zealand.

¹ [Tuilaepa Youth Mentoring Service \(TYMS\) - Home](#)

² Refer [CRC/C/NZL/CO/6](#). To see the Children's Commissioner report to the UN Committee, see: [NZ Children's Commissioner's Report to the UN Committee on the Rights of the Child - 2022 | Office of the Children's Commissioner \(occ.org.nz\)](#)

³ [Convention on the Rights of the Child | OHCHR](#)

There are multiple recommendations that relate to the treatment of mokopuna in places of detention and Children's Commissioner will continue to monitor progress and work with Oranga Tamariki and their NGO partners to ensure these recommendations, among others, are addressed.

The OCC recommend that the facility take action to address facility recommendations within twelve months after the date of the visit.

Systemic Recommendations – Oranga Tamariki

1	Support community run remand homes to develop an independent complaints system.
2	Support community run remand homes to develop a process that will enable independent youth advocates to provide services to mokopuna in the whare.
3	Develop a nationwide package of training programmes designed specifically for community run remand homes. Training programmes could include: <ul style="list-style-type: none"> • criminogenic risk factors • mental health needs • intellectual disability • neurodiversity • alcohol and drug support • life skills, and • cultural development/ capacity building.
4	Assess property maintenance requirements and complete repairs and upgrades in a timely manner. Consider how mokopuna can personalise their living space.

Facility Recommendations – Kia Puāwai

1	Provide formal supervision and complete professional development plans for all kaimahi.
2	Support whānau to visit mokopuna in the whare.
3	Consider an increase to operational funding for the whare that reflects the increases to costs of living.

Treatment

This focuses on any allegations of torture or ill treatment, use of seclusion, use of restraint and use of force. We also examine models of therapeutic care provided to mokopuna to understand their experience.

Kaimahi role model pro-social relationships

Kaimahi employed to work in the Hillsborough Lighthouse whare bring with them a raft of personal experience working with mokopuna. Kaimahi role model what good relationships look like and provide a stable foundation for whare tikanga.

Mokopuna said they are treated with respect and their relationships with kaimahi are good. Mokopuna said kaimahi make the effort to get to know them and what their interests are. This allows Mokopuna to feel safe and supported whilst living in the whare.

Mokopuna were able to give us examples of kaimahi being positive, sharing good natured banter and lifting the mauri of the home. There was laughter around the pool table, working together to make kai, and kaimahi offering to play basketball with mokopuna not engaged in playing PS4.

Mokopuna and tuakana-teina relationships

Placement length at the whare typically range from a few days to a few weeks. Kaimahi at the whare have fostered an environment where mokopuna who are familiar with how things are run, mentor

new mokopuna when they arrive. OCC saw mokopuna encouraging each other to complete tasks and chores with mokopuna emphasizing the good that happens when everyone works together - for example earning their daily points⁴.

No secure or restraints

Mokopuna told us that kaimahi do not use restraint holds and the whare does not have a secure care area. Instead kaimahi use relationship-based techniques to support and de-escalate mokopuna when they are distressed. Kaimahi are matched to mokopuna to ensure there are mutual areas of interest. Kaimahi said this helps to mitigate risk and de-escalate mokopuna quickly. For example, using known interests to divert negative behaviours and 'change tack' or use sport to regulate stress.

The seclusion of mokopuna, runs contrary to international human rights law which prohibits its use on those under 18 years of age.⁵ Such practices are also in direct conflict with Article 2 of Te Tiriti o Waitangi.⁶ Seclusion and secure care practice was noted in New Zealand's sixth periodic review on its implementation of the Children's Convention. The Concluding Observations noted concern regarding

⁴ Mokopuna earn daily points that they can cash-in for rewards at the end of the week.

⁵ Report of the Special Rapporteur on torture and other cruel, inhuman, or degrading

treatment or punishment, U.N. Doc. A/63/175 Annex (28 July 2008) (Manfred Nowak).

⁶ Article 2 of Te Tiriti o Waitangi outlines that mokopuna should be actively protected and treated as taonga.

restraint practice and allegations of bullying⁷.

The Children's Commissioner highlights the community remand home approach to managing heightened behaviours by mokopuna as best practices and urges Oranga Tamariki to investigate how this approach can be operationalised in the larger Care and Protection and Youth Justice Residences.

