

Kaitiaki Remand Home

OPCAT Monitoring Report – Follow-Up Visit

Visit date: 6 May 2025

Report date: July 2025



Kia kuru pounamu te rongo

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 well-being, at every stage of their lives.

Please note for clarity, in this report, we use the term 'mokopuna' to describe a group of children and young people, and 'tamaiti' for a specific 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, under the age of 25. We note that as of 01 August 2025 due to legislative change, Mana Mokopuna - Children and Young People's Commission became Mana Mokopuna - Children's Commissioner. We maintain the same OPCAT designation. Given this OPCAT Monitoring visit took place prior to the change to our legislation, we do refer to Mana Mokopuna - Children and Young People's Commission in this report.

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:

- 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 one-day follow-up visit to Kaitiaki Remand Home run by Reconnect Family Services Te Opi Pirita on 6 May 2025 as part of its NPM visit programme. The objective of our OPCAT Monitoring as a NPM is to prevent ill-treatment in all places where mokopuna are deprived of their liberty by regularly monitoring and assessing the standard of care experienced in these facilities.

These one-day visits are designed to take place between full monitoring visits to continue to strengthen the relationship between the Mana Mokopuna OPCAT Monitoring team and the



community providers delivering the service in the remand homes. They provide a good opportunity to kōrero with mokopuna, re-engage with kaimahi we have already met, and to introduce ourselves to those who may not know the purpose of OPCAT monitoring visits. Follow-up visits allow us to gain an understanding of how the facility is tracking against recommendations we have made following a full OPCAT Monitoring visit.

About this report

The purpose of this shortened visit report is to provide summary notes against recommendations made in the previous full October 2023 visit, check-in with how the remand whare is running now, and hear what mokopuna say about their time living there. The report findings are based on information gathered during the visit, and from interviews conducted and documentation received, after our time on-site in the whare. Due to the shortness of the visit, no new recommendations have been made, however, we have included commentary against the 2023 recommendations at the back of this report.

About this facility

Facility Name:	Kaitiaki Remand Home operated by Reconnect Family Services Te Opi Pirita.
Region:	Tāmaki Makaurau (Auckland)
Operating capacity:	5 bed capacity for mokopuna tāne aged 12-17 ¹ (up to their 18 th birthday) and operate 364 days a year. This is a five bedroom home that also includes an office space for kaimahi, large dining/kitchen area, large lounge, and recreation room, two bathrooms for mokopuna and a laundry. The outside has a converted garage for a gym, basketball hoop, grassed area, and a deck with a BBQ. There were four mokopuna in the whare with one leaving during the morning of the on-site visit.
Status under which mokopuna are detained:	s235, s238(1)(d), of the Oranga Tamariki Act 1989.
Mokopuna have been admitted into the home under a Care and Protection status:	ss48, 78, 101, 102, 110(2), 139, and 140 of the Oranga Tamariki Act 1989

¹ [Kaitiaki Residential -Reconnect](#)



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 Children's Convention³ 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 the Kaitiaki Remand Home which Mana Mokopuna has found during this monitoring visit in May 2025. There continues to be significant work required by agencies (State and non-State organisations) that are responsible for detaining and depriving children and young people of their liberty, to ensure that their practice and work in this context is, in all respects, consistent with the UN Convention on the Rights of the Child and the recommendations of both the UN Committee on the Rights of the Child and the UN Committee Against Torture.

Detailed key findings

Positive Findings

Relationships are generally good between mokopuna and kaimahi

In the short time Mana Mokopuna was monitoring in the whare during this follow-up visit, we observed good, respectful relationships between mokopuna and kaimahi. Kaimahi and mokopuna were observed to be having fun together, engaging in good kōrero and generally enjoying each other's company. Kaimahi were also able to keep professional boundaries and remind mokopuna regularly regarding respectful language and actions. For example, Mana Mokopuna heard kaimahi regularly reminding mokopuna not to swear, and physical interaction like play fighting was immediately stopped. Mokopuna were also reminded about

² Refer CRC/C/NZL/CO/6 [G2302344 \(3\).pdf](#)

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

⁴ Refer CAT/C/NZL/CO/7 [G2315464.pdf](#)

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



being respectful and letting other mokopuna finish talking before they interrupted or shared their views in conversations.

