



Puketai Care and Protection Residence

OPCAT Monitoring Follow-Up Report

Visit Date: 12-14 November 2024

Report Date: January 2025



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.

Please note for clarity that in this report, we use the term 'mokopuna' to describe a group of children and young people, and 'tamaiti' for a single child or young person.



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Introduction

The role of Mana Mokopuna – Children and Young People's Commission

Mana Mokopuna - Children and Young People's Commission (Mana Mokopuna) is an independent advocate for all children and young people (mokopuna) under the age of 18 and for those who are care-experienced, up to the age of 25. Mana Mokopuna advocates for children's rights to be recognised and upheld, provides advice and guidance to government and other agencies, advocates for system-level changes, and ensures children's voices are heard in decisions that affect them.

Our organisation is a designated National Preventive Mechanism (NPM) as per 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). The role of the NPM function at Mana Mokopuna is to visit places where mokopuna are detained, and:

- 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 torture, cruel, inhuman, degrading treatment or punishment.

About this visit

Mana Mokopuna conducted an unannounced follow-up visit to Puketai Care and Protection Residence (Puketai) between 12-14 November 2024, as part of a follow-up visit work programme to assess progress against previously made recommendations. The objective is to prevent torture and ill-treatment in all places where mokopuna are deprived of their liberty by regularly monitoring and assessing progress on recommendations made as a result of the previous visit.

About this report

The report outlines the progress made against the recommendations from the last full OPCAT monitoring visit in December 2023. The report also highlights good practice as well as issues and concerns assessed during the visit.



About the facility

Facility Name:	Puketai Care and Protection Residence
Run by:	Oranga Tamariki
Region:	Ōtepoti, Dunedin
Operating capacity:	8 beds and there were 8 mokopuna of mixed gender aged 10 – 16years on-site at the time of the visit.
Description of facility:	Puketai is located within a residential neighbourhood surrounded by trees with no fences around the perimeter. There is a playground with swings, a rock-climbing wall, trampoline, and basketball hoop for mokopuna to use in their downtime. There are reading rooms with seating, gaming rooms with a PS4 and DVDs, and small rooms where mokopuna can spend one-to-one time with kaimahi (staff). There is a flat for whānau to come and stay on-site when they visit. The flat includes a kitchen, two bedrooms, its own bathroom, and a lounge with a couch and television.
Status under which mokopuna are detained: Sections 78, 101, and 110 Oranga Tamariki Act 1989.	



Key Findings

Mana Mokopuna found no evidence of cruel, inhuman, degrading treatment or punishment (ill-treatment) during the follow-up visit to Puketai. Mana Mokopuna found that generally, kaimahi at Puketai have a high standard of practice and provide high-quality care for mokopuna, with the resources available to them. However, there are several systemic barriers that kaimahi at Puketai face in providing the care required to meet the holistic needs of mokopuna.

Mana Mokopuna has made the following key findings:

Systemic Findings for Oranga Tamariki National Office:

- During the last full OPCAT monitoring visit in December 2023, a key finding was that the facility needed a full refurbishment and upgrade. This has not occurred. Since then, the facility has continued to deteriorate.
- There is a lack of funding available for community-based wraparound supports and bespoke care and protection homes for mokopuna, which impacts on mokopuna care, connection to their whānau, and successful transitions back into the community.
- The budget constraints and shortage of resources available is impacting on the basic needs of mokopuna being fully and holistically met at Puketai.
- Mokopuna admissions into the facility continue to be problematic. Mokopuna are often woken up in the early hours of the morning by Oranga Tamariki social workers and New Zealand Police officers to be transported to Puketai. Mokopuna and whānau are often not informed of the plan, resulting in further distress and trauma for mokopuna and their whānau.
- Mokopuna continue to face challenges accessing specialised mental health support, due to a lack of funding and resources and/or specialist support.
- There are still challenges in transitioning mokopuna back into the community and it was reported that some mokopuna are not being accepted into mainstream education due to being deemed 'high risk'.

Facility Findings:

- Since the last visit, the Kaiwhakaako role is no longer a position at Puketai. The role was vacant at the time of the recent Oranga Tamariki restructure and was removed from available vacancies. Funding for this role needs to be prioritised to continue meeting the needs of mokopuna Māori in Puketai.
- Kaimahi who work night shifts at Puketai require training in administering medication and reporting incidents, to ensure the care and safety of mokopuna.
- Puketai kaimahi provide an excellent standard of care for mokopuna, but there is still a continued need to upskill, understand the rationale behind training and frameworks, and develop skills to meet the ever-evolving needs of mokopuna, including those with mental



health concerns, neurodivergence, and offending behaviour combined with care and protection concerns.

- There was strong kaimahi retention with highly experienced people working in the facility.
- Mokopuna spoke highly of their education through Kingslea School and were working towards individualised goals that catered to their unique interests and needs. Mana Mokopuna notes there will be several changes within the education kaimahi team soon and urge that the new kaimahi continue delivering the same high-quality education programme for mokopuna.
- Puketai kaimahi continued to use a therapeutic model of care that promotes a high standard of practice and quality care for mokopuna, and use of force and secure care continues to be used minimally.
- Leadership at Puketai is remaining firm on exit dates, advocating for mokopuna being transitioned back into the community within shorter timeframes to prevent prolonged periods of time spent in residence.

Issues and concerns:

There were some concerns raised by mokopuna around the use of force (UOF) after an incident that had occurred the weekend before Mana Mokopuna's follow-up OPCAT monitoring visit. After hearing these concerns from mokopuna, the Mana Mokopuna team raised these concerns directly with the Senior Leadership team at Puketai, during the visit. The Senior Leadership team implemented a plan to ensure immediate safety, including speaking with mokopuna, completing a Report of Concern, a review of UOF footage, and engaging in ongoing communication with Mana Mokopuna about the outcome of the investigation of concerns following the completion of the visit. Mana Mokopuna commends the transparency and responsiveness from the Senior Leadership team at Puketai to manage and investigate the concerns raised by mokopuna.