The homely environment helps to de-escalate behaviours

The homely feel of small, purpose-built whare goes a long way to de-escalating heightened behaviours. Unlike larger residences that are institution-like in their set up, community homes with fewer mokopuna provide a setting conducive to settling behaviour.

For example, the whare has good access to grassed areas, exercise equipment and a dedicated basketball area where mokopuna can go to be away from others or self-regulate. There is also space where mokopuna can eat kai outside. All of this can be achieved with continuous line of sight and allows mokopuna the freedom to make choices to positively affect their wellbeing.

Dynamics in the whare can change quickly

The length of stay for mokopuna in the whare is typically a few days to approximately three weeks. Mokopuna can also be admitted into the whare at any time as it is operational 24 hours a day,

seven days a week. Kaimahi said that because mokopuna can come and go regularly, it is hard to establish a stable dynamic.

When new mokopuna are expected into the whare, the programme for the day changes in order to ensure enough kaimahi are there to receive them. Off-site activity is often cancelled or changed which mokopuna said can be frustrating. For example, during the visit, an off-site programme to the local gym was cancelled and a poroporoaki for a mokopuna leaving was scaled down due to new mokopuna arrivals. On both occasions, the in-coming mokopuna only stayed for a few hours before leaving.

Mokopuna thrive on consistency and can feel 'let down' when things change at late notice. On this occasion the mokopuna leaving had worked hard and been a positive role model for other mokopuna in the whare. However, the recognition for the work was lacking.

Kaimahi said it is vital whare dynamics are considered when new mokopuna are placed. Kaimahi said more consideration needs to occur in the placement hub⁸ of current whare dynamics to ensure admission decisions do not negatively impact mokopuna already in the whare.

Care Plans and model of care

Before placements are finalised through the placements hub, relevant paperwork including mokopuna All About Me Plans⁹ are completed and sent to Hillsborough Lighthouse. Mokopuna also

⁷ Refer CRC/C/NZL/CO/6. 27(b)

⁸ Oranga Tamariki employ kaimahi to run an internal Community Placement Hub. All requests for residential (out of home) care are

directed via the hub to ensure fit-for-purpose placement.

⁹ [All About Me plan | Practice Centre | Oranga Tamariki](#)

stay connected with their site social worker throughout their stay.

Kia Puāwai are moving the operations of all of their whare to the Teaching Family Model¹⁰ to ensure mokopuna are treated as individuals, trauma is acknowledged, and kaimahi are provided with a framework to ensure mokopuna and their whānau are supported in ways that will meet their needs.

Kia Puāwai are confident this approach will work well for mokopuna and their whānau and it will be a relatively smooth transition for kaimahi working at Hillsborough Lighthouse. OCC look forward to seeing how the implementation of this model enhances operations at the Hillsborough whare.

Transition Care

Hillsborough Lighthouse is a whare that mokopuna do not stay in for long periods. Plans, and therefore how mokopuna transition out of the whare, varies. Kaimahi in the whare emphasise that they want the whare to be a settling space for mokopuna however long they stay for.

Mokopuna stay in close contact with their Oranga Tamariki site social worker and most mokopuna have daily phone contact with them. This allows mokopuna to keep up to date with how their matters are progressing through their remand period.

Oranga Tamariki need to ensure that mokopuna and their whānau have access to good, wrap-around support to ensure mokopuna are set up to succeed. Kaimahi in the whare did say they have regular

repeat admissions despite trying hard to provide pro-social pathways.

¹⁰ [Teaching-Family Association](#) ®

Protection Systems

This examines how well-informed mokopuna are upon entering a facility. We also assess measures that protect and uphold the rights and dignity of mokopuna, including complaints procedures and recording systems.

The kawa and tikanga of the whare is emphasised on admission

The kawa and tikanga for the whare and the day-to-day routine is shared with mokopuna on admission. For example, the day starting with karakia (which are displayed on the walls), how education is run and how to contact whānau and social workers.

The whare operates on a 'no surprises' model and mokopuna rights are explained on admission. Kaimahi are clear with mokopuna in terms of the rules, for example around vaping, and what happens if they chose to leave the whare without permission.

