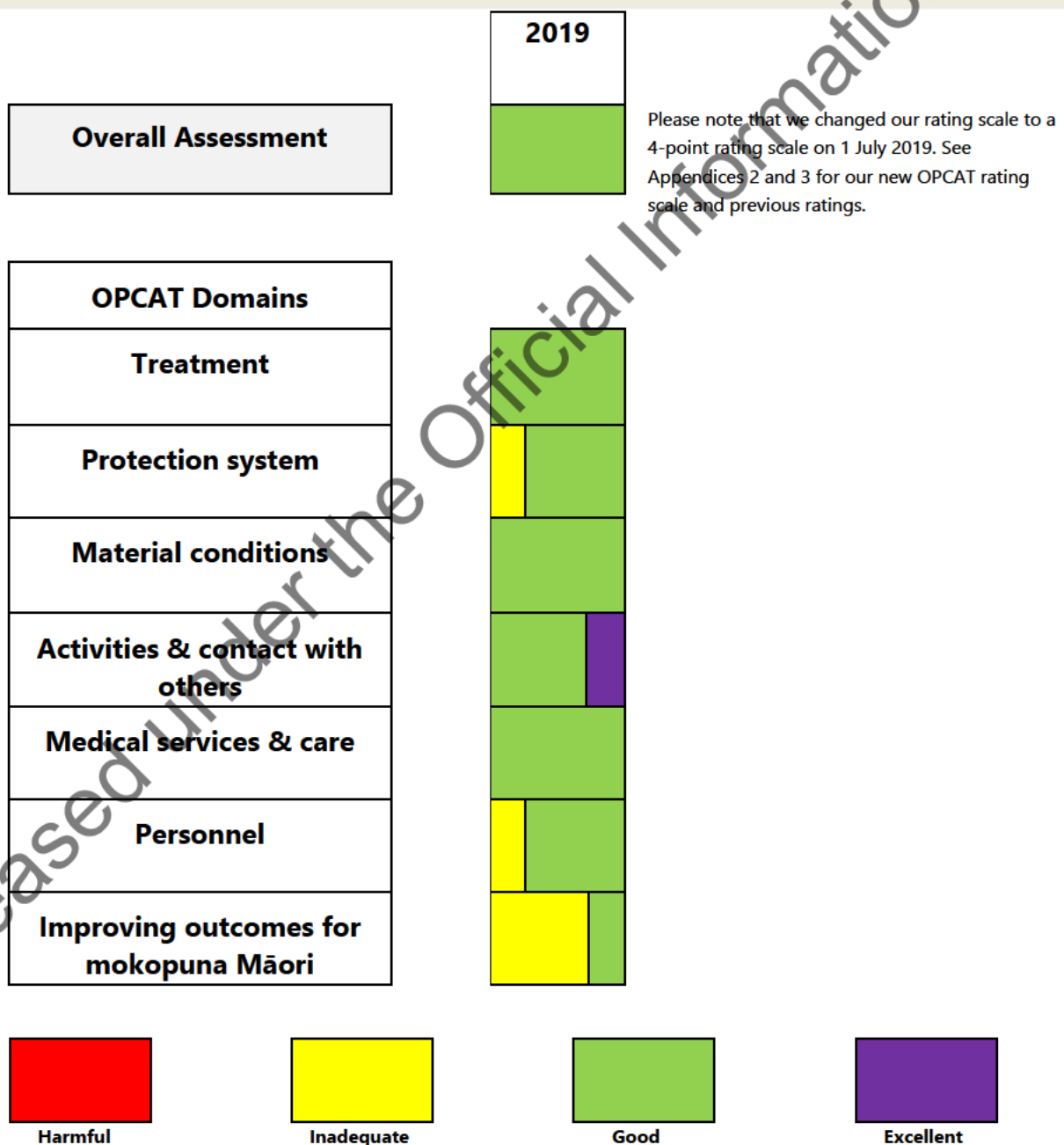


Te Poutama Ārahi Rangatahi Residence, Christchurch

(Announced OPCAT Visit)

Visit date: s 9(2)(a) OIA 2019. Report date: 6 December 2019



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Introduction

Purpose of visit

1. From s 9(2)(a) OIA 2019, s 9(2)(a) OIA from the Office of the Children's Commissioner (OCC) conducted an announced monitoring visit to Te Poutama Ārahi Rangatahi in Christchurch. Te Poutama Ārahi Rangatahi is a specialist residential therapeutic programme for youth s9(2)(a) OIA. The residence is managed and operated by Barnardos, a national non-government organisation approved to deliver care services under section 396 of the Oranga Tamariki Act 1989. The purpose of the visit was to assess the quality of Te Poutama Ārahi Rangatahi's services against the seven domains relevant to our role as a National Preventive Mechanism (NPM) under the Optional Protocol to the Convention Against Torture (OPCAT). See Appendix 1.

