



Hillsborough Lighthouse Community Remand Home

OPCAT Monitoring Report – Follow Up Visit

Visit date: 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 Hillsborough Lighthouse Community Remand home run by Kia Puāwai¹ on 7 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.

¹ [Kia Puāwai](#)

Our follow-up visits are designed to take place between our full OPCAT 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 report is to provide a summary of progress against recommendations made in the previous full OPCAT monitoring report in April 2023, assess how it is operating 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 short nature 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:	Hillsborough Lighthouse
Region:	Tāmaki Makaurau (Auckland)
Operating capacity:	<p>Five bed whare typically for rangatahi that use the pronouns he/him, or other gender identity if that is in the best interest of the rangatahi, aged 10-17 years (up to their 18th birthday).</p> <p>The whare is two-storey, comprising of an office for kaimahi and a large recreation room/lounge that has a table tennis table, pool table and television downstairs. The upstairs level of the house contains five bedrooms, a bathroom, large kitchen/dining area and an education room. There is a large backyard with a grassed area and basketball court and hoop.</p> <p>At the time of the visit there were two mokopuna in the whare.</p>
Status under which mokopuna are detained:	
<p>Youth Justice: Oranga Tamariki Act 1989: s235, s238(1)(b), s238(1)(c), s238(1)(d).</p> <p>Care or custody status: Oranga Tamariki Act 1989: s39, s42, s48, s78, s101, s102, s139, s140 or Care of Children Act 2004: s31.</p>	

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 Hillsborough Lighthouse, which Mana Mokopuna 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.

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](#)

Detailed key findings

Positive Findings

Waka Hourua upholds and reinforces the cultural foundations of the whare

Since our last full OPCAT Monitoring visit in April 2023 and as part of an ongoing commitment to culturally responsive practice, Kia Puāwai has begun actively implementing their Waka Hourua strategy⁶ to embed Māori therapeutic approaches across all areas of service delivery. The strategy is currently in its first phase, 'service enhancement.' This focuses on grounding work across the organisation in Whaitake Whaoranga Whānau⁷, the indigenous model of practice for Kia Puāwai. This model of practice draws on the pūrākau of Ranginui and Papatūānuku as a metaphor for the journey of healing, and the model of practice has been developed by the kaumātua of Kia Puāwai. It aims to enhance existing practices by weaving tikanga Māori into everyday operations, complementing and, where appropriate, replacing elements of the existing Teaching-Family Model⁸ programme.

The core values underpinning this strategy are aroha, whānaungatanga, wairuatanga, and manaakitanga,⁹ and the meanings underpinning each value have been developed by kaimahi across the organisation. Kia Puāwai is making a conscious effort to not only uphold its responsibilities under Te Tiriti o Waitangi, but also to create a therapeutic and culturally affirming environment for mokopuna. There is a clear understanding that embedding Māori values strengthens cultural identity, supports holistic healing, and fosters a deep sense of belonging and stability.

This focus on a model of practice that is grounded in te ao Māori was evident within the Hillsborough Lighthouse Community Remand whare during this follow-up OPCAT Monitoring visit. The values of the whare have clearly been upheld since our last visit, evidenced not only in the physical environment but also in the consistent practice of kaimahi and leadership. From the outset, the OPCAT monitoring team experienced genuine manaakitanga - we were warmly welcomed by both kaimahi, the practice leader and mokopuna. Despite being occupied with preparing lunch, kaimahi greeted us with hugs and ensured we were seated and served first. Karakia was led prior to the shared kai and whakawhānaungatanga unfolded naturally, allowing for meaningful connection and the sharing of the tikanga of the whare.