Good connections with site Social Workers

Social Workers are actively involved with the whare and ensure mokopuna are not only being heard and informed about the progress of their court matters but are also actioning their day-to-day care requests. For example, to organise haircuts, clothing purchases and whānau contact.

It is encouraging to see a strong relationship between mokopuna and their Social Workers.

Mixing mokopuna on different custody statuses has an impact on the whare

During the visit, only mokopuna on s238(1)(d) of the Oranga Tamariki Act were in the whare. However, kaimahi told OCC that mokopuna on a variety of statuses, both under Care and Protection and Youth Justice parts of the Oranga Tamariki Act, were admitted into Hillsborough Lighthouse. Mokopuna of varying ages were also admitted into the whare.

Kaimahi reported that this has significant impact on whare dynamics. For example, kaimahi said coming up with activities everyone can do as a group or even what movies everyone can watch becomes a 'headache'. Additional kaimahi, known as 'trackers', are often required to provide additional 1:1 care – particularly for mokopuna with Care and Protection statuses.

As one kaimahi said, mixing both care and protection and youth justice mokopuna is not ideal. The care and protection mokopuna are not in the whare because they have committed crime, but they do leave with tips. Mixing mokopuna on different statuses is detrimental for all involved.¹¹

¹¹ Report of the Special Rapporteur on torture and other cruel, inhuman or degrading treatment or punishment, A/HRC/28/68, 5

March 2015, Havana Rules para17 amongst other instruments.

The Children's Commissioner is explicit in reinforcing that it is inappropriate for young people solely under care and protection custody orders to be held in a remand setting¹².

There are no independent advocates for mokopuna

Unlike larger Youth Justice residences, remand homes run by community NGOs do not have regular access to independent advocates like VOYCE Whakarongomai. At Hillsborough Lighthouse there was no mention of independent advocates being available for mokopuna. Kaimahi said this was lacking for the whare.

The Children's Commissioner wants Oranga Tamariki to support community run remand homes to access services like VOYCE Whakarongomai to ensure mokopuna have independent people to speak to.

High level of trust when dealing with complaints

There are no CCTV cameras and the Whaia te Maramatanga¹³ complaints process is not used. Therefore, Kia Puāwai must rely on kaimahi and mokopuna accounts of incidents when dealing with complaints.

Mokopuna can address their complaint to on-site kaimahi or their Social Worker. The complaint may then be escalated to the General Manager Operations within Kia Puāwai. All involved in the complaint are then interviewed.

OCC is concerned the complaints process for all community run remand homes is

not independent of kaimahi and that complaints are reviewed internally. Access to independent complaints systems was also raised in New Zealand's sixth periodic review of the implementation of the Children's Convention¹⁴.

There is also a lack of information displayed within Hillsborough Lighthouse for mokopuna or their whānau to escalate complaints to an alternative agency such as OCC or the Ombudsman.

¹² [Oranga Tamariki putting children in care with young offenders when options run out | Stuff.co.nz](https://www.stuff.co.nz/oranga-tamariki/putting-children-in-care-with-young-offenders-when-options-run-out)

¹³ Complaints process used in Oranga Tamariki run residences.

¹⁴ CRC/C/NZL/CO/6 28(f)

Material Conditions

This assesses the quality and quantity of food, access to outside spaces, hygiene facilities, clothing, bedding, lighting and ventilation. It focuses on understanding how the living conditions in secure facilities contribute to the wellbeing and dignity of mokopuna.

Mokopuna feel comfortable in the whare

The whare is warm and bright with good natural sunshine. There is a large kitchen, dining area, and lounge to host whānau and manuhiri. Mokopuna help with food preparation and have access to the kitchen area to make their own hot drinks and snacks. Mokopuna use metal cutlery and are supervised when they use sharp knives. A range of artwork, karakia, and waiata, are displayed on the walls and brings life to the tikanga and kawa of the whare.

However, the whare needs a commercial clean. Kaimahi said that in the absence of a cleaner, mokopuna manage the home cleanliness alongside their regular chores and the rest is picked up by kaimahi as part of regular shift duties. However, kaimahi prioritise time with mokopuna so cleaning duties are not always done in a timely manner. The room where kaimahi sleep overnight for example was not inviting without a mattress protector on the bed, and stains around the toilet and shower.