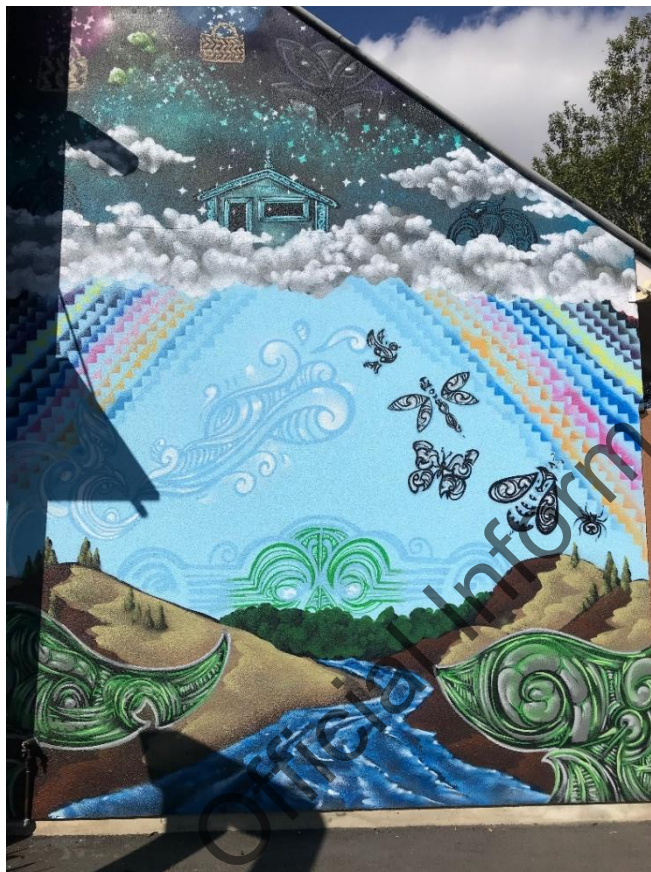
Structure of this report

2. This report shares the findings from our visit to Te Poutama Ārahi Rangatahi and makes recommendations for actions to address the issues identified. For the convenience of readers, we first list our key findings and recommendations. Here we provide the evidence for our overall domain finding as a list of strengths and areas for development. We then describe our findings for each of the seven OPCAT domains. For each OPCAT domain, we provide a statement that summarises the reasons for our rating for that domain. For more information about OPCAT, see the United Nations [website](#).

Context

3. In the context of our OPCAT visits, we use Mana Mokopuna principles and resources which apply to all children and young people to engage them in conversation about their experiences in the residence. Mana Mokopuna supports our monitoring to put a stronger focus on: (a) children and young people's experiences, and (b) Māori beliefs and social structures. The information from interviews with children and young people sits alongside our assessment of the residence's compliance with the seven OPCAT domains. For more information on our Mana Mokopuna approach, see our [website](#).
4. Te Poutama Ārahi Rangatahi is a twelve-bed residence; however, the residence only provides eight beds under Barnardos current contract with Oranga Tamariki. At the time of our visit it was home to five young men aged between 14-17. Te Poutama Ārahi Rangatahi is rurally located and provides a specialist therapeutic programme for young men s9(2)(a) OIA. Our first interaction with the young people was through the mihi whakataua process. We were then taken on a tour of the residence by two young people. The young

people have complex needs, which made the interview process difficult for some, however all five gave as much as they were willing or able to in the interview process. Only quotes from four young people are included in this report, as one young person was not able to fully understand the consent process.



Photos: Courtyard

Key findings and recommendations

5. In assessing and rating the residence, we have applied our new OPCAT evaluative framework, effective from 1 July 2019. This is being developed in consultation with Oranga Tamariki and Barnardos. We have changed our OPCAT rating system from a 5 point to 4 point rating scale. This revised scale more clearly evaluates compliance or non-compliance with OPCAT. Please see [Appendix 2](#) for more information on our new rating system and [Appendix 3](#) for the previous ratings for this residence using our former rating scale.