Recommendations

2024 Systemic Recommendations for Oranga Tamariki

1	Senior leadership at Oranga Tamariki National Office to urgently prioritise funding for the re-establishment and recruitment of the Kaiwhakaako role to ensure there is a clear direction and vision for improving kaimahi cultural capability, connecting mokopuna with their whakapapa, and for providing mentorship and representation for mokopuna Māori in all Care and Protection residences.
2	Prioritise funding for a refurbishment at Puketai, including painting the walls and upgrading the bathrooms, to provide an environment conducive to mokopuna mental health and wellbeing. Involve mokopuna in the refurbishment by seeking their ideas and views about the upgrades to the facility and taking their views seriously, actioning them wherever possible and communicating back to mokopuna about the decisions made in relation to the upgrade.
3	Provide additional resourcing for community-based bespoke placements and caregivers to ensure mokopuna and their whānau have access to intensive, wraparound transition support to help them successfully reintegrate back into their communities.
4	The Ministry of Education and Oranga Tamariki to work together to promote the best possible outcomes for mokopuna in their care by ensuring their admission into mainstream education and the proper supports for them while in residence.
5	Oranga Tamariki and Health New Zealand - Te Whatu Ora work collaboratively together to ensure all mokopuna health and mental health needs are met in a timely manner, regardless of where in the region they are placed, and in ways that work for mokopuna and their individual circumstances.
6	Ensure mokopuna are informed of their plan by social workers prior to being admitted into residence, in order to uphold the rights of mokopuna to participation and information, and to promote trust, transparency, and predictability for mokopuna, in line with Oranga Tamariki Practice standards ¹ .

¹ [Create, implement and review a written assessment and plan — guidance | Practice Centre | Oranga Tamariki](#)



2024 Facility Recommendations for Puketai

	Recommendation
1	Urgently implement a process and training for the night shift kaimahi to administer medication so all kaimahi can administer medication to mokopuna regardless of the time of day.
2	Provide foundational and then ongoing training for all kaimahi working at Puketai on youth justice and mental health legislation, processes, and practices to further develop their knowledge and skills when working with mokopuna who are placed in Puketai, including mokopuna who crossover between care and protection and youth justice.
3	Ensure all kaimahi understand and are supported to understand on an ongoing basis, the rationale behind the frameworks, processes, and practices that are implemented in the residence, so they can use that understanding to drive decision-making and support mokopuna individual needs.
4	Ensure the meaningful and effective education programme that Kingslea School provides at Puketai continues, even after new kaimahi are hired.

Concluding Observations from the United Nations

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 United Nations Convention on the Rights of the Child (Children's Convention)³ and how the Government is protecting and advancing the rights of mokopuna in Aotearoa New Zealand.

In August 2023, the United Nations Committee Against Torture also released Concluding Observations⁴ for New Zealand's seventh periodic review regarding the implementation of the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment⁵.

Many of the recommendations from both sets of Concluding Observations are directly relevant to aspects of treatment experienced by mokopuna at Puketai, which Mana Mokopuna found during the follow-up OPCAT monitoring visit in November 2024. Where relevant, these are highlighted throughout the body of the report.

² Refer CRC/C/NZL/CO/6

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

⁴ Refer CAT/C/NZL/CO/7

⁵ [Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment | OHCHR](#)



Strengths

Puketai kaimahi provide a high standard of care for mokopuna

Puketai kaimahi continue to use relational, trauma-informed practice when working with mokopuna. This is evident in their interactions with mokopuna which are caring and gentle, but also firm, with boundaries, expectations and consistent routines, allowing mokopuna to feel safe and secure in their environment. For example, nighttime routines start at a specific time each day so mokopuna know what to expect, and they complete their showers and chores without any issues. Mokopuna have a say in decisions that impact them, which was evident during our visit, when mokopuna raised concerns and kaimahi were quick to follow-up to see what they needed and help them complete a grievance form.⁶

Mokopuna can also choose whether they participate in certain activities and for how long. If they need a break or have enough of playing outside, even if the facilitated activity is not finished, kaimahi walk back to the unit with mokopuna to allow them time or support them to do something else before re-engaging. This was evident during our monitoring visit when mokopuna were engaging in Mau rākau⁷, and a tamaiti would do push-ups when they needed a break and re-joined the activity when they were ready. This showed their perspectives were valued and considered in decision-making by the adults responsible for their care.

Kaimahi communicate well together as a team using radios and through daily shift handovers. This allows for consistent practice, communication, and a positive environment for mokopuna, as rules are applied consistently across staff and shifts. During our visit, mokopuna told us about their positive experiences at Puketai. One tamaiti said they had a specific kaimahi who they enjoyed playing games and spending time with. Another tamaiti wrote in their feedback form that kaimahi listened and supported them, that they enjoyed the variety of activities on offer including education, that the mealtimes were consistent each day, and that they liked that there was no technology in the residence, including vapes.

"Thank you to everyone for what you guys have done for me, you have helped me a lot."

(Mokopuna)

Kaimahi are open to learning and committed to continuous improvement. For example, several said they were open to immediate feedback from the Mana Mokopuna team so that they could make the residential experience at the facility the best it could be for mokopuna, without having to wait for the OPCAT monitoring report. This shows that kaimahi are invested in improving outcomes for mokopuna and providing them with the best possible care. Kaimahi said they felt supported by the facility leadership and had a positive workplace culture, which

⁶ Whaia te Maramatanga is the grievance system used in all Oranga Tamariki residences. Grievance panels assess complaints made by mokopuna to ensure transparency of process and that complaints are resolved or escalated accordingly.

⁷ Māori martial arts programme



allowed them to engage in practice reflection and feed into decision-making. Many of the kaimahi working at Puketai had done so for long periods of time, which demonstrated the value of highly skilled and well-trained kaimahi, and the ongoing building of a positive residence culture.

Kaimahi also work well with stakeholders and external providers to meet the needs of mokopuna who are living in Puketai. There is a quarterly Interagency meeting where stakeholders from the community including Oranga Tamariki National Office, Police, Health New Zealand - Te Whatu Ora, VOYCE Whakarongo Mai⁸, mana whenua, Ministry of Education and non-government organisations such as Mirror Services⁹ meet to share insights and plan how they can work together to improve outcomes for mokopuna in the residence, as well as support successful mokopuna transitions back into the community.

The high standard of care allows mokopuna to thrive and achieve developmental milestones while at Puketai, such as NCEA credits and self-care and personal hygiene skills. Mokopuna know what is expected of them too, which makes them feel safe.

Mokopuna are entitled to a high standard of care.¹⁰ The relationship between kaimahi and mokopuna should always be professional and have due regard for the well-being, culture, and needs of mokopuna residing in the facility.¹¹ Puketai kaimahi role model the high standard of care expected of those working in a Care and Protection residence.

Use of force and secure care is used minimally

Puketai kaimahi said use of force and secure care is a last resort.

The isolation and seclusion of mokopuna goes against their human rights.¹² There is strong international advocacy for the seclusion of all mokopuna in all settings to cease immediately. International research¹³ labels the seclusion of mokopuna as harmful and a practice the New Zealand government has been questioned about on numerous in-person sittings by various United Nations committees. Mana Mokopuna support zero seclusion practices.