Mana Mokopuna also observed positive interactions between mokopuna when they commented on each other's strengths and what each were good at. For example, mokopuna were engaged in a quiz based on international flags and one mokopuna in particular had excellent knowledge in this area. The other mokopuna recognised this and spoke positively regarding this skill and let that mokopuna take the lead for their team in the quiz.

Mokopuna were clear on the rules of the whare and because these expectations were reinforced by kaimahi, mokopuna were fairly settled in their environment. All mokopuna who chose to speak with Mana Mokopuna said they had identified kaimahi who they could trust and that they felt comfortable sharing their views in the whare. This was evident to Mana Mokopuna in terms of how willingly mokopuna engaged in conversation with us and how this took place in open areas of the whare.

There is a core group of kaimahi working in the whare that provides continuity of expectation

There is a core rostered group of kaimahi who predominantly work in the Kaitiaki remand home. Kaimahi described their core group as 'solid' in terms of their ability to work and support mokopuna and in how they create a safe environment for all within the whare. Kaimahi said they were confident addressing any practice issues that happen in their whare, and that generally this starts with *kanohi ki te kanohi kōrero* at the earliest opportunity. Kaimahi agreed that they had good support from their house leader to also manage any issues requiring resolution.

Kaimahi said their collective experience working in the whare was enhanced by the training provided by Reconnect Family Services Te Opi Pirita. Kaimahi highlighted training as a positive in terms of increasing their capability to work with mokopuna. Kaimahi said that more and more mokopuna are coming into custodial remand with disability and/or neurodiversity. This includes diagnoses with Autism Spectrum Disorders (ASD), Foetal Alcohol Spectrum Disorder (FASD), Attention-Deficit/Hyperactivity Disorder (ADHD), and Oppositional Defiant Disorder (ODD) and intellectual disability. Kaimahi said they have recently received training in knowledge about autism and FASD to help support mokopuna who may be admitted into the whare with these diagnoses. Kaimahi said the training was helpful and kept their practice in line with current trends to help mokopuna and increase kaimahi understanding of certain presenting mokopuna behaviours. The Oranga Tamariki Tāmaki Makaurau Placements Team also told Mana Mokopuna about up-coming training for all remand whare in the region. This training is focussed on the following:



- Accurate incident and missing persons reporting, focusing on the importance of completing incident reports and missing persons reports with accuracy and sufficient detail
- Health education: A nurse will provide general health information to support staff in caring for mokopuna
- Police: Police will attend to discuss Missing Person's reports, introduce the amended Missing person Process (Script) and provide best practice as to what needs to be included in Missing person reports from a Police perspective. The Police attending are from the youth aid teams local to the homes.
- Youth Justice jargon: A breakdown of key jargon used in the Youth Justice space, with a focus on remand-specific knowledge essential for kaimahi working in the remand whare
- Disability and mental health training: Oranga Tamariki Disability advisors will deliver training on supporting mokopuna with disabilities and mental health needs
- After-Hours training: The Oranga Tamariki National Contact Centre and Rapid Response team will attend for an open discussion with the homes on what is working and ways to improve processes afterhours. With the aim of strengthening triage and response processes, and parties developing an understanding of the difference in pressures faced to make afterhours admissions run smoother.

Oranga Tamariki advised Mana Mokopuna that the aim for these regionally led trainings was to upskill all kaimahi and create a stable foundation for consistent practice across all the Tāmaki Makaurau remand homes. Mana Mokopuna strongly welcomes and supports this initiative and encourages more of this foundational training to ensure consistent care for mokopuna regardless of the whare they are placed in, especially as mokopuna often experience stays in other Tāmaki Makaurau whare during times on remand.