*"Manaakitanga, we express this to everyone that comes into the whare."
(Kaimahi)*

⁶ [Waka Hourua](#)

⁷ [FFT](#)

⁸ [Teaching-Family Association](#) ®

⁹ [About Us](#)

This fostered a relaxed and inclusive environment in which both mokopuna and kaimahi appeared comfortable and engaged. Mokopuna demonstrated a strong sense of responsibility and respect, as they voluntarily cleared the table after kai without being prompted by kaimahi. Throughout the visit, we were regularly offered support, kai, and refreshments, by both mokopuna and kaimahi which was a clear reflection of the deeply embedded values of manaakitanga and whānaungatanga within the daily practices of the whare. Manaakitanga extended beyond Hillsborough Lighthouse and was shown to the OPCAT monitoring team when we went to the Kia Puāwai office to meet with the Senior Leadership team following visiting the whare. Here, we were also warmly welcomed, shared kai, and spent intentional time together. This sense of care and manaakitanga was consistently reflected across all spaces we visited, including the whare itself.



LEFT: Kia Puāwai values visually displayed throughout the whare. RIGHT: kai that was shared by mokopuna, whare kaimahi and the Mana Mokopuna OPCAT Monitoring Team demonstrating the manaakitanga shown by Kia Puāwai.

A homely and supportive atmosphere for mokopuna in the whare

The whare is clean and tidy, with neatly kept gardens and lawns and a pantry well stocked with kai. Bright, vibrant artwork created by mokopuna is displayed throughout the whare, alongside the values of Kia Puāwai. From the moment you arrive, te taiao is warm and inviting, shoes are neatly placed at the entrance and the welcoming presence of kaimahi at the door fosters a strong sense of aroha and manaakitanga.

*"It feels good, and the feeds are good."
(Mokopuna)*

*"We try to always make this whare feel like a home and if it does not, something has shifted."
(Kaimahi)*

Mana Mokopuna acknowledges that property maintenance and upkeep is the responsibility of Oranga Tamariki and similar to the findings from the full OPCAT monitoring visit in April 2023, the property requires maintenance. There is general wear and tear, with a need for a refresh of paint and there was black mould sighted on the bathroom ceiling. Mana Mokopuna would like to see regular maintenance carried out in a timely manner to ensure mokopuna have fully safe and healthy living conditions.



Photos of general wear and tear requiring maintenance in the whare.

Kaimahi take pride in upholding best practice and fostering strong relationships with mokopuna

There is strong retention of consistent kaimahi within the whare, with one kaimahi having worked there for more than fifteen years. There are three permanent kaimahi consistently rostered to ensure quality oversight and dedicated care for mokopuna. A current challenge is the recruitment of casual kaimahi, as the biggest barrier has been largely due to the low pay scale in relation to the demanding nature of the work. Although this challenge exists, the team at Hillsborough Lighthouse have been doing the best they can to ensure it does not impact on mokopuna care. A major contributing factor to this has been the strong unity among kaimahi, as the team are described as a 'close unit' who are always happy to support one another and help. This was apparent during the visit when a kaimahi called in sick and others offered, without hesitation, to stay on shift and help, to ensure mokopuna were cared for and that there were safe kaimahi levels.

*"Kaimahi have each other's backs, they are honest, ask for help and are genuine."
(Kaimahi)*

Throughout the visit there was lots of laughter, honest kōrero and clear communication among kaimahi, reflecting a cohesive and supportive team culture. These positive relationships were clearly role-modelled to mokopuna, who in turn mirrored these behaviours in their own relationships, joking with one another, laughing, and working together to complete chores.

One tamaiti shared that one thing they like about being at Hillsborough Lighthouse is being with the other mokopuna. When mokopuna took jokes too far and frustration began to build, kaimahi responded with calm, gentle redirection, de-escalating the situation and explaining why the behaviour needed to stop. Mokopuna responded well, often listening, and taking time away when asked, which reflected the strong sense of trust and respect built through their relationships with kaimahi.

