

30 October 2025

Dr Claire Achmad
Children's Commissioner
Mana Mokopuna | Children and Young People's Commission
Sent via email: Catherine.Burrage@manamokopuna.org.nz

Tēnā koe Dr Achmad

OPCAT Monitoring Report – Korowai Manaaki Youth Justice residence

From 30 June to 2 July 2025, your monitoring team carried out an unannounced monitoring visit to Korowai Manaaki Youth Justice Residence (Korowai Manaaki) on behalf of the Children's Commissioner. The purpose of the visit was to assess the facility's performance against the seven domains relevant to the Children's Commissioner's role as a National Preventive Mechanism (NPM) under the Optional Protocol to the Convention against Torture (OPCAT).

We note that during this visit, Mana Mokopuna found no evidence of cruel, inhuman, degrading treatment or punishment (ill-treatment).

On 2 October 2025, you provided your draft OPCAT report for Korowai Manaaki to Oranga Tamariki—Ministry for Children (Oranga Tamariki) for review and comment. Our response to the factual accuracy of the draft report was shared with your office on 16 October 2025.

Please refer to the attached table for our response to your draft monitoring report recommendations. Oranga Tamariki has accepted all 10 recommendations. Recommendations we have accepted include appointing a dedicated person to be responsible for the review of use of force events, auditing secure care admissions, ensuring robust remand reviews, refurbishing of the secure care unit and tagged windows, providing kaimahi training around documentation, the importance of independent advocates and medication administration, ensuring kaimahi have access to supervision and to monitor programme and activity implementation.

Your monitoring team noted positive findings during their visit. These findings included newly recruited kaimahi having the opportunity to breathe fresh life into the residence and that they feel confident in their training. A new mokopuna friendly admission booklet has been produced and is in use. The booklet clearly outlines how the residence operates, what mokopuna can expect and how they can access support. It

was also noted that the general areas where mokopuna spend their time were clean and tidy.

We acknowledge that there are areas where focus is required, including communication between the residence leadership group and kaimahi, improving the culture, ensuring mokopuna Māori remain connected to identity and whakapapa. As detailed in our response to your recommendations, work is underway to address training for kaimahi, use of force reviews, the refurbishments to the residence, and understanding the use of secure care. We will continue to progress this work to ensure a safe and supportive environment for rangatahi at Korowai Manaaki.

I trust you find this information useful and thank you for the important role you have in ensuring our rangatahi in residences are safe and well cared for.

Nāku noa, nā

A handwritten signature in black ink, consisting of several overlapping loops and a trailing line, representing the name Julie Miller.

Julie Miller

**General Manager External Monitoring & Reviews
System Leadership**