Education with Tuilaepa Youth Mentoring Service⁶ engages mokopuna and is targeted at their ability and skill level

Tuilaepa Youth Mentoring Service (TYMS) continues to deliver the education component for Kaitiaki remand home. The structured day runs from 10am to 2pm and lessons are centred around engaging tasks that have a focus on numeracy, literacy and critical thinking. When Mana Mokopuna entered the whare, all mokopuna were sitting around the lounge table engaged in their education task. Mokopuna were quick to introduce themselves before re-engaging with their kaiako (teacher). All kaimahi plus the kaiako were involved in the task and there was good natured banter and encouragement from kaimahi when mokopuna struggled to initially complete tasks. Activities included working to move a poker chip without touching it, quizzes on international flags, and 'maths pong' which included using the table tennis table

⁶ [Tuilaepa Youth Mentoring Service \(TYMS\) - Home](#)



and cups with numeric values into which teams were aiming table tennis balls from across the table. Mokopuna had to add up how many points they had after each round until they got to 500 points. With this activity mokopuna had to work together and support each other in the maths to get to their target. Mokopuna described their time with the TYMS kaiako as the highlight of their day in the whare and all of the mokopuna had opportunities to experience educational success through the range of activities that were being delivered that incorporated fun into the learning experience.

Mokopuna were supported to regularly speak with their social workers and whānau

Mokopuna access to their social workers was well supported. After the education slot, mokopuna have free time until dinner. During this time, one tamaiti asked kaimahi to speak to their social worker and this was immediately facilitated through a phone call. Mokopuna had the opportunity to speak to their social worker in private on the deck of the whare, still within line of sight of kaimahi, but with enough privacy to have open kōrero. Mokopuna said that they had no problems with their social workers at the moment and mokopuna could articulate, when asked by Mana Mokopuna, what the next steps for them were regarding their care plans or upcoming court matters. During a conversation with one mokopuna, they did ask the Mana Mokopuna OPCAT Team for assistance in changing their lawyer. Mana Mokopuna was able to advise them to speak to their social worker about this in the first instance or to contact VOYCE Whakarongo Mai⁷, as there was an information book about children's rights in the dining room of the whare, which included VOYCE contact details.

As well as social workers, mokopuna were well supported to call their whānau in the free time period and after dinner. Mokopuna said they had no issues contacting their whānau but did note they don't get face-to-face contact with them in the whare. Mana Mokopuna reviewed the incident reports for between October 2024 to March 2025 prior to this visit. Most incident reports related to mokopuna absconding from the whare, and many of these detailed that mokopuna had told kaimahi they were going to abscond to see their whānau. Absconding to see whānau was a particular trend for mokopuna who usually lived in Tāmaki Makaurau.

Mana Mokopuna suggests Oranga Tamariki and Reconnect Family Services Te Opi Pirita review how often whānau visits, arranged by Oranga Tamariki social workers, occur for mokopuna to ensure the level of contact meets the individual needs of mokopuna. Mokopuna were happy with phone contact but would like to see their whānau more. Mana Mokopuna understands that in-person whānau contact can occur off-site and does not occur at the whare to protect the safety of kaimahi and other mokopuna living in the home.

⁷ [Home - VOYCE - WHAKARONGO MAI](#)



There is opportunity to utilise the recreation areas at the whare more

Mana Mokopuna was pleased to see the basketball hoop had been repaired since our last full OPCAT monitoring visit to the Kaitiaki Remand Home. This repair had taken some time to process through Oranga Tamariki, and mokopuna now had the opportunity to use it. There is also an on-site gym for mokopuna to use and a large recreation room within the whare. Mana Mokopuna also noted free access to a variety of books, board games, and playing cards. However, mokopuna said they do not really use the resources and don't go to the gym as often as they would like and rarely go off-site for activities.



TV area, felt dart board and bookshelf

Mokopuna said they get bored in the afternoon after their education slot has finished. Mokopuna explained that currently their free time is centred around watching Netflix. Mana Mokopuna noted some of these movies had questionable content in terms of language, sexual innuendo, and mokopuna were asked by kaimahi to fast forward through sex scenes.