Overall rating: Good

6. Our overall rating for Te Poutama Ārahi Rangatahi residence is good. This is a similar level of assessment to the rating of well placed at our previous OPCAT visit in February 2018, where we used the five-point rating scale.
7. The **Material Conditions** and **Activities & Contact with Others** domains have improved since our last visit.

We evaluated four domains as at a similar level as our last visit: **Treatment, Protection System, Medical Services and Care** and **Personnel**.

We rated the following domain as having regressed since our last visit: **Improving outcomes for mokopuna Māori**.

8. Our monitoring assessment identified that the residence has many strengths. Young people experience:
 - Strong relationships with staff
 - Opportunities to have a say in the day to day running of the residence
 - Activities that are interesting and personalised
 - A clean, tidy, and well looked after residence
 - A therapeutic programme that helps them to work through their complex needs and behaviour
 - An understanding of the Whaia Te Maramatanga grievance process (and it is administered smoothly)
 - Staff who receive regular practice supervision and cultural supervision

- Staff who uphold Māori practices regardless of the particular culture and attitudes of young people currently in the residence.

9. We identified a number of areas for the residence's development:

- Children and young people need to be more involved in the development of their plans
- The group setting is not appropriate for all young people
- The dining and common area requires work to improve the indoor environment to make it more therapeutic
- The working relationship between the teams can be strained
- Grievance Panel members are finding it hard to talk to young people one on-one due to time and location of meetings
- There is a clear vision for rangatahi Māori, but a lack of specific goals which means the residence does not always meet the needs of rangatahi Māori.

Recommendations

For the residence

- Rec 1: The leadership team takes an active role in improving communication and relationships between the residential, education, and clinical teams, so that young people receive consistent and seamless care. (Ref p20)
- Rec 2: The leadership team ensures there is a time and place for young people to talk to Grievance Panel members that meets the needs of young people and allows for privacy and one-on-one conversations. (Ref p11)

For Barnardos National Office and the residence

- Rec 3: Create and implement a set of tangible, achievable and time-framed goals for the residence that sit alongside Barnardos' Section 7AA Outcomes focused on meeting the clinical and cultural needs of rangatahi Māori. (Ref p23-24)
- Rec 4: Barnardos works with Oranga Tamariki property services to enhance the indoor environment (dining and common area) of Te Poutama Ārahi Rangatahi to reduce the echo and paint the walls. These improvements will allow for a more therapeutic environment for young people. (Ref p15)

Findings for each OPCAT domain

Domain 1: Treatment



Good

10. We rated most elements within this treatment domain as good. There are strong relationships between young people and staff at Te Poutama Ārahi Rangatahi, and the young people have a say in the day-to-day running of the residence. We rated the therapeutic care and treatment element as excellent due to its comprehensive and tailored models of practice. De-escalation techniques are valued and the Whakamana Mokopuna transitions pilot appears to be providing successful and positive transition experiences for young people.

Young people's experiences

"They [Staff] actually don't judge me."

"They know I don't like restraints cos it brings back bad memories."

"We've got a policy on reasons to restrain us, so you can't [just] restrain us for anything."

"They don't restrain you, they allow the person to calm down themselves."

"Yeah, as I say try and live in here for six months and then tell me if you're happy."

Strengths

- **Relationships between staff and the young people are strong.** Most young people and all staff we spoke to mentioned the strength of the relationships between the staff and young people. It is clear that staff work hard to build and maintain relationships with young people, and the interactions we observed were positive and warm. Staff spoke about the young people with genuine positive regard. Each young person has a key worker who is part of the residential youth worker team. Young people go on regular outings with their key worker where they spend one-on-one time. Young people talked about how they feel they have someone at the residence they can talk to about any concerns they have.

- **Young people have a say in the day-to-day running of the residence.** We observed that the young people's voices influenced the day-to-day running of the residence. Community meetings are held each Monday and are youth led. Young people suggest agenda items, and these are discussed in a group setting with all staff and young people. We observed this as an opportunity for youth to discuss items of interest or concern, such as menu options, activities, and chores. All young people were given the opportunity to contribute and staff responded with solutions or by agreeing to implement a suggestion.