Kaimahi said mattresses are not set up in the secure care area as a deterrent for using it overnight, this means kaimahi need to go out of their way to prepare a bed for mokopuna to stay in. Instead kaimahi spoke about using the living room area in secure care as a de-

⁸ [Home - VOYCE - WHAKARONGO MAI](#)

⁹ [Mirror Services - Counselling and Treatment Programmes for Children, Young People and their Whānau | Mirror Services](#)

¹⁰ [Oranga Tamariki \(Residential Care\) Regulations 1996 \(SR 1996/354\) \(as at 01 July 2023\) 3 Right to professional and planned standards of care – New Zealand Legislation](#)

¹¹ [Oranga Tamariki \(Residential Care\) Regulations 1996 \(SR 1996/354\) \(as at 01 July 2023\) 3 Right to professional and planned standards of care – New Zealand Legislation](#)

¹² A/ HRC/28/68, para 44

¹³ Examples include: [Seclusion - an overview | ScienceDirect Topics](#), Nowak, M. (2019). *The United Nations global study on children deprived of liberty- online version*. United Nations, Hales, H., White, O., Deshpande, M., & Kingsley, D. (2018). Use of solitary confinement in children and young people. *Crim. Behav. & Mental Health*, 28, 443.



escalation space for mokopuna to regulate in until they were ready to transition back to the open unit.

Puketai kaimahi are firm on exit dates

During the last full OPCAT monitoring visit to Puketai in December 2023, four of the eight mokopuna had spent 200 or more days in the facility.¹⁴ Of those mokopuna, two ended up staying in Puketai for over two years.¹⁵

Spending prolonged periods of time in residence is harmful, as it can result in mokopuna becoming institutionalised and dependent on the system. The Oranga Tamariki Act 1989¹⁶ outlines the rights of mokopuna to be with their whānau, hapū, and iwi where possible, and in family-like living environments with the ability to form significant psychological attachments to their caregivers if they are unable to be with their whānau, hapū, and iwi. Although Puketai kaimahi do their best with what they have, residential care and protection residences like Puketai are not conducive to mokopuna developmental needs.¹⁷ Mokopuna should be living in the community in family-like bespoke homes, not large-scale care and protection residences that are institutional in nature.

Puketai kaimahi said they used to accept extension requests for the mokopuna to stay on at Puketai beyond the initial period that they were intended to stay. However, they found mokopuna were spending far too long in residence without the benefit of additional placement options in the community made available during that time.

Since our last full OPCAT monitoring visit, the Puketai senior leadership team said they have been strict about setting exit dates for mokopuna to leave the facility and transition back into the community. This was evident at the time of our follow-up visit as all eight mokopuna had been there less than three months, with the earliest admitted in August 2024. This was a significant shift since our last full monitoring visit had occurred.

Once an exit date has been agreed to, Puketai kaimahi said they can then allow flexibility to ensure mokopuna are still at the centre of decision-making. This includes waiting for them to finish the school term before transitioning out into community-based placement care, to help provide a smoother pathway. This is a mokopuna-centred approach, and it is to be welcomed as thorough and well-thought-out transitions are essential to helping mokopuna reach their full potential.

¹⁴ Monthly data supplied to Mana Mokopuna from Oranga Tamariki.

¹⁵ Monthly data supplied to Mana Mokopuna from Oranga Tamariki.

¹⁶ [Oranga Tamariki Act 1989 No 24 \(as at 30 June 2024\), Public Act 13 Principles – New Zealand Legislation](#), see section 13 (iii).

¹⁷ The ability to form an ongoing warm relationship with a primary care giver is essential for mokopuna mental health. [The importance of caregiver-child interactions for the survival and development of young children.](#)



When mokopuna cannot safely return to the care of their whānau, hapū, or iwi, they should live in an appropriate family-like setting in the community, in which they can develop a sense of belonging, and where their personal and cultural identity can be maintained as in line with section 13 of the Oranga Tamariki Act 1989.¹⁸ It is imperative that every effort is made to keep mokopuna safe and thriving in the community with placements which are appropriate to their needs and which uphold their holistic rights.

Social work contact with mokopuna has improved overall

During the last full monitoring visit in December 2023, Oranga Tamariki social worker contact for mokopuna from out-of-area was not occurring as often as it should be, and one tamaiti had not been visited in person by their social worker for more than ten months.

Kaimahi reported that since the last monitoring visit, Oranga Tamariki site social workers had overall been more responsive in their responsibilities to mokopuna in Puketai, however, there was still room for improvement in supporting mokopuna from out-of-area.

At the time of this follow-up monitoring visit, all mokopuna had been visited by their social worker in person during the three months since being in residence. Puketai kaimahi continue to work well with the local Oranga Tamariki site office and said communication had been regular and consistent between them. The challenge was providing the same level of support and care for mokopuna who were not from the local region, as social worker in person contact was typically less frequent.

It was reported that Oranga Tamariki had allocated local social workers for mokopuna from out-of-area, but that mokopuna were not always made aware when their social worker had changed. Mokopuna should always be informed when and why their social worker is changing and should be supported by Oranga Tamariki to have continuity of care regardless of where they are placed. Oranga Tamariki social workers should be strong advocates for mokopuna, and need to provide a familiar face, emotional support, and regular updates on care plans. The rights and needs of the mokopuna that they are assigned to should be the professional priority of Oranga Tamariki site social workers. It is essential that site social workers develop 'All About Me Plans' for mokopuna and that they continue to be involved in updating these plans, alongside residential case leaders, when their mokopuna are placed in a residence. Oranga Tamariki site social workers should be engaging with mokopuna in meaningful ways on a continual basis as well as engaging with key stakeholders who play a significant role in supporting mokopuna in residence. This should be the case even when mokopuna are placed out-of-area.¹⁹ This practice is essential for supporting safe and rights-respecting care for

¹⁸ Children, Young Persons, and Their Families Act 1989 No 24 (as at 04 September 2013), Public Act 13 Principles – New Zealand Legislation, see section 13 (iii).

¹⁹ Working with tamariki and rangatahi in residences | Practice Centre | Oranga Tamariki



mokopuna during their time in residence, and for successful mokopuna transitions back into the community. This is consistent with the rights of mokopuna under Article 12 of the UN Convention on the Rights of the Child.

Under Oranga Tamariki practice standards, social workers are required to see mokopuna regularly face-to-face and ideally alone, in order to build trust, understand their needs, and ensure they have a say in decisions that impact them.²⁰

Safety protections are in place for mokopuna

Although safety and security incidents still occur at Puketai, there are thorough processes in place for kaimahi to ensure the immediate safety of mokopuna, as well as mitigation plans and debriefs to help prevent such incidents occurring in the future.

