



23 May 2024

Catherine Burrage  
Kaiwhakahaere – Manager Monitoring  
Mana Mokopuna | Children and Young People's Commission

By email: [REDACTED]

Tēnā koe Catherine,

**Response to the final draft report on an unannounced monitoring inspection of Haumarū Ōrite mō Rangatahi Unit, Auckland, under the Crimes of Torture Act 1989**

Thank you for sending Manatū Hauora a copy of the draft report on the Haumarū Ōrite mō Rangatahi Unit (Haumarū Ōrite), Auckland Hospital, Te Whatu Ora - Te Toka Tumai Auckland. I appreciate the invitation to comment and respond to this report in my statutory role as the Acting Director of Mental Health.

Under the new health system arrangements, Manatū Hauora has a strengthened focus on system-level monitoring and regulation. Although many of the issues you have raised are operational matters that Te Whatu Ora is best placed to comment on, Manatū Hauora maintains a strong interest in these issues from a system stewardship and performance perspective.

I would like to positively acknowledge that several developments have been made since your previous report of Haumarū Ōrite. I note inspectors found no evidence of cruel, inhuman, or degrading treatment, or punishment of mokopuna. I am particularly pleased to read of the positive relationships between mokopuna, whānau, and staff, alongside the commitment of staff to support and meet the needs of mokopuna. It was good to read of the many examples of progress and mokopuna-centred, culturally appropriate practices highlighted throughout the draft report.

It is encouraging to read that kaimahi use the least restrictive care models and whānau support as an integral part of treatment. I note the draft report's observation that seclusion has not been used at Haumarū Ōrite since 2018 and I commend the efforts of the service and staff in this achievement and the considerable and wide-ranging lengths taken to maintain this.

However, in addition to such positive developments, I note there is one recommendation that has not progressed, the recommendation to develop a mokopuna-friendly complaints system. While I acknowledge that this a recommendation for Te Whatu Ora - Te Toka Tumai Auckland to respond to, I support the prioritisation of this.

Once the report has been finalised, I will request that local District Inspectors and the DAMHS provide my office with updates on how the service is addressing your recommendations.

Thank you again for the opportunity to comment on the final draft report. If you have any questions about the issues discussed in this letter, please contact me or my office at

[REDACTED]

Nāku noa, nā



Toni Dal Din  
**Acting Director of Mental Health**  
**Mental Health and Addiction**  
**Clinical, Community and Mental Health | Te Pou Whakakaha**