

Korowai Manaaki Youth Justice Residence – Oranga Tamariki response to OPCAT monitoring visit by Mana Mokopuna

Recommendation		Outcome	Response
SYSTEMIC RECOMMENDATIONS			
1	<i>Direct the appointment at Korowai Manaaki for a dedicated person to be responsible for the review of use of force events on mokopuna so that those reviews are timely and in line with practice guidance expectations.</i>	Accept	It is acknowledged that at the time of your monitoring visit, use of force reviews had not been completed for over two months. The recruitment process is underway to appoint a dedicated use of force reviewer and instructor at Korowai Manaaki, to ensure that reviews are timely and in line with practice guidance expectations. In the interim, a practice specialist from another residence has been supporting Korowai Manaaki to review all use of force events, including those that were outstanding at the time of your visit. [Status: In progress]
2	<i>Audit the use of secure care to understand the common themes for admission and identify practice gaps where grounds have not been met or where documentation is lacking detail.</i>	Accept	Since the time of your monitoring visit, Korowai Manaaki has implemented several initiatives to uplift secure care practices and have since seen a steady reduction in the number of secure care admissions. From 58 admissions in June, to 39 in July, 36 in August and 30 in September 2025. Breaches have also reduced from 7 in June, to 6 in July, 2 in August, 5 in September, to 1 in October 2025. These figures are based on operational data that was accurate as at 20 October 2025. Initiatives implemented to date: - Onsite training provided by Practice Leaders from other youth justice residences. Alongside providing secure care refresher training, they review documentation and provide support to kaimahi to ensure there is sufficient detail and provide real time coaching rotations within secure care units (including understanding the use of regulation 48 confinement to rooms for children and young people in secure, and 51 range of planned, purposeful, and varied activities to be provided of the Oranga Tamariki (Residential Care) Regulations 1996 (the Regulations) - As part of a reset programme underway at Korowai Manaaki, kaimahi are required to complete a refresher training module on Secure Care Essentials. This training aims to support kaimahi to understand the legal grounds and circumstance for admissions, the rights of rangatahi in secure care, the process from admission to discharge, as well as the regulations to comply with and the continued secure detention process. As of 20 October 2025, 75 percent of all kaimahi (youth workers and casuals) have completed this training with further sessions scheduled later to capture kaimahi who have yet to complete. - Specialised training is due to be provided to Team Leader Operations and Case Leaders on writing and filing applications for continued secure detention to the Youth Court and the process that supports this. - There is an Operations Specialist onsite to oversee operations and provide support to the leadership team. Part of their role is to ensure all practices, including secure care, are being consistently carried out to a high standard. - Weekly reporting is provided to the leadership team to increase visibility around admission themes and highlight any breaches. The reporting supports the leadership team to identify and rectify any gaps in practice. [Status: In progress]

Recommendation	Outcome	Response
3 <i>Ensure site social workers are providing robust remand reviews to limit the time mokopuna are held on pre-trial detention and within custodial settings.</i>	Accept	Remand reviews are an area that continues to be a focus for improvement. Our analysis of this matter has shown there is a lot of information reflected in reports and plans or Family Group Conference plans that social workers have not in the past articulated in remand reviews, which we acknowledge that we need to change. It is acknowledged that there are occasions of long remand period for some rangatahi, although there are a number of factors that sit outside of the control of Oranga Tamariki, such as: • Rangatahi are remanded pursuant to section 238 (1)(d) or (f) of the Oranga Tamariki Act 1989 (the Act) will be subject to 14 days reviews. However, some rangatahi remanded in the District and High Court jurisdiction are not required for reviews, being subject to different legislative requirements. • The time delay for specialist reports (sections 38 and 333 of the Act) directed by the court to be completed does and often can impact remand duration. • The strong opposition for bail by the Police does prove challenging to transition rangatahi from remand to bail status. • The serious nature and magnitude of some offences do make community placement options difficult. • The low tolerance towards youth offending and a focus on community safety has continued to impact the approval of bail applications. Youth Justice is a complex environment, so it is important to note that although bail options are strongly advocated for either through the Social Worker directly in Youth Court, or by the Youth Court Supervisors, Oranga Tamariki are not party to proceedings within the Youth Court. Therefore, we can only influence a decision rather than control it. Regardless, our kaimahi remain committed to ensuring they balance the four primary considerations in section 4(a)(2) Wellbeing and best interests of child or young persons of the Act and proactively work towards reducing long periods of remand. Youth Justice continues to apply a committed focus to all remanded rangatahi. We will continue to uplift practice that will see an increase of remand reviews that reflect the rangatahi and planning being completed. [Status: In progress]
4 <i>Refurbish the secure care bedrooms and systematically replace the heavily tagged and etched Perspex windows across the residence to help ensure mokopuna safety.</i>	Accept	It is important to ensure that material conditions at Korowai Manaaki, including the secure care bedrooms, are maintained to a high standard to support the health, wellbeing and dignity of rangatahi who stay there. A refurbishment programme has commenced at Korowai Manaaki to ensure a high standard is maintained. Since your visit, the refurbishment of the secure care unit has been completed. The secure care unit is newly painted with a vibrant colour pallet, and new polycarbonate on all the windows. A refurbishment has also been completed in the visitor suite and the Pohutukawa unit and continues across the rest of the residence. Work was completed following your visit to address the heavily tagged and etched Perspex windows across site and kaimahi are encouraged to log a job when damage becomes a health and safety issue. An ongoing maintenance plan is in place to maintain the standard of the residence including a painter regularly being onsite when further painting is required.