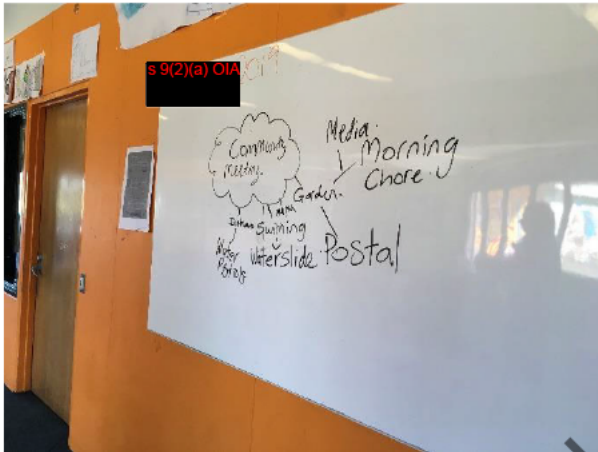


Photo: Agenda for community meeting written by young person

- **There is an emphasis on de-escalation techniques at the residence, over the use of physical restraints.** Young people we spoke to understood why restraints were used. Those who had been in youth justice residences commented that restraints were less common at Te Poutama Ārahi Rangatahi. A staff member we spoke to talked of the idea to "connect before correct", and other staff spoke of using relationship-based de-escalation techniques. There are also spaces, such as lounges and the sensory room, allowing for young people to be separated if need be.
- **The therapeutic programme helps young people to work through their complex needs and behaviour.** The residence uses sound, evidence-based therapeutic models designed especially for working with young people **s9(2)(a) OIA**. The programmes are tailored for each young person according to their needs. The residence has recently employed a Clinical Team Leader after a period of vacancy in the role and staff are newly trained in the **s9(2)(a) OIA**. **[REDACTED]** This is an assessment framework for children and young people between the age of 12 and 18 years, **s9(2)(a) OIA**. **[REDACTED]** The model is also applicable for young people with learning disability. This complements a range of other therapeutic models used by the residence. The residence also places an emphasis on restorative practice. Staff have received

professional development in this and are using their skills to have positive discussions with young people about their behaviour and how it affects those around them.

Transitions out of the residence are well supported. In our previous OPCAT report, we were interested in the progress and outcomes of the Whakamana Mokopuna transition pilot. Currently there are [REDACTED] more young people identified as candidates for Whakamana Mokopuna, which involves intensive support training for caregivers. Young people undergo a stepped approach to transition, where they spend progressively longer periods of time at their placement or home. Transition work also occurs through education and life skills programming, for example young people learning how to use the local bus network.

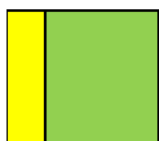
We were encouraged to hear the transition programme is going well. Since our previous visit one young person has successfully transitioned out of the residence under this pilot [REDACTED] s 9(2)(a) OIA

Areas for development

- **Plans need to be more youth friendly and integrate the young person's voice.** Each young person in the residence has two plans, an intervention plan and an individual care plan with different clinical staff responsible for each plan. Most young people we talked to knew about their plans. While the plans are comprehensive, they are aimed at professionals, use professional language and appear to be missing the young people's voice. We understand, however, that the young people's plans are currently being re-worked and new youth friendly plans should be in place by the end of the year. We look forward to seeing these at our next monitoring visit.

We were told by staff that the new plan will help young people to understand their progress and provide an idea of when they are likely to leave the residence. We believe this is important because some of the young people we talked to said they did not know what the plan was for their future, or when they would be going home. We were encouraged to see that all staff were well informed of each young person's plan and interventions, and that regular integration meetings were held where staff from all disciplines could discuss the young people's plans.

Domain 2: Protection system



Good with inadequate elements

11. This rating reflects that the Whaia Te Maramatanga process is working well and young people feel confident in using it. We also found that young people are integrated into the residence gradually, and staff are provided with lots of information about a young person before they arrive. We found some areas needed improvement. These were the safety of young people within a group setting, and the Grievance Panel's access to young people.

Young people's experiences

"I just don't see it being right, writing on a bit of paper when something is going wrong when you just can chat to the person about what's going on."

"Yes I'm safe, I'm safe and I'm doing better."