Safety is a priority

Safety is paramount at Hillsborough Lighthouse and there is a zero tolerance to bullying. Experienced kaimahi said establishing trust and maintaining respectful relationships is key to being able to mitigate any unpredictable behaviours and safely manage whare dynamics.

Line of sight is maintained by kaimahi but is done in ways that do not make mokopuna feel like they are being constantly 'watched'. Because kaimahi join in with all activities, the interactions feel natural and mokopuna do not recognise this as 'line of sight'.

Plenty of space for activities and exercise

Outside the whare, the lawns are well kept and there is a basketball area with full size hoop. Inside, on the lower level of the whare, there is a table tennis table and pool table. There are also plenty of couches to sit on and separate TVs with Netflix and gaming devices.

Mokopuna enjoy coming into the rumpus room on their breaks from education and to relax in the afternoon. Kaimahi enjoy engaging mokopuna in their identified interests and support them to be active as much as possible.

The whare needs maintenance

The whare is a little run down with cracked ceilings, requires new carpet and kitchen appliances, and an upgrade to the garage gym equipment which is rusty. Kaimahi said that as Oranga Tamariki own the house, property and maintenance has to go through Oranga Tamariki National Office. This can be slow and budget constraints mean that larger works are prioritised over largely cosmetic changes to the Hillsborough whare.

Kaimahi told OCC that Oranga Tamariki have described their relationship with Kia Puāwai and the whare as that of a 'landlord'. This means that mokopuna cannot pin things into their bedroom walls, like pictures and artwork to personalise their private spaces due to the potential damage to walls. Mokopuna enjoy personalising their bedrooms and making them feel 'homely' and did comment that their rooms were bare and their bedding thin.

OCC did see artwork from mokopuna displayed in the common areas on notice boards.

Mokopuna enjoy the food

Mokopuna told us they have a say in what they eat on a daily basis. They can tell kaimahi what they would like on the menu, and kaimahi help mokopuna with food preparation.

Mokopuna said the food was good and satisfying. Mokopuna also said they can access the kitchen to make kai themselves. OCC saw mokopuna making their own lunches and saw how making kai was incorporated into the educational activity.

Kaimahi at Hillsborough Lighthouse said their daily operations budget was tight especially with the rising cost of food and feeding five hungry mokopuna tāne when the whare is full.

OCC would like to see consideration given to increasing the operations budget of the whare that takes into account a cost pressure increase.

Activities and access to others

This focuses on the opportunities available to mokopuna to engage in quality, youth friendly activities inside and outside secure facilities, including education and vocational activities. It is concerned with how the personal development of mokopuna is supported, including contact with friends and whānau.

Contact with whānau is variable

Whānau do not visit mokopuna at Hillsborough Lighthouse. Kaimahi did not pin-point why this was but said the short stay nature of the whare contributed to the thinking.

Mokopuna said they can make calls to whānau every night for around 10-15mins. If there was time, and other mokopuna were not waiting for the phone, conversations could go on longer.

Article 2 of Te Tiriti o Waitangi outlines the importance of whānau voice and that whānau are involved in decisions that affect them and their mokopuna. Article 3 highlights how mokopuna and their whānau have the right to equitable outcomes and with it the opportunity to input into mokopuna care plans.

Given that many mokopuna are local to Tamaki Makaurau, and specifically the southern suburbs of the city, it is easy for mokopuna to leave the whare and walk to whānau. Oranga Tamariki and Kia Puāwai need to establish a system where whānau can come to the home regularly and have face to face contact with their mokopuna. Both organisations need to put into practice active protection of mokopuna as taonga and not set them up to fail with

unrealistic expectations that mokopuna will not be drawn back to whānau despite the potential for additional charges.

Education is a strength

Education is a key activity in the whare. The Ministry of Education have contracted Tuilaepa Youth Mentoring Services¹⁵ (TYMS) to work with the mokopuna from 9am until 2pm on weekdays as well as during school holidays.

The focus is on mokopuna engaging in learning and education that is tailored to their needs. Mokopuna can also work towards vocational goals such as driver licensing, CV writing and focused life-skill activity such as finances and budgeting. Teaching kaimahi ensure their education content can be adapted for short stays and can be easily picked up when new mokopuna arrive.