Mokopuna said they would use the basketball hoop but all the balls are flat, that they would use the gym, but kaimahi don't facilitate this for them, and that the recreation room is exposed to the public which creates issues when other mokopuna are walking past.⁸ Both mokopuna and kaimahi said that the recreation room windows were an issue and that when mokopuna see other mokopuna who are in the community, this has caused problems in terms of negative mokopuna behaviour in the past. There is potential for mokopuna to be more engaged in meaningful activities and increase their recreation time if these areas could be addressed. During our last full OPCAT monitoring visit to the Kaitiaki Remand Home in October 2023, mokopuna were regularly working out in the gym, going off-site, and utilising the public playing field next door to the whare to burn off energy and participate in activity that exemplifies pro-social connection.

⁸ An environment court regulation for the area of Tāmaki Makaurau the whare is in, states that Oranga Tamariki cannot build a fence at the front of the property for privacy, and Oranga Tamariki have not frosted the large windows facing the street.



The recreation room, on-site gym and basketball area.

Mokopuna would like to see a return to this more regular and meaningful recreation time for all mokopuna in the whare, and this will be something we will be specifically monitoring for progress during our next full monitoring visit to this whare.

Areas for development and advocacy

Kaimahi are working long shifts in the whare

As noted above, the core group of kaimahi working at the Kaitiaki remand home are experienced and said they generally enjoyed their mahi. However, some kaimahi are working double and overly long shifts. Whilst Mana Mokopuna was monitoring in the whare, kaimahi were working a 24 hour shift. Our review of the roster for the week showed that the day we were on-site was not the only day during that week that had 24 hour shifts allocated. The kaimahi who Mana Mokopuna spoke with said the arrangement to work 24 hour shifts suited them well as it provided them with a good work life and whānau balance, however, Mana Mokopuna is concerned that these long shifts pose risk to kaimahi and mokopuna safety. Kaimahi appeared to lack energy in the afternoon and were happy to let mokopuna relax with TV in the afternoon. Mokopuna said that was generally the routine while they had been in the whare and commented that the time after education and before dinner lacked variety.

Mana Mokopuna highlights that working overly long shifts has potential implications for safety. Fatigue can impair judgment and decision-making and can result in unsafe decision making by kaimahi, missed cues from mokopuna that can escalate situations and mokopuna behaviours, and kaimahi can show a lack of emotional availability when they are tired. Optimal kaimahi shift times and numbers will be a focus of our next full monitoring visit.