"But you have the odd occasion of where you just don't feel safe at all... s9(2)(a) OIA

"I mainly use [Grievance Advocate] actually because I know, me and him know each other real well now."

Strengths

- **Young people and staff are provided with information before a young person arrives at the residence.** We observed, in an integration meeting, a presentation by a clinician to staff about a young person who is due to be admitted to the residence in the coming weeks. Presentations discuss the young person's strengths, needs, wants and challenges.

Young people are visited in their community by a clinician and their key worker before they come to Te Poutama Ārahi Rangatahi. Upon arrival, young people are gradually introduced to the residence and how it runs. One young person told us he received a book that explains the background of the residence and outlines the rules and expectations.

- **Young people feel physically and emotionally safe at Te Poutama Ārahi Rangatahi.** Young people spoke to us about feeling as though they have staff

members who they can talk to and who help them to feel safe. However, most young people were unsure about whether they felt safe around other young people in the residence. We have discussed this further in the areas for development below.

- **Young people understand Whaia Te Maramatanga and the grievance process is administered smoothly.** The young people we spoke to told us that while they understand Whaia Te Maramatanga, they prefer not to use it, rather they like to talk about their issues or concerns to staff directly. One young person said he would rather not wait 14 days for the issue to be resolved when he can resolve it on the spot instead.

Grievance numbers remain low at Te Poutama Ārahi Rangatahi. The grievance process is administered well, and responses are timely, generally resolved in around three days, and always within the 14-day timeframe. Grievances are tracked and documented well by the Audit and Compliance Advisor.

- **Grievance advocates are becoming more involved.** Our previous OPCAT report recommended the recruitment of more youthful advocates. Staff told us they had recruited law students as advocates, but these advocates had rarely shown up. There are two current advocates who visit the residence, but we were told by staff the young people do not tend to engage with them. One young person we spoke to said he felt he knew one of the advocates well now, and said he felt supported by him when making a grievance. We understand Barnardos are engaging with VOYCE – Whakarongomai and looking at how VOYCE advocates may work within Te Poutama Ārahi Rangatahi, and we believe this should be a priority.
- **The Grievance Panel visit regularly, and young people understand their role.** We were told that although the grievance numbers are low, the panel will still visit regularly to spend time with the young people. One young person told us he has a good relationship with the panel, while another young person was less keen on the panel, however he struggled to articulate why.

Areas for development

- **Panel members are finding it hard to talk to young people one-on-one.** We were told by a panel member that it is hard for the panel to speak with young people one-on-one, as the young people often do not want to speak with them during school or during afterschool activity programming.

We were concerned to hear that often the only time the panel members were getting to talk to the young people was during afternoon tea, when all young people are in the dining/common area which is noisy and not private. We would recommend

dedicating time for the panel members to speak to young people privately, without pulling them away from activities they enjoy (*Recommendation 2 refers*).

- **The group setting is not appropriate for all young people.** Staff are working well to respond to the different needs of different young people, however we believe they are constrained by the environment of the residence. s 9(2)(ba)(i) OIA

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We understand a proposal has been made to Oranga Tamariki for a separate house to be put on site, which would provide a good space for young people who struggle to regulate their emotions in a group setting.

Released under the Official Information Act 1982

Domain 3: Material conditions



Good

12. This rating reflects the colourful outdoor environment which tells the stories of Māui and represents the young people's journey. We also found the residence is well maintained and the young people's rooms are personalised. However, the dining and common area requires work to reduce the echo and create a less stimulating environment, particularly for those with sensory issues.

Young people's experiences

"The rooms we stay in, have the right size. The right size and everything."

*"The cook here is really nice, I don't want to offend her, but her food is not f*cking filling."*

"It's reasonably decent except for when she gives us spicy food and when she puts tomato in mac n cheese."

"[regarding the paint in common/dining areas] We've actually already spoke about this, in community meetings and they're going to be looking into it...Yeah they kind of think of it as an escalating space rather than a de-escalating."

Strengths

- **The outside environment is attractive.** The courtyard and outside of part of the building has recently been painted in a youth friendly way that tells the story of Maui. Above the waharoa there is a waka, representing the young people's journey and reflecting the values of the residence. Young people also showed us their vegetable garden, which the young people hope will eventually create produce for the residence kitchen. There is lots of green space, and sandpits where the young people race remote control cars and have created a volcano they will use in a science project.



