

Te Maioha o Parekarangi Youth Justice Residence – Oranga Tamariki response to OPCAT monitoring visit by Mana Mokopuna

Recommendation		Outcome	Response
<i>Systemic recommendations</i>			
1	<i>Oranga Tamariki proactively writes operational guidance and issues to all residences how they will manage the health care of mokopuna who require needle-based emergency medications such as glucagon pens and EpiPens.</i>	Accepted	<p>Oranga Tamariki are progressing a possible change of the regulations to enable a better response to young people who may require needle-based emergency medication.</p> <p>In the interim, if there are young people in residence who may require needle-based emergency medication, Oranga Tamariki will ensure the provision of nursing staff to administer medication if required, and that these arrangements are communicated to operational teams.</p> <p>Actions are underway to respond to this recommendation.</p>
2	<i>Review Recruitment processes and timeframes to avoid good prospective kaimahi dropping out of the recruitment phases due to lengthy delays.</i>	Accepted	<p>Following changes made to screening and vetting processes in 2023, a more centralised model is now in place which has significantly reduced the average time taken to hire from 86.6 days in 2023 to an average of 55 days in 2025.</p> <p>We have just completed a trial in our recruitment area to improve the speed, quality, and overall recruitment experience for both our hiring managers and our candidates. This is now informing the future approach to recruitment.</p> <p>This recommendation is now considered complete.</p>
3	<i>Implement the roster changes established through the Residences and Homes pilot as soon as possible to bolster kaimahi numbers on targeted shifts and ensure kaimahi work/life balance.</i>	Not accepted	<p>The intent of the pilot roster at Te Puna Wai ō Tuhinapo Youth Justice Residence (Te Puna Wai) is to increase safety and security, foster a positive workplace culture and better work-life balance for kaimahi, more effectively meet changing demand, and allow for continuity of care. The outcome sought from the pilot is a more stable workforce and required staffing levels, which in turn leads to high quality residential practice and care for the young people in the residence.</p> <p>The pilot has been further extended until September 2025 to consult with staff at the Te Puna Wai site on making it permanent. More work is required to understand whether this roster is right for other Youth Justice and Care and Protection facilities.</p> <p>This recommendation is not accepted. Further consideration is needed prior to this being rolled out to all residences.</p>
4	<i>Oranga Tamariki and Health New Zealand Te Whatu Ora develop clear guidelines detailing how these two government departments will work together to ensure mokopuna in places of detention have equitable access to specialist health services.</i>	Accepted	<p>To improve health service provision and collaboration between Oranga Tamariki and the local health and mental health agencies, interagency manager groups have been established across five regions to meet the needs of residences within Counties Manukau, Lakes, Mid Central, Hutt Valley/Capital Coast and Otago/Southern districts.</p> <p>Te Whatu Ora on-site health providers meet monthly. This is a forum that promotes consistency of service across Oranga Tamariki residences and has an escalation pathway to both Health NZ and Oranga Tamariki national offices for any issues or updates. Lead national roles from both agencies meet fortnightly to strengthen relationships, solve issues and give feedback to health services when needed.</p>

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Facility recommendations		
1 <i>Supervision is provided on a regular basis by an external party to ensure all kaimahi have the opportunity to share openly with supervisors not connected to their facility.</i>	Accepted	<p>The majority of professional supervision at Oranga Tamariki is one-to-one individual sessions with a supervisor. The supervisor assists the supervisee to think about what they did, and what happened, to consider what was effective in their practice and what could be strengthened, then decide from these insights what they would do the same or differently next time.</p> <p>In some circumstances, professional supervision may not be readily available within Oranga Tamariki. In this event, external supervision may be accessed as long as it's provided within the Oranga Tamariki policy and standards.</p> <p>At Te Maioha, there are significant opportunities for all forms of supervision. If a kaimahi requests something beyond that, they have the opportunity to go through EAP and further sessions may be granted on a case-by-case basis.</p> <p>This recommendation is considered completed.</p>
2 <i>Ensure kaimahi understand the grounds for secure care admission and ensure they document the specific details in logbooks and registers. Undertake a review of the use of regulation 48 to ensure it is also being used in line with legislation.</i>	Accepted	<p>Expectations and messaging to our staff ensure regulation 48 is only utilised where clear grounds exist. The operation of regulation 48 is overseen by the Team Leader Operations to ensure correct and proper use of this regulation. To ensure the right for all rangatahi to feel and be safe in our residence, it can be necessary to utilise secure care admissions under regulation 48 as a last resort.</p> <p>We will progress training in the use of regulation 48 and we will ensure we utilise our training days to implement this regular review.</p> <p>Actions are underway to respond to this recommendation.</p>
3 <i>Kaimahi are trained in the educational philosophy of Kingslea School and understand the important role of education in the development of mokopuna.</i>	Accepted	<p>National Service Guidelines had been intended to be completed by June 2025. Currently, Oranga Tamariki are working with the Department of Education to complete this guidance. However there have been significant delays and the current focus has turned to operational residential guidelines. Regional Service Guidelines are being developed and will require legal and organisational leadership agreement and confirmation before publication. Both of these work programmes are being worked on concurrently and we are hopeful that both sets of guidance will be completed in three to six months.</p> <p>Kaimahi at Te Maioha understand the important role that Kingslea School has within the residence and in the development of rangatahi. All kaimahi encourage rangatahi to attend class while staying at Te Maioha.</p> <p>Actions are underway to respond to this recommendation.</p>
4 <i>Ensure Whakamana Tangata training and refreshers are regularly available to kaimahi to continue the strong use of the model in the residence.</i>	Accepted	<p>Whakamana Tangata has been incorporated into the current induction programme which intends that understanding of this model is built over time in the months after initial training. It is also a development area for staff training days. The specific topics for training days and other staff development opportunities change dependent on operational requirements, practice developments, etc, so it is not possible to confirm a specific schedule for such training.</p>

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