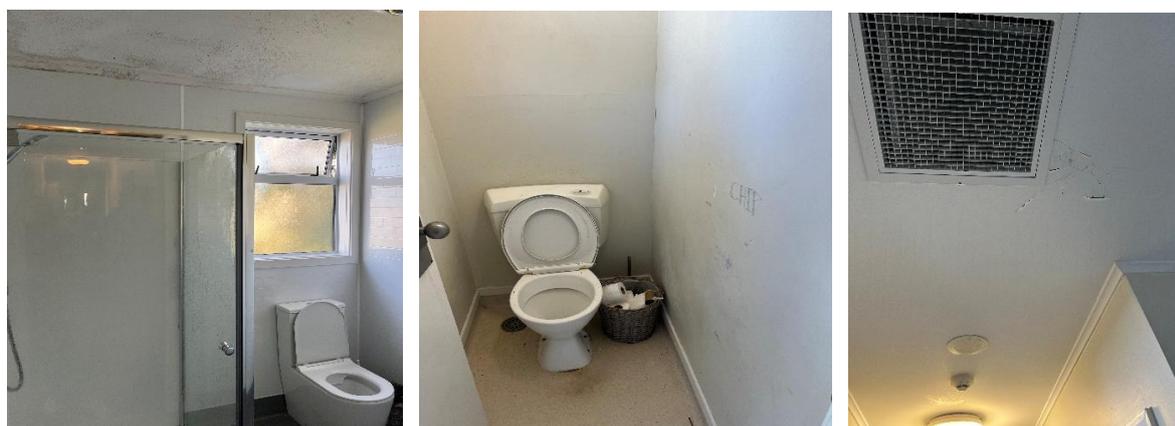


Kawa and tikanga needs to be woven through day-to-day operations

Ensuring mokopuna have the opportunity to engage in culturally grounded activities and tikanga aligns with the Children's Convention and Te Tiriti o Waitangi. All mokopuna in the whare at the time of this visit whakapapa Māori and some were proficient te reo Māori speakers. Kaimahi hold a duty of care to provide opportunities for mokopuna to explore their whakapapa and to learn and deepen their understanding of te ao and mātauranga Māori. This aspect needs strengthening for Kaitiaki Remand Home. There are significant opportunities for kawa and tikanga to be more intentionally and meaningfully woven into everyday practices like karakia, use of te reo Māori, waiata and kapa haka, regular mauri check-ins and supporting mokopuna to be rangatira in their own journey through the remand home. Kaimahi must take collective responsibility to weave in tikanga Māori through everyday living in the whare.

General property maintenance and material conditions

Mana Mokopuna acknowledges that property maintenance and upkeep is the responsibility of Oranga Tamariki. All kaimahi who Mana Mokopuna spoke with said it was a struggle to get timely repairs and maintenance on the property. Paint work requires a refresh as there is a lot of tagging and there is black mould in the bathroom that mokopuna use and on the backs of some of the curtains, including curtains in mokopuna bedrooms. The fan in the bathroom requires repair as efforts to clean the mould will become undone due to the continued lack of ventilation if the fan is not adequately repaired.



Mould in the bathroom, tagging in the toilet general paint peel.

Mana Mokopuna also noted there was no clock or calendar situated anywhere in the whare and mokopuna are not allowed watches or phones. Mokopuna therefore had to use the light outside to estimate the time of day but when it went dark, they said they were reliant on kaimahi telling them the time. Likewise, mokopuna knew their court dates, but could not say how many days away that was as there was no reference point in the form of a calendar that



was accessible to mokopuna. Mokopuna should be able to orientate themselves in time and date when in the remand home.

Mana Mokopuna would like to see repairs carried out in a timely manner to ensure mokopuna have fully safe and healthy living conditions. A safe and appropriate way to tell time and date should also be investigated and a device installed in the whare.

Kaimahi and mokopuna would like to see a bigger budget for kai

Reconnect Family Services Te Opi Pirita is contracted by Oranga Tamariki to provide the remand home care. Mokopuna living in the whare, as well as kaimahi, said the food provided in the home is not adequate and basic essentials run out regularly. Mana Mokopuna observed kaimahi making dinner and improvising because the whare had run out of rice. Kaimahi then needed to ration potatoes to add into a meal so there was something of substance for the next night. Mokopuna said they had noodles for lunch most days and that the noodles they liked had run out and they needed to use less favoured flavours. Noodles do not provide a nutritious, filling lunch for mokopuna, and mokopuna told Mana Mokopuna that the food in the whare is basic.

Kaimahi said the food budget is not enough with the rising cost of living, and particularly the rising costs of food. Mokopuna in this remand home are young developing males and they have large appetites. Whilst the food budget does increase when the whare has four mokopuna, kaimahi struggle to provide filling, healthy food for all meals. Kaimahi said they often supplement kai for the whare out of their own pockets and most times do not claim a reimbursement.

Mana Mokopuna suggests it is important that Oranga Tamariki and Reconnect Family Services Te Opi Pirita work together to review the whare's food budget to ensure it takes into account the current cost of food. Consideration should also be given to changing the purchase orders Oranga Tamariki issue for food. These could be made out to a local supermarket. The current purchase orders are made out to Pak n Save in Manukau which is some distance from the whare. Kaimahi said there have been occasions when some food has been partially defrosted which, depending on the food type, poses a health risk.