Quality practice was evident throughout the visit, with kaimahi consistently maintaining line of sight of one another, communicating clearly, providing regular updates, and actively engaging mokopuna in meaningful activities. Kaimahi placed strong emphasis on teaching mokopuna practical life skills, respect, and preparing them with mātauranga they could leave with and utilise when returning to their whānau or transitioning into the community. One example shared by kaimahi was their intentional decision not to use the dishwasher. Instead, they role-model handwashing and drying dishes to teach mokopuna responsibility and essential life skills they can carry with them when returning to their whānau, ensuring they leave with something they may not have had when they arrived. Kaimahi explained that this practice is often framed within the context of shared responsibilities on the marae, helping mokopuna make meaningful cultural connections while learning practical skills.

The consistency, passion, and positive role-modelling that kaimahi in the whare bring, along with the intentional time they dedicate to building relationships with mokopuna to gain an understanding about who each mokopuna is and what they need, helps foster an environment that provides stability, predictability and supports mokopuna to feel secure and thrive at Hillsborough Lighthouse.

*"Kaimahi care, and you can tell when mokopuna are settled and connected. This helps mokopuna stay for their duration of time in the whare."
(Kaimahi)*

The appointment of a Practice Leader has strengthened operations, kaimahi support and mokopuna care

The appointment of a practice leader by Kia Puāwai has been a significant change implemented since the last full OPCAT Monitoring visit in April 2023. The role had been vacant for over a year, and the recent appointment is having a positive impact. The Practice Leader's primary responsibility is to awahi kaimahi working in the remand homes run by Kia Puāwai by understanding their needs and ensuring they receive the necessary support. This includes advocating within the organisation's leadership, providing strategic direction across the remand homes run by Kia Puāwai, and overseeing whare operations to ensure kaimahi consistently uphold best practice and deliver a high standard of care for mokopuna.

The Practice Leader chooses to base themselves in the whare throughout the week, working closely alongside kaimahi to provide ongoing support. This approach was clearly demonstrated during the visit, as the Practice Leader was present all day. They had strong rapport with both kaimahi and mokopuna, were actively engaged in activities with mokopuna and helping whenever needed. Additionally, the Practice Leader holds weekly team meetings to discuss the needs of rangatahi in the home, and then every quarter there is a full house meeting in the weekend to discuss house/staff related matters so kaimahi can raise concerns, share updates, and strengthen team cohesion and communication. Kaimahi shared that the appointment of the Practice Leader has been both timely and impactful. They appreciate the visibility and support offered especially when facing challenges and navigating complex situations.

Increasing complexity in referrals of mokopuna to the whare highlights need for kaimahi training and support

Since our full monitoring visit in 2023, there has been an increase in referrals for mokopuna with significant mental health, disability and high or complex needs. Kaimahi have identified the rising complexity and severity of mental health and disability needs among mokopuna, along with an increase in substance use by mokopuna whilst they are in the community and before coming into the whare. Common substance use by mokopuna is alcohol, vaping, and methamphetamine. Kaimahi expressed that they need training to effectively respond to these challenges, especially supporting substance-addicted mokopuna when they are in withdrawal and living in the whare, as they have not previously encountered challenges to this degree at Hillsborough Lighthouse. The Practice Leader also identified this as an area of development and is focused on ensuring kaimahi receive ongoing training to confidently manage challenging situations, while maintaining safety and care for mokopuna and kaimahi.

*"We have amazing kaimahi and we are expecting too much of them, when they have not been trained. Training needs to be ongoing, and they need psycho-education support."
(Kaimahi)*

The Tāmaki Makaurau Regional Placement team for Oranga Tamariki has also identified this need for training across the various remand whare in Tāmaki Makaurau, due to the nature of the referrals for placements for mokopuna they are receiving. They have arranged a two-day training at the end of the month for all kaimahi working in the remand whare across Tāmaki Makaurau to come together to connect, upskill and develop consistent practice across all whare. This is a very positive and welcomed initiative as it should contribute to the continued professional development of remand whare kaimahi to support them in their work alongside mokopuna.

The training includes:

- 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 kaimahi 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 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 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.