Recommendation	Outcome	Response
		[Status: Complete]

Recommendation	Outcome	Response
FACILITY RECOMMENDATIONS		
1	Provide training to kaimahi to raise the standard of documentation detail including entries into unit logbooks, secure care registers and forms such as Serious Event Notifications, MySafety reports, Reports of Concern, and Use of Force reviews.	Accept Youth Justice Residences national training packages are aligned to the Oranga Tamariki Practice Approach, including the Te Waharoa induction training which covers the documentation noted in this recommendation. As mentioned above, in systemic recommendation 2, Korowai Manaaki has a reset programme underway. As part of the reset programme, an intensive training schedule is being delivered to enhance kaimahi capability and confidence. As of 20 October 2025, through the reset programme, 512 training events have been delivered at Korowai Manaaki. This includes training on: - Logbooks - training for logbooks is covered in Supporting Safe Spaces and Secure Care Essentials training (see systemic recommendation 2 for percentage of completeness for Secure Care Essentials training). - Secure Care registers - see systemic recommendation 2 regarding the training being provided by other youth justice residences. - Serious Event Notifications and Reports of Concern – training will be covered in upcoming Team Leader Operation training. - My Safety Reports – training on this will be included in upcoming Frontline Fundamentals training, which is scheduled for later in the reset programme. - Use of force reviews – as noted under systemic recommendation 1, recruitment is underway to appoint a dedicated use of force reviewer and instructor. [Status: In progress]
2	Ensure kaimahi have access to cultural and clinical supervision to foster practice growth and help kaimahi identify areas they require professional development.	Accept Oranga Tamariki is committed to delivering supervision and encourages kaimahi to make use of all forms of supervision and support that are available to them. Korowai Manaaki now has a Manager Residence Operations in place, and recruitment is underway for an additional Operations Manager. This will provide more availability for pastoral support and debriefing to ensure kaimahi have timely access to guidance and wellbeing support. On-site Employee Assistance Programme services continue to be available, remotely and onsite, offering confidential support. The service is well used with a 25 percent increase in sessions used across all residences from quarter two to quarter three. Training for Team Leaders was delivered on 21 October 2025 by our People and High Performance Team at Oranga Tamariki. The training focused on holding effective one on one meetings with their kaimahi. The training will strengthen supervision practices and help kaimahi identify areas for professional development.