Kaimahi expressed concern over the mixing of care and protection and youth justice mokopuna

Kaimahi said there is frequent mixing of mokopuna on youth justice statuses with those who are in the custody of the state, due to care and protection concerns. Kaimahi said they appreciate the pressure on the Oranga Tamariki placements team to find community homes for all those who need it, however, mixing mokopuna has negative consequences. Kaimahi



said they are concerned with how whare dynamics change when there are mixed status⁹ mokopuna and that those mokopuna on remand negatively influence the often more vulnerable care and protection mokopuna. Examples kaimahi gave were around encouragement to abscond from the whare and care and protection mokopuna being exposed to behaviours and language they haven't experienced before.

In addition to this, kaimahi said that when care and protection mokopuna are placed into the remand home, they are treated with the same restrictive conditions as those mokopuna actually detained as per their youth justice remand status. Mokopuna on care and protection statuses are not required to be detained, but need to be detained by proxy, due to being housed in the remand whare, as there is no way to treat the two groups differently with the number of kaimahi available on shift.

Mana Mokopuna is concerned with the mixing of mokopuna who are in need of care and protection with mokopuna who are in the whare on youth justice grounds. Mokopuna who do not have a detention element to their custody status are being subjected to detention restrictions. Mokopuna custody statuses will be a focus at our next full monitoring visit.

Kaimahi are advocating for more staff on shift

Kaimahi strongly advocated for an additional kaimahi to be allocated on shifts due to the often high and complex support needs of mokopuna. When there are three mokopuna in the whare, there are two kaimahi on shift. An additional kaimahi will be paid for when there is a fourth mokopuna. Kaimahi said when there is only two kaimahi on shift, there are regularly times when one kaimahi is left to provide line of sight for two or all three mokopuna. Kaimahi said that these times make them nervous due to the risk to both their safety and the safety of mokopuna.

Kaimahi also said having extra staff on shift enables one-to-one work with mokopuna if required. However, kaimahi said they are somewhat reluctant to do this, as they are conscious that if they work one-to-one with a tamaiti, this will leave one kaimahi with the other remaining mokopuna. Kaimahi also said they rarely take non-contact breaks to avoid one kaimahi again being left alone to look after all mokopuna in the whare.

Kaimahi said they would like to advocate for more numbers on shift and continued quality training to enable them to optimally support mokopuna and ensure their time in the whare is a positive care experience. Some mokopuna need dedicated one-to-one care, and kaimahi said they struggle to provide this level of necessary care for mokopuna despite wanting to. Mana Mokopuna encourages Reconnect Family Services Te Opi Piritā and Oranga Tamariki to review kaimahi shift numbers to ensure there is flexibility to meet all mokopuna support needs.

⁹ Mixed status referring to mokopuna who have legal statuses relating to care and protection needs as opposed to those with a legal status under a youth justice pathway.



Appendix One

Notes on 2023 recommendations

Given the nature of this drop-in visit and the relatively short time Mana Mokopuna was on-site, we have made notes against the recommendations rather than rating the progress. A more thorough look at the recommendations made as part of the October 2023 visit will be completed at the next full monitoring visit for this whare.

2023 Systemic Recommendations

	2023 Recommendation	Notes from our May 2025 drop-in visit
1	Support community-run remand homes to develop an independent complaints system for mokopuna.	This is a systemic recommendation that is outstanding for all facilities run by Oranga Tamariki. Mokopuna must ask kaimahi for complaint forms and follow a process that requires those who look after them to manage any complaints. Mokopuna do have access to VOYCE Whakarongo Mai and details to contact VOYCE were available to mokopuna. Mana Mokopuna understands VOYCE will resume their physical presence in the whare by the end of May 2025.
2	Ensure All About Me Plans are up to date as per the Oranga Tamariki policy ¹⁰ and provided to the Reconnect remand home prior to the admission.	Plans reviewed on-site had little information with all plans having blank sections. Whilst we understand information is passed on to Reconnect Family Services Te Opi Piritā kaimahi at the point of referral, all whare kaimahi working with mokopuna need to have all relevant information to ensure appropriate care of mokopuna in their care, and this is best done through comprehensive paper copies of plans held in mokopuna folders in the whare.
3	Ensure property maintenance and repairs are completed in a timely manner and remand homes are regularly updated with progress.	The basketball hoop noted as broken in our previous report had been repaired and was operational during this May 2025 visit. Timely property maintenance continues to be an issue with black mould detected in the bathroom mokopuna use and on the back of some curtains, including curtains in mokopuna bedrooms. In general, the whare requires a paint refresh and regular maintenance.
4	Ensure mokopuna access to timely medical care that does not rely on their assigned Oranga Tamariki social worker being available to escort to medical appointments.	Kaimahi working in the whare are not authorised to escort mokopuna off-site for medical treatment. Mokopuna must wait for their social workers or kaimahi can request assistance from the Oranga Tamariki Rapid Response Team. Kaimahi said there had not been any undue delays to mokopuna accessing medical care in the recent months.
5	Ensure social workers adhere to their practice responsibilities ¹¹ including minimum contact visits as per Oranga Tamariki Policy. ¹²	At the time of this May 2025 visit, all mokopuna said they had good contact with their social workers. Mana Mokopuna observed kaimahi facilitating contact with social workers at mokopuna requests. Mana Mokopuna understands mokopuna contact with their social workers whilst in remand whare can be sporadic and dependent on the individual social workers, however mokopuna said there was no issue with contact with their social workers during this one-day visit.