The appointment of a Practice Leader alongside the regional initiative for a two-day training has presented timely opportunities to focus on upskilling, strengthening, and evolving practice. Mana Mokopuna encourages maintaining regular training to support kaimahi and ensure they are equipped to meet the diverse needs of mokopuna at Hillsborough Lighthouse. The multidisciplinary nature of the training days being arranged by Oranga Tamariki is very positive with the involvement of multiple agencies relevant to the care and support of mokopuna who are in remand whare including the Hillsborough Lighthouse.

Supporting community transitions through offsite activities

Mokopuna can participate in offsite activities from Monday to Friday afternoons between 4:00pm and 6:30pm, as well as on Sundays. These experiences support their transition back into the community and encourage engagement in pro-social activities. Offsite outings include a variety of options such as swimming at the pools, playing basketball at Silo Park, or going on hikes. Participation is based on mokopuna behaviour, and they are given a choice as to whether they want to go offsite or stay at the whare and take part in onsite activities such as table tennis, pool, basketball, card games or watching movies. During the visit, mokopuna were loving playing Monopoly Deal against kaimahi.



Table tennis, pool table and basketball court at the whare.

Supporting successful transitions through mentoring and life skills development

Tuilaepa Youth Mentoring Services (TYMS)¹⁰ remains the contracted provider to deliver education in Hillsborough Lighthouse from 10am to 2pm, Monday to Friday. Mokopuna participate in a programme that is personalised to their interests and learning needs, offering them a supportive and engaging environment. During the visit, mokopuna were actively involved in their learning alongside the kaiako. With the whare having small numbers, mokopuna have one-on-one support and a more focused learning experience. The education provided is hands-on and creative and reflected in the artwork and projects displayed throughout the whare. The fact that mokopuna artwork is displayed with pride in the whare is a positive reflection of the ways that mokopuna are encouraged and supported to express themselves through their learning and activities during their time in the whare and also serves as tangible encouragement and examples for future mokopuna who live in the whare.



Artwork made by mokopuna displayed throughout the whare

Additionally, during the visit, one tamaiti had returned from a mentoring session with their mentor from MacStrong mentors. MacStrong¹¹ provides intensive mentoring for mokopuna

¹⁰ [Tuilaepa Youth Mentoring Service \(TYMS\) - Home](#)

¹¹ [MacStrong | Mentoring | Life Skills Coaching | Youth | Mac Strong](#)

through individualised plans, focusing on developing life skills, exploring trade and career pathways, and encouraging engagement in pro-social activities. The tamaiti shared that they had been learning how to mow lawns as one of the activities they engaged in. Kaimahi told the OPCAT monitoring team that within a short period of time this tamaiti has had three mentors who he did not connect with. However, he asked his social worker for a new mentor and kaimahi told us he speaks often about how much he likes them.

The tamaiti also shared this with us:

*"My mentor is cool, out of the three other mentors I have had, this is the best one."
(Mokopuna)*

Strong role-modelling and mentoring, delivered through organisations such as TYMS and MacStrong are critical components in supporting mokopuna to experience positive and sustained transitions back into the community. Effective mentoring not only equips mokopuna with essential life and vocational skills, but also strengthens their sense of identity, connection and belonging. Importantly, TYMS and MacStrong centre the voice of mokopuna, ensuring their goals, interests, and aspirations guide the support they receive. This is achieved by fostering trusted relationships, promoting pro-social engagement, and creating opportunities for growth. Mentoring that is intentional and tailored to the particular aspirations and situation of individual tamaiti empowers mokopuna to learn, thrive and build positive pathways for their future. Mana Mokopuna encourages funding to continue being made available for mentoring services to proactively support all mokopuna who are in the youth justice system and notes the positive impact of this kind of support as a proven preventative measure for reducing re-offending.

Collaborative practice with stakeholders improves care for mokopuna

Kaimahi in the Hillsborough Lighthouse have established a strong relationship with VOYCE Whakarongo Mai¹² and the Tāmaki Makaurau Regional Placement Team for Oranga Tamariki to support mokopuna. These partnerships are built on effective communication and strong support, ensuring mokopuna needs are met while they are at Hillsborough Lighthouse. Kaimahi spoke highly of these relationships, noting the proactive support they receive from the Placement Team to be the conduit between them and Oranga Tamariki sites and social workers, helping to navigate differences and challenges, to maintain a central focus on the care of mokopuna.