There are also various mechanisms mokopuna can use to advocate for themselves, such as through VOYCE Whakarongo Mai, the grievance panel²¹, grievance forms and trusted kaimahi, to ensure their needs are met and they feel safe there.

During our monitoring visit, we noticed:

- Kaimahi were encouraging and supportive of mokopuna speaking with Mana Mokopuna and would facilitate space to do so privately
- Mokopuna felt comfortable having their concerns raised with the leadership team at Puketai directly, showing they felt comfortable to speak up when something was wrong
- Mokopuna were aware of their rights which were posted on the walls in both English and te reo Māori around the unit where they live
- Mokopuna advocates including VOYCE Whakarongo Mai and the grievance panel were regularly in the unit and were seen having dinner with mokopuna to get to know them on a personal level
- Mokopuna were familiar with the grievance process and were open to using it
- There was good quality and thorough documentation about secure care admissions and use of force, and this was made available to our Mana Mokopuna monitoring team
- Puketai kaimahi followed up immediately after disclosures and Reports of Concern were raised – as seen during this follow-up monitoring visit.

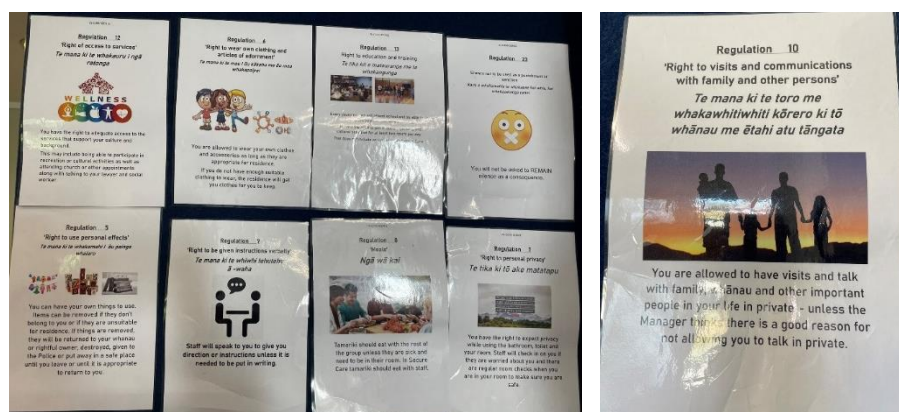
These safety practices help ensure transparency and allow mokopuna to raise concerns without fear, which can prevent future harm from occurring. When mokopuna know and understand their rights, they are better able to advocate for themselves or go to someone who

²⁰ See and engage tamariki | Practice Centre | Oranga Tamariki

²¹ [Residence Grievance Panels | Oranga Tamariki — Ministry for Children](#)

they trust for help and support. These processes uphold mokopuna rights to safety and the ability to make a complaint, and to participate and have their views heard.

Mokopuna have a right to access an independent complaints system and have help from advocates to formulate feedback regarding their experiences in care.²² This right is being realised for mokopuna at Puketāi.



Mokopuna rights displayed on the walls in the unit, in both English and te reo Māori

Mokopuna have good access to activities

There continues to be a range of activities for mokopuna to participate in both on-site at Puketāi and off-site in the local community. Mokopuna are able to request the activities they want to do when their free time allows. Some of the on-site activities include:

- A beauty programme including hair and face masks
- Nail painting with gel polish and UV lights
- Board games and cards
- Art including painting and LED sign making
- Outdoor sports such as basketball, biking, and skateboarding
- Mau rākau that occurred once a week
- A new trampoline with a basketball hoop attached mokopuna were enjoying playing various games on this
- Rock climbing wall
- Swings and a playground.

Mokopuna are also participating in recreation and sport activities off-site, and particularly enjoy representing the Puketāi touch rugby team once a week in the community. This team is organised through a community whānau social touch rugby league where mokopuna and Puketāi kaimahi play against mokopuna from the community. Mokopuna and kaimahi spoke highly of playing touch rugby in the community, as it was a chance for mokopuna to interact

²² [United Nations Rules for the Protection of Juveniles Deprived of their Liberty | OHCHR Articles 75-78](#)



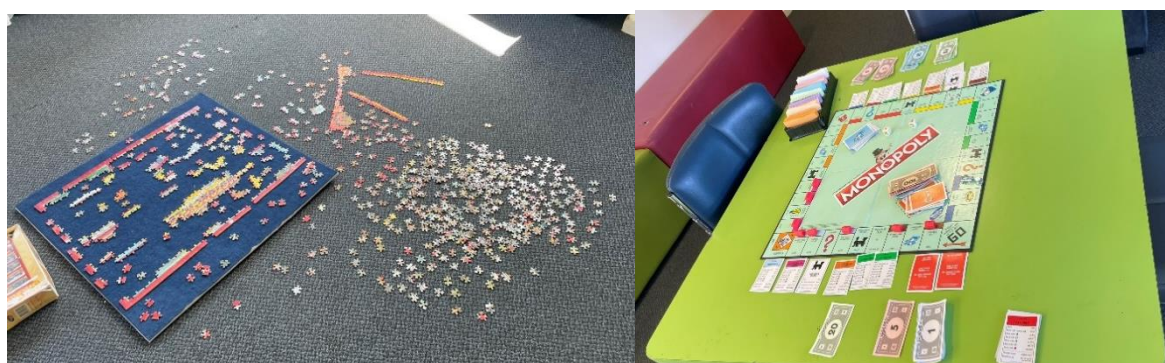
with people from outside the residence and other mokopuna in the community. As kaimahi said, *"it's a chance for kids to be kids."*

Mokopuna also enjoy the Mau rākau activity hosted by an external kaumatua and were seen leading parts of the programme, incorporating rules they learned from their whānau, in both English and te reo Māori.

Mokopuna were visibly engaged, laughing, and working well together during a range of activities both in the residence (which also included board games) and outside of the residence, in the community.

Staying involved in activities both on and off-site encourages pro-social skills amongst mokopuna who are living in Puketai and supports wellbeing of mokopuna, contributing to the strength of their Te Whare Tapa Whā. It also upholds their right to participate in activities and their right to play, culture and recreation, which is their right under the UN Convention on the Rights of the Child.

Mokopuna have the right to participate in recreational activities such as sports, music, art, and drama. Kaimahi at Puketai work hard to uphold mokopuna rights under article 31 of the Children's Convention²³ by providing many activity options for mokopuna to be involved in, both within the residence and in the community.



Puzzles and board games that mokopuna were actively involved in during the visit

Mokopuna have regular contact with whānau

Mokopuna are also able to see their whānau as much as their whānau are available to see them. Whānau can stay on-site in the whānau flat and are provided with petrol, meal, and activity vouchers by Oranga Tamariki so they are able to get out into the community with mokopuna during their visits, too.