Photos: Newly painted mural in the courtyard



Photo: Waharoa and waka artwork

- **The residence is clean, tidy, and well looked after.** The young people can personalise their bedrooms and have their own possessions. Young people told us they also enjoyed having an en-suite bathroom. Recently, some young people helped to paint the tables in the dining area which they were proud of. There is a sensory room in the residence where young people can go, or can be directed by staff, for some down time. The room contains beds, cushions, and weighted blankets. The young people we spoke to were happy to spend time in this room as needed.

- **The young people are supported to have a say in the menu but have mixed feelings about the kai.** The residence has recently had a nutritionist come in and evaluate the menu. Some changes and more variety were included because of this. The cook only works during the week, and on the weekends the young people and staff are responsible for cooking. We were told by staff that some of the young people have excelled in this, and that there are cooking competitions held in the weekends. However, most of the young people we spoke to mentioned they did not like some aspects of the food provided, particularly regarding portion sizes being too small, and too many vegetables. Young people can provide feedback on the menu either directly to the cook or through other avenues such as the community meetings. During our visit, we saw young people having a discussion with each other and staff about healthier alternative takeaways on Sundays, and the spiciness of a particular dish.

Areas for Development

- **The dining and common area requires work to make it more therapeutic.** We believe there is room for improvement inside the residence, particularly regarding the dining and common area. This space could be improved by reducing the echo, as it is likely this is problematic for those with sensory issues. We are concerned that this was an area for development identified in both our 2017 and 2018 OPCAT reports that has not yet been addressed. The inside environment could also be further improved and made more conducive to a therapeutic environment by painting some of the walls a calmer colour (*Recommendation 4 refers*). We were told by staff and young people that they would prefer a different colour to the bright lime green walls.

Domain 4: Activities and contact with others



Good with excellent elements

13. This rating reflects that whānau contact is an important part of the young people's experience in Te Poutama Ārahi Rangatahi and is facilitated where possible. A particular strength is the activities the young people are involved in both on and off-site. We rated this area as excellent, as the activities are personalised. We also believe that education at the residence is good and is meeting the needs of the young people.

Young people's experiences

"I'm just really also excited cos I'm seeing Dad on Friday."

"They always tell me that I am cared for while here and leadership – yeah I got told that I might be a leader while I'm here."

"Yeah we do we get to go out on outings, I went to rugby."

"Yeah like we don't want tennis rackets where the grip comes off with one swipe, we actually want proper tennis rackets."

"Learning – I hate learning but it's going good. I'm actually being, getting better and I've already got a lot of NCEA credits"

Strengths

- **Contact with whānau is well facilitated where possible.** Young people have regular contact with whānau wherever possible. Some young people do not have strong connections to whānau or caregivers and therefore contact is limited. We were told the residence does not find it hard to fly whānau down to the residence to visit, however they would like to be able to house whānau on-site. As mentioned above, a proposal has been put to Oranga Tamariki for the provision of a house on-site.

Young people are able to contact their whānau via phonecall or Zoom (video conferencing software). Phone calls have no time restriction, and young people choose timeslots throughout the day when they would like to make calls. Staff we talked to said it can be hard to encourage the young people to make phone calls. The young people may go for off-site visits to their homes or placements a few times a month (or more if transitioning home). We were interested to hear about the residence's use of

Storypark, which is a creative way to show caregivers and whānau what their young people have been doing and how they are progressing through an online portal with photos, videos, audio and observations. Whānau can comment and respond to posts about their young person. We hope to hear more about how successful Storypark has been at our next monitoring visit.

Activities are interesting and personalised. The young people told us they enjoy the off-site outings, and we heard that a couple of the young people had been to a rugby match at the stadium in the weekend. Young people go on outings that are personalised to their needs. For example, we heard that a young person attends dance classes, while others go rock climbing or to the library. Young people also go on one-on-one outings with their key worker. These outings are the young person's choice. We heard that a young person's whānau member was visiting that week and he wanted a new t-shirt for the visit and the key-worker was going to take the young person to buy one.

Young people also participate in regular on-site activities either through their education or their after-school programming. The young people have access to a wide variety of sports and games equipment and we understand the residence received a large portion of funding for sports equipment. However, the young people told us they would like more new sports equipment.