VOYCE Whakarongo Mai visits the whare on a fortnightly basis to engage with mokopuna, and posters with information about their organisation and contact details are displayed throughout the whare for mokopuna to easily see and access. Kia Puāwai ensures the

¹² [Home - VOYCE - WHAKARONGO MAI](#)

involvement of VOYCE Whakarongo Mai extends beyond these visits, with invitations for VOYCE kaimahi to attend events like Matariki and Christmas celebrations, fostering greater connection and visibility. This has been a significant improvement since our last OPCAT monitoring visit, where kaimahi were having to call VOYCE Whakarongo Mai to get support if mokopuna needed advocacy.



Poster about VOYCE Whakarongo Mai displayed in the whare.

Areas for development and opportunities

The lack of Oranga Tamariki social work engagement and inconsistent practice impacts mokopuna

Kaimahi said that mokopuna experiences with Oranga Tamariki social workers are often inconsistent, describing them as “hit and miss,” with it being rare for mokopuna to have a supportive and reliable social worker. Kaimahi raised concerns about the lack of engagement and communication social workers are having with mokopuna, not being provided updates on their plans and inconsistencies in the information they receive around mokopuna and their needs. A key concern raised was that social workers often make promises to mokopuna, such as to call them by phone daily, and then do not follow through. In some cases, social workers have told kaimahi they are only available during limited afternoon time slots, which is not practical for mokopuna to have access to their social workers. This can be especially problematic when mokopuna need urgent support, like when attending a doctor’s appointment, as the late notice can mean their needs are not met in time.

*“We had a social worker tell us they were only available between 3-5pm.”
(Kaimahi)*

*“My social worker is useless, I have to always call her, not the other way around for information.”
(Mokopuna)*

Kaimahi explained that a lack of contact and failure to follow through on promises by social workers can contribute to the escalation of some mokopuna behaviour and emotional distress. Consequently, kaimahi can bear the emotional burden of mokopuna frustrations and challenging behaviours, as they manage the fallout whilst providing the necessary support to de-escalate tensions.

"No communication, empty promises and we have to deal with the shortfall. It creates more barriers being the middle person."

(Kaimahi)

Supervision for kaimahi is occurring but external supervision should be considered

Since the last OPCAT monitoring visit in April 2023, and with the appointment of a Practice Leader to oversee the whare, kaimahi now have access to and are engaging in supervision. While this is a positive development, the Practice Leader acknowledged that supervision is not yet where they want it to be. They are actively working to ensure that intentional time is made to ensure high-quality supervision occurs for kaimahi. They recognise the importance of both professional and personal support for kaimahi development and wellbeing, particularly within the context of a remand home where they are providing intensive support and care of mokopuna in the youth justice context, around the clock.

Supervision is currently provided by the Practice Leader, who also serves as the line manager for kaimahi. We strongly encourage that external supervision be explored. External supervision offers a safe, impartial space for kaimahi to engage in open and honest kōrero that supports their professional development and practice, particularly when concerns relate to leadership or internal dynamics¹³. This independent support will help ensure transparency and reinforce a focus on kaimahi wellbeing, development, and professional growth. Equally, it is important that the Practice Leader themselves has access to external supervision, as it provides an opportunity to reflect on their own leadership practice, navigate challenges, and gain an independent perspective that is not solely tied to operational management or performance oversight. Access to external supervision for both kaimahi and the Practice Leader will strengthen the overall culture of support, accountability, and reflective practice within the whare, ultimately enhancing the practice with and care of mokopuna in the Hillsborough Lighthouse Remand Home.