Mokopuna are able to contact their whānau regularly through phone and video calls from within Puketai.

²³ [Convention on the Rights of the Child | OHCHR](#) - Article 31



Whānau are regularly invited to Multidisciplinary Team meetings (MDT), allowing them to be involved in decision-making about mokopuna and stay updated on what is happening for their tamaiti in residence. Whānau speak very highly of Puketai and appreciate all the support they are receiving with their tamaiti. Whānau inclusion in Care Plans – which is happening at Puketai – is part of best practice, as it helps promote mokopuna wellbeing and future success.

“We were blown away with everything [at Puketai]”

(Whānau member)

Although mokopuna said they were enjoying their time at Puketai, they said they would prefer to be in a residence closer to their community and whānau, as seeing their whānau often was important to them. One tamaiti said they missed the birth of one of their relatives as they had been sent to Puketai a few weeks prior. Although not always possible, placements for mokopuna in the community closest to whānau are essential, as maintaining regular access to whānau and ongoing relationships and whakapapa links is imperative in upholding their right to see whānau while in care and supports the chances of successful transitions out of Puketai. It is positive to see these rights upheld at Puketai and Mana Mokopuna would like to see this practice maintained for years to come.

Mokopuna have the right to see their whānau regularly when in State care, as outlined under section 10 of the Oranga Tamariki Residential Care Regulations²⁴ and Article 9 of the UN Convention on the Rights of the Child.²⁵ Puketai leadership makes every effort to ensure all mokopuna, regardless of where they come from, can exercise this right. Connection with their whānau and with the local community encourages young people to feel included and part of a caring and protective environment that will love and guide them.²⁶

Education continues to be a highlight for mokopuna at Puketai

Mokopuna were actively engaged in education through Kingslea School²⁷ at the time of the follow-up OPCAT monitoring visit. Both mokopuna and their whānau spoke highly of the education programme and how it had inspired their curiosity for learning and joining mainstream education again.

A private room used for neurodivergent mokopuna education, allowing them to study without distractions.

²⁴ Oranga Tamariki (Residential Care) Regulations 1996 (SR 1996/354) (as at 01 July 2023) 10 Rights to visits and communications with family and other persons – New Zealand Legislation

²⁵ Convention on the Rights of the Child | OHCHR – Article 9

²⁶ <https://www.manamokopuna.org.nz/publications/media-releases/reset-of-youth-justice-system-cannot-be-delayed-chief-childrens-commissioner/>

²⁷ [Kingslea School – Learning for Life](#)



All mokopuna start each day with a 'mauri check'²⁸ using an emotion journal where they record how they are feeling that day. Kaimahi said they would take note of how mokopuna are feeling so they knew how each mokopuna was doing at that point in time and could follow-up with them if needed.

Mokopuna had their own colourful artwork on their desks, as well as sensory items such as squish balls and essential oils. Mokopuna were earning rewards on a variety of achievements, including participation and creativity. This was a highlight, and they were proud to show off the trophies they had earned, which encouraged positive reinforcement for their efforts.

Mokopuna were earning NCEA credits in subjects such as art, maths, and science. Additional funding from grants also allowed them to access personal training, yoga, therapy dogs and adventure-based programmes such as ziplining, obstacle courses, go karting, kayaking, and bush walks during the school term.

The Kingslea programme at Puketai was often the first time mokopuna had been engaged in education due to the systemic barriers that they had faced in the community. It was, therefore, critical to their development and Puketai kaimahi did everything in their power to ensure mokopuna attended the school programme as often as possible. Mokopuna were visibly excited for school each day and willingly lined up to go to the classroom.

The right to education is a universal basic right for all mokopuna and this right is strongly upheld at Puketai. It is contributing to improved education outcomes for mokopuna, and improved educational engagement.

At the time of our visit, several of the kaimahi on the education team were moving on to new opportunities, which meant vacancies for critical roles would soon need to be filled. Mana Mokopuna would like to see the meaningful and effective education programme continue at Puketai, even after new kaimahi are hired. This will have an ongoing ripple effect for mokopuna beyond their time in Puketai, with the potential for it to provide a pathway for educational re-engagement when they transition to a placement in the community. However, this follow-through impact is dependent on support in the community, which links to an issue we have identified in relation to transitions of mokopuna out of Puketai, discussed later in this report on page 21.

Mokopuna have the right to education under Articles 28 and 29 of the United Nations Convention on the Rights of the Child.²⁹ This right is being effectively fulfilled for mokopuna at Puketai, through the provision of education by Kingslea School, supported by Puketai staff.

²⁸ Mauri can be interpreted as a source of emotions and is defined as the life force within us. See: [mauri - Te Aka Māori Dictionary](#) for further information.

²⁹ [Convention on the Rights of the Child | OHCHR](#) - Article 28 and 29 Education



Effort is made to improve outcomes for mokopuna Māori

At the time of our visit, at least three of the eight mokopuna at Puketai whakapapa Māori (were of Māori heritage), including from the iwi Ngāpuhi, Kai Tahu, and Ngāti Whātua.

It is essential that mokopuna have opportunities to connect with their culture, and research shows it is critical for the wellbeing and health outcomes of mokopuna Māori.³⁰

At the time of our follow-up monitoring visit, the Kaiwhakaako role was no longer a position at Puketai. The role was vacant at the time of the recent Oranga Tamariki restructure and was removed from available vacancies. The senior leadership at Puketai said that once the budgets had been finalised, recruiting a Kaiwhakaako was their priority, and Mana Mokopuna endorses this commitment from Puketai leadership.

Although there was no Kaiwhakaako in place at the time of the visit, Puketai kaimahi continue to do what they can to support cultural connection for mokopuna Māori. We note that there have been improvements made since the last visit, including:

- te reo Māori translations of mokopuna rights on the wall
- kaimahi speaking and encouraging the use of te reo Māori
- starting and ending the day with waiata and karakia
- Mana Mokopuna was welcomed to the facility with a mihi whakatau after our OPCAT monitoring team arrived unannounced, and the mihi whakatau was led by kaimahi who had not done so previously
- effort was made to hire kaimahi who are representative of mokopuna demographics coming into the residence, rather than based on the local population
- a bone and wood carving programme facilitated by a kaimahi from the local Oranga Tamariki site office occurs once a week for 90 minutes in the dedicated carving room area on-site with all mokopuna invited to participate
- community-based kaupapa Māori service providers visit regularly to provide cultural activities such as Mau rākau.