Recommendation	Outcome	Response
		[Status: Complete]
3 <i>Provide training to kaimahi on the importance of independent advocates and ways they can positively support engagement with advocates for mokopuna.</i>	Accept	We acknowledge the importance of providing training to kaimahi on independent advocacy and ways that they can positively support rangatahi to engage in this. Training on Children's Rights and the Importance of Advocates is part of Te Waharoa training, an induction training kaimahi must complete. It covers the rights of children when deprived of liberty, including advocacy. VOYCE—Whakarongo Mai (VOYCE) facilitate a 30-minute session with Korowai Manaaki kaimahi, during training days each Tuesday, reinforcing the importance of independent advocacy, and creating an opportunity to engage VOYCE to enhance support and advocacy for rangatahi. VOYCE also visit rangatahi every Thursday at Korowai Manaaki, where they share about their role and function. Korowai Manaaki has a full complement of grievance panel members, and the panel members visit the residence every Friday, with good engagement with kaimahi noted. As noted in your report, a rangatahi friendly admission booklet is in use, which contains information on complaints and grievances and how to access the process. This has been received well by rangatahi. Office of the Ombudsman information is available to all rangatahi at Korowai Manaaki. This includes a complaints poster from the Ombudsman in each unit that sits alongside the internal Grievance process poster to ensure rangatahi are aware of the two complaints processes available to them. As part of weekly practice, kaimahi at Korowai Manaaki, and all youth justice residences are required to deliver programmes to rangatahi on their legal rights, the grievance process, and independent advocacy. Earlier this year, a suite of resources for rangatahi that were developed during the Manaaki Kōrero project were implemented, which our kaimahi also use to help rangatahi understand their rights. As part of the reset programme occurring at Korowai Manaaki, all kaimahi have undertaken a module on professional standards and workplace integrity. The leadership team at Korowai Manaaki have reviewed the arrangements which are set out above, and reminded all kaimahi of the important of these, and will continue to do so. We are confident that with what we have in place as demonstrated above, and our ongoing focus on lifting practice quality as whole, that this recommendation can be considered complete. [Status: Complete]
4 <i>Provide training to kaimahi to limit medication administration errors that enabling attempted overdoses by mokopuna.</i>	Accept	Ensuring the safety and wellbeing of tamariki and rangatahi in the custody of Oranga Tamariki is paramount. We are currently working closely with our onsite health provider at Korowai Manaaki on this. They will be providing one to one training with our new Team Leader Operations kaimahi and will be providing refresher training with existing Team Leader Operations kaimahi. Recent weekly medication audits have shown an improvement throughout the months of September and October 2025 including the week ending:

Recommendation		Outcome	Response
			• 5 September showing 0 errors. • 11 September showing 0 errors. • 18 September showing 8 errors. • 25 September showing 3 errors. • 2 October showing 6 errors. • 9 October showing 0 errors. • 16 October showing 2 errors. Medication errors captured can be for various reasons, including medication not being given, medication given late and the wrong dose of medication given. All medication errors are reviewed in real time and kaimahi are coached to understand the error and rectify this where possible. We will continue to monitor weekly medication audits to ensure the management of medication for rangatahi continues to improve. [Status: Complete]
5	<i>Provide enhanced Whakamana Tangata training to ensure all kaimahi are confident in the application of restorative, trauma-informed practice.</i>	Accept	Whakamana Tangata is now being incorporated into Te Waharoa induction programme. As noted in systemic recommendation 2 and facility recommendation 1, Korowai Manaaki is currently undergoing a reset programme with significant training opportunities being provided to kaimahi from September to November 2025. This includes a full-day Whakamana Tangata refresher training, which includes all kaimahi who directly work with rangatahi. This aims to build understanding and competence in Whakamana Tangata including confidence in the application of restorative practice. As part of the reset programme, there are periods where the Whakamana Tangata trainers will be onsite working alongside kaimahi to build confidence and capability in this approach. The first full team refresh training day of Whakamana Tangata was completed on 21 October 2025. [Status: Complete]
6	<i>Monitor programme and activity implementation against what is scheduled to encourage kaimahi not to default to passive recreation activities.</i>	Accept	Since May 2025, a structured programme pilot has been in place at Korowai Manaaki. The programme includes external providers such as Odyssey House (Alcohol and Drug education), Counties Manukau Sports (structured physical education and team sports), Three Bags Full (digital education) and Ama Training (vocational skills). These external providers each facilitate their areas of expertise, providing rangatahi with a diverse range of programmes to enhance their skills and learning. VOYCE Whakarongo Mai are regular stakeholders that engage rangatahi with advocacy services and the delivery some regulatory programmes. Korowai Manaaki kaimahi are involved in facilitating these programmes with support and oversight from the Programme Coordinator. During term four 2025, Blue Light, a provider that works in partnership with the Police to deliver an extensive range of youth programmes and activities, are contracted by Oranga Tamariki to deliver a 10-week programme. It focuses on team building to support rangatahi engagement, enhancing their communication skills and

Recommendation		Outcome	Response
			teamwork. The intention is for Blue Light to also work with kaimahi to upskill their own facilitation confidence and delivery. As the programme pilot has evolved, the schedule has been refined and a collective approach to communicate the schedule, and purpose, to kaimahi has been a focus. Improved kaimahi numbers has also reduced the need for last minute changes or cancellations of activities. [Status: Complete]