¹³ Beddoe, L. (2021). External supervision in social work. In K. O'Donoghue, & L. Engelbrecht *The Routledge international handbook of social work supervision* (pp. 262-271). London, United Kingdom, Routledge.

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. Currently, mokopuna must ask kaimahi for complaint forms and follow a process that requires those who look after them to manage any complaints. Kaiwhakamana from VOYCE Whakarongo Mai visit the whare on a weekly basis, details to contact VOYCE Whakarongo Mai are visible throughout the whare and kaimahi contact VOYCE Whakarongo Mai if the need arises.
2	Support community-run remand homes to develop a process that will enable independent youth advocates to provide services to mokopuna in the whare.	Kaiwhakamana from VOYCE Whakarongo Mai visit the whare on a weekly basis, and details to contact VOYCE Whakarongo Mai are visible throughout the whare. Kaimahi contact VOYCE Whakarongo Mai if the need arises. This initiative and partnership has been established and led by Kia Puāwai and VOYCE Whakarongo Mai.
3	Develop a nationwide package of training programmes designed specifically for community-run remand homes. Training programmes could include criminogenic risk factors, mental health needs, intellectual disability, neurodiversity, alcohol and drug support, life skills and cultural development and capacity building.	Oranga Tamariki Tāmaki Makaurau Regional Placement team organised a two-day training in mental health and disabilities at the end of May 2025, for all kaimahi working in the remand whare. However, there needs to be more work to ensure the training continues on a regular basis. This will support consistencies in practice across the whare in the region and ensure kaimahi have opportunities to upskill and develop to best meet the needs for mokopuna.
4	Assess property maintenance requirements and complete repairs and upgrades in a timely manner. Consider how mokopuna could personalise their living space.	The whare has general wear and tear and still requires maintenance and upgrades. Mokopuna are still unable to personalise their rooms, but kaimahi have hung artwork to make the whare more homely.

2023 Recommendations for Kia Puāwai

	2023 Recommendation	Notes from our May 2025 drop-in visit
1	Provide formal supervision and complete professional development plans for all kaimahi.	Kaimahi are receiving formal supervision from the Practice Leader for the whare, but there are concerns that kaimahi may not feel comfortable raising issues, particularly if those concerns relate to the Practice Leader who also serves as their line manager.
2	Support whānau to visit mokopuna in the whare.	Whānau are unable to visit mokopuna in the whare, due to safety reasons and privacy of other mokopuna. Despite this, kaimahi advocate for mokopuna to have contact with their whānau offsite and work with Oranga Tamariki to ensure this can occur. Mokopuna can have phone calls with their whānau every night if they want to.
3	Consider an increase to operational funding for the whare that reflects the increases to costs of living.	Kaimahi said that they have had an increased budget for kai and that there is also pūtea available for activities. The Practice Leader has played a significant role in advocating for this and ensuring that funding is not a barrier to meet the needs of mokopuna during their time at Hillsborough Lighthouse.

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"> ▪ Mokopuna ▪ Senior Team Leader for the whare ▪ Specialist Youth Workers ▪ Kaitohu Matua – Ratonga Kāinga Noho (Operations Manager – Residential) ▪ Practice Leader ▪ TYMS (Contracted Youth Mentoring Service) ▪ VOYCE Whakarongo Mai ▪ Oranga Tamariki Tāmaki Makaurau Regional Placement and Resources team. ▪ MacStrong
Documentation	<ul style="list-style-type: none"> ▪ Mokopuna All About Me Plans ▪ Medication Charts ▪ Shift notes ▪ Kia Puāwai Waka Hauora Strategy ▪ Kia Puāwai Annual Report 2024 ▪ Rangatahi evaluation forms ▪ Hillsborough Lighthouse referral and admission documentation ▪ Admission referral forms ▪ Client discharge forms ▪ Rangatahi possession checklist ▪ Mokopuna admission pack/information
Observations and engagements with mokopuna	<ul style="list-style-type: none"> ▪ Observations occurred across morning and afternoon shifts, this included shift handovers, mealtimes, education, activities and karakia.