³⁰ [The Associations Between Cultural Identity and Mental Health Outcomes for Indigenous Māori Youth in New Zealand - PMC](#)



Mokopuna bone carving art piece, carved by a tamaiti in Puketai (left), te reo Māori posters on the unit (right)

There is still lot of work to be done to ensure Puketai kaimahi are well supported to improve outcomes for mokopuna Māori, however, it is positive to see some good mahi being done in this regard by Puketai kaimahi and leadership, despite not having a Kaiwhakaako. Mana Mokopuna recommends that funding for the Kaiwhakaako role be urgently prioritised to ensure there is a clear direction and vision for improving cultural capability, connecting mokopuna with their whakapapa, and to provide mentorship and representation for mokopuna Māori. These elements are essential in upholding the rights of mokopuna to identity and belonging under the UN Convention on the Rights of the Child and are in line with mokopuna Māori rights under Te Tiriti o Waitangi.

The integration of te ao Māori practices and mātauranga Māori within the residence gives effect to Article 2 of Te Tiriti o Waitangi³¹, which guarantees Māori protection of all taonga, including language and customs. Funding for the recruitment of the Kaiwhakaako role is urgently needed to support kaimahi to realise their full potential in upholding mokopuna Māori rights, and to further expand opportunities for mokopuna at Puketai to learn about and connect with their whakapapa.

³¹ [The three articles of the Treaty of Waitangi – Nation and government – Te Ara Encyclopedia of New Zealand](#)



Issues and Concerns

Transitions into Puketai can be traumatising for mokopuna and their whānau

Mokopuna spoke to us about being woken up at early hours of the morning in their whānau home by Police and Oranga Tamariki social workers without being told prior they were coming to Puketai. Whānau were also not always made aware of where their tamaiti was going until after they already arrived. This finding was consistent with what we were told during the last full OPCAT Monitoring visit to Puketai in December 2023.

Kaimahi at Puketai said Oranga Tamariki site social workers asked them to cover up the Puketai facility sign on one occasion when a tamaiti was being admitted to the residence, so that they would not know where they were going until they were already within the facility. Kaimahi said that this was on the basis that there were concerns from Oranga Tamariki site social workers that te tamaiti would run away if they knew. Puketai kaimahi declined to cover the sign, as they acknowledged mokopuna should know where they are going prior to being admitted.

Mokopuna have the right to be informed of the plan for their care and protection and where they are going to next. This right needs to be upheld by Oranga Tamariki for all mokopuna who are in care and protection at Puketai to promote trust, transparency, and predictability for mokopuna, as this is essential to their wellbeing.

Mokopuna have the right to be informed of and have input into their plans. Essential details such as the services provided to them, personal objectives, whānau contact details, and information regarding their education, recreation, and welfare needs are also required under section 3(3) of the Oranga Tamariki (Residential Care) Regulations 1996³². Oranga Tamariki social workers need to ensure this right is upheld.

Specialised medical care is needed for mokopuna

The primary medical care needs of mokopuna continue to be met at Puketai. Medication errors remain low and mokopuna are able to have their medications and prescriptions reviewed once they have settled after admission.

However, gaps remain in the level of mental health support available, as one tamaiti who needed Dialectical Behaviour Therapy (DBT) was unable to access it due being placed from out of area, and mokopuna can only access DBT in the region that they live. Mana Mokopuna

³² [Oranga Tamariki \(Residential Care\) Regulations 1996 \(SR 1996/354\) \(as at 01 July 2023\) 3 Right to professional and planned standards of care – New Zealand Legislation](#)



recommends that Oranga Tamariki work collaboratively with Health New Zealand - Te Whatu Ora to ensure all mokopuna health and mental health needs are met in a timely manner, regardless of where in the region they are placed, and in ways that work for mokopuna and their individual circumstances.

Some night shift kaimahi at Puketai were also unaware of the specific medication needs and requirements for mokopuna in the care of the residence. Training had been put in place for kaimahi following an incident that had occurred the weekend prior to the OPCAT follow-up monitoring visit.

Mana Mokopuna recommends that the facility urgently implements a process and training for all of the night shift kaimahi to administer medication. Mokopuna should have access to their prescribed medication regardless of the time of day.

Under Article 24 of the United Nations Convention on the Rights of the Child, mokopuna have the right to the highest attainable standard of health, including dental, sexual and mental health services, and to preventative health care such as guidance for parents and caregivers to support the health care of mokopuna. Puketai kaimahi work hard to uphold these rights, however more cross-sector support is needed to ensure mokopuna have access to appropriate mental health supports. All Puketai kaimahi also need to be trained on medication administration to ensure best practice continues.

Mokopuna struggle to get into mainstream education

Although mokopuna who have been in care at Puketai are transitioning back into the community sooner than they were previously, systemic challenges remain once mokopuna leave Puketai.

For example, mokopuna are still struggling to get into mainstream education until they have a permanent address, which is not always possible for mokopuna in care. Schools in the community are reported to be denying mokopuna entry if their behaviour is deemed too 'high risk' to manage.

Education is essential for success later in life, therefore their placement into mainstream education is crucial. Right now, the gaps in support for mokopuna to get into mainstream education when they are preparing to leave Puketai are unacceptable, and also undermines the positive effort and attention to education that is being provided by Kingslea School for mokopuna while they are in Puketai.

Mana Mokopuna recommends that the Ministry of Education and Oranga Tamariki continue to work together towards the best possible outcomes for mokopuna in their care, by ensuring



their admission into mainstream education when they are leaving residence, and by providing the necessary supports for them while in residence so that this transition can be successful.

The right of mokopuna to education was upheld in Puketai. However, more work is needed to ensure this right continues once mokopuna return to mainstream education. The Oranga Tamariki Action plan³³ stipulates the need for the Ministry of Education and Oranga Tamariki to have cross-agency plans prioritising the needs of mokopuna in care, to ensure mokopuna are supported to be included in the education system.³⁴ Currently, this is not translating into practical positive impact for mokopuna who are leaving Puketai, impacting on their right to education.

Community-based support and placement options are not always available

Puketai kaimahi said that appropriate community-based specialist supports and bespoke care and protection placement options for mokopuna are limited throughout the country, with one kaimahi saying *"they are placed there [in the community] because that's what's available, not because it's what would be the most suitable for them."*

Transition planning for mokopuna who are leaving Puketai are sometimes rushed and suffer from poor communication between providers. There was an example of a tamaiti travelling, together with Puketai kaimahi, a long distance to visit a community-based home they were transitioning to for their care and protection. The community-based provider had not been informed the tamaiti was coming and did not have any food or activities prepared for them. This resulted in a visit to a fast-food chain before the mokopuna and Puketai kaimahi ended up returning to Puketai shortly afterwards. This lack of preparation did not create a welcoming environment conducive to a successful transition for mokopuna. It is important that all agencies communicate clearly and effectively to ensure their kaimahi are well prepared to support mokopuna in the community to prevent them from being readmitted into care and protection residences.