Young people's education needs are being met. Most of the young people in the residence are over the age of 16 and are therefore exempt from school. However, education is part of the programming at the residence. The school is flexible in its teaching and learning plans, with one young person learning in a different environment than others as he was struggling with the group environment. Another young person told us that he is in class Monday-Wednesday, but Thursday and Friday he is able to work on his own projects, which he enjoys.

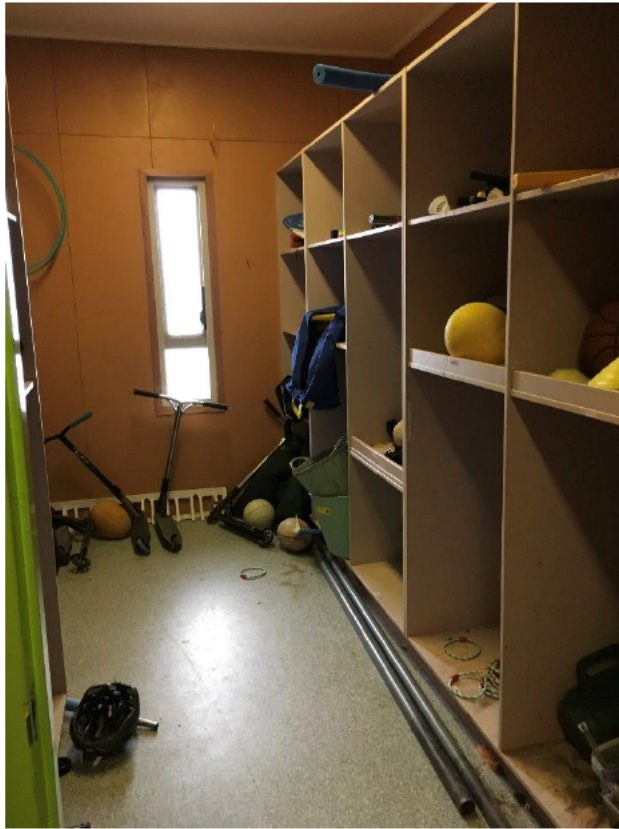


Photo: Equipment shed



Photo: Lounge

Domain 5: Medical services and care



Good

14. Young people have good access to health services as required. The young people are well supported by a skilled clinical team providing specialist treatment on-site.

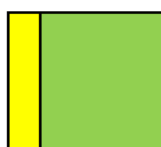
Strengths

- **Young people have regular access to primary health services.** A nurse visits the residence once a month, and we were told she has a good relationship with the young people. Young people are taken to see the nurse, doctor and dentist off-site as required, or when the young people ask for it.
- **Mental health services are managed on-site.** Te Poutama Ārahi Rangatahi's therapeutic programme means that the young people receive specialist mental health support as part of their programme. This includes individual, group and family therapy sessions. Where specialist mental health support cannot be provided by the clinical team on-site, referrals can be made to other services, which is discussed below.

Areas for Development

- **The wait time to access youth forensic services is long.** We were told that it can be hard to access medication reviews and psychiatry services when needed due to long wait times after referral. However, this was not an issue for those youth who have come from a Youth Justice residence because they are already connected with specialist services and there is no need to re-refer the young person. We heard that one young person received a Gateway assessment but has been waiting 9 months for support and 6 months for a medication review, which has been challenging for the residence. We understand that the residence manager is going to communicate these concerns to Oranga Tamariki, and we look forward to hearing progress on this.

Domain 6: Personnel



Good with inadequate elements

15. This rating reflects the strong culture of professional development and supervision at Te Poutama Ārahi Rangatahi. This domain could be further improved by ensuring relationships and communication between the residential, education, and clinical teams is made stronger.

Strengths

- **Staff have regular training opportunities and there is an emphasis on professional development.** The care staff within the residence are known as Residential Youth Workers, and staff are supported and encouraged to complete youth work qualifications. The Barnardos induction requires staff to complete a suite of online training courses on many subjects including trauma informed practice, **whānau ora** and Te Rito (Barnardos' bi-cultural training). We were told that staff are enjoying taking time to complete the trainings and are given dedicated days to complete training every three weeks. Training occurs online or is delivered by the clinical team.
- **Staff receive regular supervision and cultural supervision.** We heard from residential youth workers that they receive regular supervision with their teams, as well as one-on-one supervision with the Operational Team Leaders. We were told that newer staff members receive supervision weekly as they settle into the role. Staff receive cultural supervision from the residence's Kaihautū every three weeks and can request more if they wish.