TYMS kaimahi identify the need to be flexible and create opportunities for mokopuna to learn via their interests or through practical games. For example, incorporating a maths module using a pool table activity.

Education can also follow mokopuna when they leave Hillsborough Lighthouse as their programmes are also delivered in the community. This provides a stable

¹⁵ [Tuilaepa Youth Mentoring Service \(TYMS\) - Home](#)

resource for mokopuna and they are encouraged to stay connected.

There is a wide variety of equipment for mokopuna in the whare

Kaimahi run activities after school has finished in the afternoons. There is plenty of equipment that mokopuna have access to both inside and outside the whare. This includes:

- Table Tennis
- Pool Table,
- Netflix & TV
- PS4
- Basketball
- Garage Gym
- Board games and books.

Mokopuna also spoke about off-site activity that involved shopping for kai, going to the beach, local pools, movies, attending sport events, and visiting the (golf) driving range.

Medical services and care

This domain focuses on how the physical and mental health of mokopuna are met, in order to uphold their decency, privacy and dignity.

Mokopuna have access to primary health care services

Mokopuna have access to primary health care services and are seen by local GPs on request. Social workers are used to facilitate access to GPs.

Additional services are sourced as required to meet individual mokopuna needs. For example, kaimahi said mokopuna who are required to attend any existing services, for example alcohol or drug counselling, are supported by their site social workers.

Kaimahi are quick to act and err on the side of caution

On the morning of our arrival, one of the mokopuna had arrived from Police cells with multiple lacerations to the head. The mokopuna had told OCC that the injuries had been sustained during his arrest. OCC kaimahi ensured that the mokopuna had contacted his social worker to log the injuries. OCC also ensured that the mokopuna knew his rights to make a complaint and that he felt supported by trusted adults. Hillsborough Lighthouse kaimahi were supportive of the mokopuna to lodge a complaint and were active in connecting them to whānau and their social worker.

It is normal practice is for Oranga Tamariki site social workers to escort mokopuna to and from medical appointments. However, kaimahi from the whare were concerned enough about the wounds on the head of the mokopuna to take him to a local clinic

to get the wounds re-dressed and to ensure there was no infection. Duty of care, due diligence and aroha were evident in the way this mokopuna was treated on admission.

Medication is stored appropriately

Medications are stored in a locked cupboard in the kaimahi office. They are packaged appropriately and kaimahi log when medication is given.

Personnel

This focuses on the relationships between kaimahi and mokopuna, and the recruitment, training, support and supervision offered to the kaimahi team. In order for facilities to provide therapeutic care and a safe environment for mokopuna, kaimahi must be highly skilled, trained and supported.

Kaimahi have good relationships with each other

Kaimahi role model what a positive, loving home looks like. Their aim is to always show mokopuna positive pro-social behaviour, respect and Manaakitanga.

As many of the kaimahi have worked in the whare for some time, there are tight bonds, good understanding and banter between the adults. Kaimahi feel comfortable with each other and have confidence and trust in each other's skills when they work with mokopuna.

Good staffing levels

Many kaimahi at Hillsborough Lighthouse had been working for Kia Puāwai in excess of five years. On the whole, kaimahi working in the whare were consistent and some kaimahi attributed this to the roster system with kaimahi consistently rostered for either morning, afternoon or overnight shifts. This worked well for kaimahi who have tamariki of their own and other whānau commitments. Kaimahi did say that they occasionally work additional shifts, but

A recent recruitment drive had been successful with seven new kaimahi joining the mihi whakatau at the start of the OCC visit. Kia Puāwai also have access to a casual pool which they can use across their three whare.

Regular supervision needs to be scheduled

Kaimahi reported that shift work makes it difficult for all kaimahi to get the supervision they need in a timely manner. For example, supervision is scheduled but is then often cancelled or constantly re-scheduled because more pressing operational matters arise, or because there is nobody there to backfill their shift whilst they attend supervision.

Kaimahi said that the emphasis on supervision comes in cycles. At times supervision is timely and everyone makes extraordinary effort to attend. But at other times, commitment lacks and other pressing matters are allowed to take precedence. Kaimahi said that they were currently in a cycle aligned to the latter.