We also heard from whānau of an experience where their tamaiti was leaving Puketai and returning to a community-based placement where they previously had an altercation with kaimahi who did not know how to manage their unique needs. Whānau raised their concerns with Oranga Tamariki about the provider, and although they were assured those kaimahi would not be there, whānau remained concerned that other mokopuna could experience similar challenges, as this particular provider did not specialise in working with neurodivergent mokopuna. This highlights the ongoing importance of Oranga Tamariki ensuring it works in

³³ [Home | Oranga Tamariki Action Plan](#)

³⁴ [Education \(in care\) | Oranga Tamariki Action Plan](#)



mokopuna-centred ways to ensure that the particular needs and rights of mokopuna are upheld, planned for in a bespoke way, that mokopuna are supported to participate and have a voice in their care and planning, and that the voices of whānau are appropriately heard and taken into consideration as part of planning for and with mokopuna about their care and protection.

Mokopuna have the right to be in the community with access to everything they need to thrive, and at a minimum, to ensure their basic rights are respected and upheld. When mokopuna were placed out-of-area into Puketai, identifying local wraparound support³⁵ options for them could be challenging, as whānau weren't always aware of the supports available in their community. It also made it more difficult for kaimahi to work with whānau prior to mokopuna being discharged from residence as they are unable to meet in person and build a strong relationship. This further contributed to disconnection for mokopuna and led to community-based placements breaking down quickly, resulting in a harmful cycle of mokopuna returning to a secure care facility soon afterwards, as many mokopuna end up back in Puketai or other Care and Protection residences across the country.

Mana Mokopuna recommends appropriate resourcing for community-based transitions that include appropriate placement options and access to intensive, wraparound support for mokopuna and their whānau to promote successful reintegration back into their communities.

Some areas of the facility need an upgrade

During the last full OPCAT monitoring visit to Puketai in December 2023, Mana Mokopuna recommended a property upgrade including refurbishment of the bathrooms, fresh interior paint, a designated gymnasium and a technology refresh. Since then, the technology used by kaimahi, such as the printers and radios, have been upgraded and are working well. The facility also bought a new trampoline for mokopuna that was high quality and working well for them. However, the bathrooms and other areas of the facility still require new paint and refurbishment, as they have further deteriorated.

Puketai kaimahi do what they can to keep the unit clean and cheerful, such as allowing mokopuna to decorate and personalise their bedrooms but are limited by inadequate resourcing. Kaimahi have been left to re-paint some bedrooms themselves in an effort to get them ready and looking smart for the next admission.

The bathrooms at Puketai still smell musty, and pieces of the wall are deteriorating and falling apart.

Mana Mokopuna recommends that a refurbishment of the facility be urgently prioritised, so kaimahi can continue providing an environment for mokopuna that is conducive to positive

³⁵ [What are 'wraparound' services? | 310 Division Street: Modernizing shelter services to address community need | Join In Northumberland](#)



mental health and wellbeing and in line with their right to a living environment supportive of their needs and which upholds their dignity.

Mokopuna have the right to a standard of living adequate for their physical, mental, spiritual, moral and social development under article 27³⁶ of the United Nations Convention on the Rights of the Child. It is imperative that this standard of living be maintained for all mokopuna residing at Puketai.

Some training and upskilling is required to meet the needs of mokopuna

The demographics of mokopuna who are being admitted into Puketai has evolved in recent years. Some mokopuna are younger, engaging in more offending behaviour, are neurodiverse, or have significant mental health concerns. Kaimahi are knowledgeable about care and protection legislation and recently had training on neurodiversity. However, kaimahi are less familiar with youth justice and mental health legislation.

There is also the feeling from some kaimahi that mokopuna who offend do not belong at Puketai. They said the behaviour of some mokopuna, particularly those with offending history, could be challenging and included property damage, violence, and negatively influencing other mokopuna. This perception was evident during discussions with kaimahi and in one of the grievances, mokopuna complained that they had been referred to as 'YJ (youth justice) kids' by one of the kaimahi at Puketai. This led to them feeling like they were different or did not belong with the other mokopuna in the residence.

"[Kaimahi] had told me and another YP that we were YJ kids and that we were the people who made YJ kids come here. I think [kaimahi] need to be warned as other kids could've taken that differently."

(Mokopuna)

Mana Mokopuna recommends all kaimahi are provided with foundational and ongoing training on youth justice and mental health legislation, processes, and practices to further develop their knowledge and skills to meet the individual needs of mokopuna who are admitted into Puketai. This will help provide the best possible outcome for mokopuna and support them towards a positive future. It is also important that Oranga Tamariki supports Puketai leadership to understand the reasons for the changing demographic of mokopuna coming into care in Puketai, and that they are able to support Puketai kaimahi to understand the reality of the crossover between care and protection and youth justice that occurs for some mokopuna.

³⁶ [Convention on the Rights of the Child | OHCHR](#)



Kaimahi do not always understand the reason behind decision-making

Although kaimahi practice at Puketai is of a high standard, there are some gaps in understanding the rationale behind decision-making relating to mokopuna care that leads to confusion and misunderstanding for mokopuna. For example, kaimahi knew that one tamaiti was not allowed to go outside, however they were unable to explain why when Mana Mokopuna asked. Te tamaiti was visibly upset that they were unable to join their peers outdoors and mentioned this to the OPCAT Monitoring team on several occasions during the visit. Mana Mokopuna raised this with the Puketai senior leadership team and was told this tamaiti was not allowed outside because they had recently been admitted into the facility and there is a 7 day 'watch period' when mokopuna are first admitted to assess absconding risk given the lack of high fencing. If kaimahi understood the rationale behind decision-making, they would have been able to better explain this to the tamaiti and maybe settle their distress.

Mana Mokopuna would like to see this process reviewed as mokopuna can feel singled out and uncomfortable and has the potential to negatively impact on their ability to form meaningful relationships with other mokopuna through outdoor activity and play.

Another example of inconsistent practice centred around kaimahi removing a DVD player from the bedroom of a tamaiti because they knew electronics were not allowed during the school day. Te tamaiti was already heightened and was using the DVD player to help regulate their mood. Kaimahi attempted to remove the DVD player, which resulted in an altercation between the kaimahi and the tamaiti.