¹⁰ [All About Me plan | Practice Centre | Oranga Tamariki](#)

¹¹ [Allocating a key worker and co-worker | Practice Centre | Oranga Tamariki](#)

¹² [Assessing the frequency of visits to tamariki in care | Practice Centre | Oranga Tamariki](#)



2023 Provider Recommendations

	2023 Recommendation	Notes from our May 2025 drop-in visit
1	Eliminate the use of kaimahi personal cell phones to record information relating to mokopuna.	Kaimahi were still using their personal cell phones to manage communications via MS Teams. Mana Mokopuna continues to have concerns about this practice from a mokopuna privacy and safety perspective.
2	Solidify and implement practice for working with mokopuna Māori in line with the Reconnect Pou and establish a connection with mana whenua.	Tikanga still needs to be woven into everyday practice in the whare with kaimahi supporting mokopuna Māori to investigate their whakapapa, learn and use karakia and waiata, and kōrero te reo Māori. All mokopuna in the whare at the time of the visit whakapapa Māori and some were proficient te reo Māori speakers. There was little support evidenced for mokopuna Māori to immerse themselves in te ao māori or expand their matāuranga.
3	Introduce a supervision policy to support kaimahi both professionally and culturally.	Internal supervision is available to kaimahi through their team leaders. Some kaimahi engage in supervision whilst others chose not to. External supervision is not available on a regular basis to kaimahi working with mokopuna.
4	Review the current whānau contact arrangement to increase contact time mokopuna have with whānau.	Mokopuna had good opportunities to speak with their whānau. Mokopuna did say that they miss face-to-face contact with their whānau and this is something they would like to happen.
5	Work with mokopuna to establish regular activities and outings to provide variety in their structured day.	Mokopuna reported they are bored at the whare when education stops at 2pm. Mokopuna said their daily routine during their 'down time' revolved around watching Netflix. Mokopuna said they do not use the on-site gym or basketball area and rarely go on off-site activities.



Appendix Two: Gathering information

Mana Mokopuna gathered a range of information and evidence to support the analysis and develop findings for this report. These collectively form the basis of our recommendations.

Method	Role
Interviews and informal discussions with mokopuna and kaimahi.	
Interviews and informal discussions with kaimahi and external stakeholders	<ul style="list-style-type: none">▪ Kaitiaki Residential - Programme Manager▪ Kaitiaki Residential - Residential Leader▪ Whare kaimahi▪ TYMS kaiako▪ Mokopuna▪ VOYCE Whakarongo Mai▪ Oranga Tamariki Tāmaki Makaurau Placements team
Documentation	<ul style="list-style-type: none">▪ Mokopuna list▪ Mokopuna plans▪ Staff roster▪ Training log▪ Shift notes▪ Shift logs▪ Incident reports
Observations and engagements with mokopuna	<ul style="list-style-type: none">▪ Whare routines including education, meal times, mokopuna directed activity time.