All kaimahi working with mokopuna should have regular formal, professional, and cultural supervision. This is vital to maintaining consistent child-centred practice, professional development and kaimahi wellbeing.

Professional development and specialised training should be a priority

Kaimahi who work with high and complex needs mokopuna need intensive fit-for-purpose training. Training currently

consists of MAYBO¹⁶ and first aid training. Kaimahi also said Kia Puāwai head-office offer informal training sessions, for example, in mental health topics, trauma, and sexuality.

Kaimahi repeatedly told OCC they needed more tailored training especially around mental health needs and support, neuro-diversities and trauma triggers. It is important that kaimahi have opportunities for professional development to ensure practice is appropriate and relevant to the needs of the mokopuna coming into Hillsborough Lighthouse.

¹⁶ [Maybo PBS, De-escalation and Physical Intervention Training for Care Services](#)

Improving outcomes for Mokopuna Māori

This focuses on identity and belonging, which are fundamental for all mokopuna to thrive. We assess commitment to Mātauranga Māori and the extent to which Māori values are upheld, cultural capacity is expanded and mokopuna are supported to explore their whakapapa.

Manaakitanga in action

Kaimahi are invested in bringing out the best in mokopuna. They are eager to pass on their own experiences and knowledge to help mokopuna make informed decisions about their future. OCC saw good examples of tuakana – teina relationships both between mokopuna and between mokopuna and kaimahi.

Kaimahi role model manaaki well and by the end of the visit, mokopuna were making sure OCC kaimahi had hot drinks if they wanted them, offering to make food, and joining OCC to eat kai at the dining table.

Kaimahi also ensure that mokopuna leave with a gift as an acknowledgement of their journey through the whare. As part of the poroporoaki mokopuna are able to earn their customised cap through the points and reward system.

Mokopuna are treated like whānau and not a status

Every mokopuna that comes to the whare is treated as taonga and made to feel safe. Mokopuna are offered a shower and kai on arrival which makes them feel like they are part of the whare whānau.

Mokopuna are given equal opportunity to contribute to day to day running of the whare with regular hui, decisions around

their weekly kai and helping to keep the whare clean.

During our mihi whakatau mokopuna stood with confidence and said their name and where they are from. Kaimahi were supportive and ensured they felt comfortable amongst a large group of adults.

Whakapapa approach to education and activities

Kia Puāwai moemoeā is 'Kia Tupu, Kia Hua, Kia Puāwai' To Grow, To Flourish, To Prosper. OCC acknowledge kaimahi at Hillsborough Lighthouse have the aroha and awhi to support the moemoeā for mokopuna whilst they are at the whare.

Kaimahi said the high turnover of mokopuna can be challenging when they want to make time to spend 1:1 with mokopuna and increase the cultural capacity of both mokopuna and kaimahi. However, at the time of our visit, mokopuna told OCC about learning Pepeha during school, kaimahi sharing their whakapapa and reading about whakapapa across the motu.

Ensure whānau have a voice

In order to ensure whānau are part of the remand journey with mokopuna and are involved in decision making, OCC encourage Kia Puāwai and Oranga Tamariki to bring whānau into the whare

regularly. Many whānau live close to Hillsborough Lighthouse and having them in the whare could help mokopuna to stay connected and build whakawhānaungatanga within the whare. Having whanau involved in the whare also has the potential to help new mokopuna settle quickly knowing their whānau are welcome in their new space.

Appendix

Gathering information

OCC gather a range of information and evidence to support our analysis and develop our findings in our report. These collectively 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 kaimahi	Kia Puāwai <ul style="list-style-type: none"> • Operations Manager Residential • Senior Team Leader for the whare • Kaiako • Youth Workers • Practice Lead • Clinical Director • Kaumatua Oranga Tamariki <ul style="list-style-type: none"> • Local site Supervisor
Interviews with external stakeholders	TYMS (Contracted Youth Mentoring Service)
Documentation	<ul style="list-style-type: none"> • All about me plans • Complaint form • Client Incident Report • Incident Register • Hillsborough Lighthouse Referral and Admission process form • Induction Booklet for Youth Workers • Remand check information • Anti-Discrimination Policy • Client Risk Management Policy
Observations	Morning, afternoon and evening observations, shift handover. Includes breakfast, karakia, activities, lunch and education.