The kaimahi understood the rule about electronics, however, they did not understand the nuance in applying that rule to this specific situation. Since the tamaiti already had the DVD player in their room and was feeling heightened, good practice in working with this tamaiti would have been to ensure that the tamaiti could de-escalate, before trying to take the DVD player away and explain the reason for taking this course of action. It is important kaimahi understand the 'why' behind their practice decisions, so they can use the values behind the frameworks to drive decision-making, and appropriately apply professional judgement in making decisions in real-time when providing care and protection for mokopuna.



Appendix One

Progress on 2023 recommendations

The following table provides an assessment of the recommendations made by Mana Mokopuna in the 2023 Puketai report, relating to our last full OPCAT Monitoring visit to the residence. Mana Mokopuna acknowledges that work on systemic recommendations is led at the Oranga Tamariki National Office level. The progress detailed here relates only to the day-to-day operations of this facility.

2023 Systemic Recommendations

	Recommendation	Progress: No progress Limited progress Some progress Good progress or Complete .
1	Develop a clear process with details and timeframes when finding and approving bespoke placement options for mokopuna. Ensure it is communicated and adhered to, so the bespoke plans are signed off in a timely manner.	Some progress – There was an improvement in the timeframe that it takes to get transition plans developed and approved, largely due to Puketai kaimahi holding firm on exit dates. However, there continued to be a lack of funding for bespoke placements and caregivers in the community. Mana Mokopuna recommends that funding for community-based support options for mokopuna is urgently prioritised and allocated by leadership at Oranga Tamariki National Office.
2	Urgently address the radio and technology issues Puketai is experiencing, to support the operations of the residence.	Complete – The radios and printers had been replaced and were working well at the time of the visit.
3	Ensure social workers adhere to their practice responsibilities ³⁷ for mokopuna and minimum contact visits as per Oranga Tamariki Policy ³⁸ .	Some progress – There had been an increase in the number of social worker visits since the last visit. However, mokopuna from out-of-area are still not seeing their social worker face-to-face as often as they should.
4	Ensure mokopuna and their whānau are well prepared, informed and supported when transitioning between care arrangements in line with Oranga Tamariki Policy ³⁹ .	Limited progress – There had been an improvement in the development of transition plans, however not all mokopuna in Puketai at the time of this follow-up monitoring visit had a transition plan in place. Mokopuna who had been at Puketai previously were on the list to return. More community-based wraparound support is needed for effective and sustainable transitions back into the community. Transition plans should always be well-prepared and thought-out, in consultation with mokopuna and their whānau.
5	Oranga Tamariki and Ministry of Education to ensure funding is prioritised to meet mokopuna educational needs while in residence and continues to remain in place once mokopuna transition back into the community.	No progress – Mokopuna received excellent education in Puketai. However, Mana Mokopuna was told that mokopuna still had issues accessing mainstream education after they were discharged. Schools were reportedly refusing enrolments of mokopuna with care experience, even when they were in zone for that school. It is imperative that the Ministry of Education addresses this issue, and that Oranga Tamariki and the Ministry of Education work together collaboratively to ensure the right to education of mokopuna in care and protection is upheld.

2023 Facility Recommendations

	Recommendation	Progress: No progress Limited progress Some progress Good progress or Complete .
1	Continue developing the trauma-informed model of care and advocating for mokopuna needs.	Good progress – Puketai kaimahi continued to keep up very well with their trauma-informed practice model of care. However, some kaimahi needed to be supported to better understand the reasoning behind practice frameworks and continue to upskill their practice, so they can continue providing quality care for the ever-evolving needs of mokopuna.
2	Prioritise resource to build the cultural capability of kaimahi to better meet the needs of mokopuna Māori.	Some progress – Effort was made to provide culturally-relevant care for mokopuna by including the use of te reo Māori and karakia, as well as cultural activities such as bone carving and Mau rākau. However, the Kaiwhakaako role is needed to provide cultural support and direction for all kaimahi working at Puketai, in order to ensure long-term sustainable cultural development.
3	Urgently put in place support for the Kaiwhakaako to strengthen the work being done to embed the practice framework that supports Māori centred practice and develop the cultural capability of all kaimahi at Puketai.	No progress – The Kaiwhakaako role was disestablished at the time of the visit. Despite not having a Kaiwhakaako in place, it was positive to see work was still being done around the visibility and integration of te ao Māori (the Māori world). Mana Mokopuna recommends that funding for the recruitment of a Kaiwhakaako be urgently prioritised and allocated at Puketai.
4	Continue employing residential social workers and youth workers to ensure best practice and continuity of care for mokopuna.	Good progress – These vacancies had been filled since the last visit and Puketai kaimahi continued to recruit these essential roles as needed.

³⁷ [Allocating a key worker and co-worker | Practice Centre | Oranga Tamariki](#)

³⁸ [Assessing the frequency of visits to tamariki in care | Practice Centre | Oranga Tamariki](#)

³⁹ [Transitions within care | Practice Centre | Oranga Tamariki](#)



Appendix Two

Gathering information

Mana Mokopuna gathers a range of information and evidence to support the analysis to develop findings for this report. Collectively, these form the basis of our recommendations.

Method	Role
Interviews and informal discussions with mokopuna	
Interviews and informal discussions with kaimahi and external stakeholders	<ul style="list-style-type: none">■ Residence Manager■ Team Leader Clinical Practice■ Residential Youth workers■ Family Group Conference Coordinator/Bone carving facilitator■ Case Leaders■ Residential Chef■ Team Leader Operations■ Residential Social Workers■ VOYCE Whakarongo Mai Kaiwhakamana■ Grievance Panel■ Kingslea School■ Public Health Nurse■ Unit Manager from Child and Adolescent Mental Health Services Health New Zealand – Te Whatu Ora■ Child Psychiatrist from Child and Adolescent Mental Health Services Health New Zealand – Te Whatu Ora■ Oranga Tamariki Regional Health and Disability Advisor■ Whānau■ Oranga Tamariki Social Workers■ Team Leader Support Services■ Senior Practitioners■ Counsel for Child
Documentation	<ul style="list-style-type: none">■ Grievance quarterly reports■ Secure Care register and logbooks■ Daily logbooks■ Mokopuna Care Plans and All About Me Plans■ Serious Event Notifications■ Mokopuna admission list■ Mokopuna daily schedule■ Monthly reports■ Incident reports■ Reports of Concern■ Relational Learning Framework■ Admission checklist■ Kingslea School reports



	<ul style="list-style-type: none">■ Social worker 8-weekly visits■ Search and seizure forms■ Community Liaison Committee minutes■ Kaimahi roster■ Secure Care statistics
Observations	<ul style="list-style-type: none">■ Morning routines■ Education in the classroom■ Mealtimes■ Activities on-site