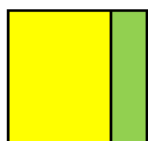
Areas for Development

- **The working relationships between teams can be strained.** We were consistently told by staff across every team that communication between the residential teams, the education team, and the clinical team was not always effective. Staff told us responsibilities were sometimes confused and staff tended to step on each other's toes regarding the care of the young people. We saw an integration meeting and a staff handover meeting where staff communicated constructively, however staff told us that the relationships were often strained. We are concerned that if staff do not cooperate and collaborate, care for young people may not be seamless or young people may receive inconsistent messages (*Recommendation 1 refers*). We are aware however, that this is a time of change for

the residence, with a new Clinical Team Leader in place, after a long absence in the role. We look forward to seeing how relationships have developed on our next visit.

Released under the Official Information Act 1982

Domain 7: Improving outcomes for mokopuna Māori



Inadequate with good elements

16. We heard from staff that the needs of rangatahi Māori are not always met at Te Poutama Ārahi Rangatahi, and our rating reflects this. This domain rating could be improved by ensuring the strategy for rangatahi Māori has measurable goals, and that rangatahi Māori have their cultural needs met whilst in the residence. We were encouraged to see that kaimahi Māori were able to support rangatahi and their whānau, and that staff uphold tikanga Māori. Non-Māori young people in the residence expressed some negative attitudes around Māori culture, which are reported in the young people's experiences below.

Young people's experiences

"It's mostly Māori and I've been putting up a lot of fights about it because it's just ridiculous. So Te Ao Māori should be taught to Te Ao Māori."

"Yeah they want me to do kapa haka too but I'm never going to do that."

"Everything is about Māori. I'm getting sick of it."

Strengths

- **Kaimahi Māori are given leadership roles.** We heard that recently, Kaimahi Māori have been taking a lead role in supporting rangatahi Māori and that the residence will identify the most appropriate person to connect with whānau. Currently there is one young person in the residence who identifies as both Māori and Pākehā, while the others identify as Pākehā. We also heard from staff that the Kaihautū is highly valued by both staff and young people, and staff wished there were two of him.
- **Staff uphold Māori practices regardless of the particular cohort of young people currently in the residence.** Young people told us they had opportunities to learn their pepeha and practice kapa haka. We also saw young people and staff on multiple occasions do karakia. One young person told us the stories of Māui that are depicted on the walls of the residence and told us the meaning behind the pou in the dining/common area. We understand, however, from talking with staff and the young people that this particular cohort of young people staying in the residence do not want to learn about tikanga Māori, and this is reflected in the quotes from young people above. We appreciate that staff are continuing to uphold Māori practices

regardless of the young people who are currently staying in the residence and encourage staff to work to overcome any negative attitudes held by the young people. We also believe that it is important to ensure the cultural and physical safety for future young people coming into the residence who identify as Māori. We would be interested to hear how this is going at our next monitoring visit and have included this as an area for development below.

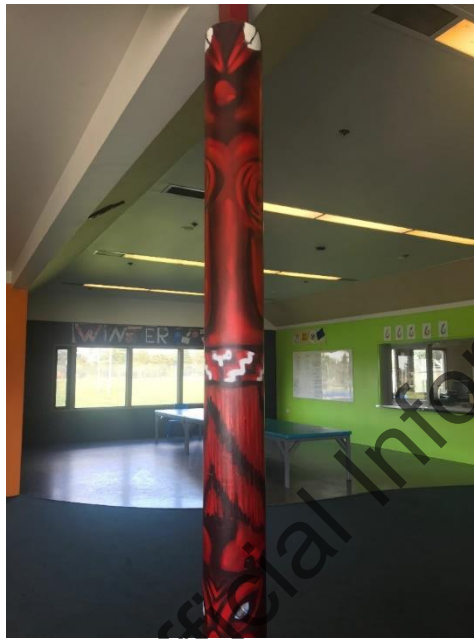


Photo: Pou in the dining/common area

Areas for Development

- **There is a clear vision for rangatahi Māori, but a lack of goals.** Te Poutama Ārahi Rangatahi has an outcome approach for working with rangatahi Māori, which outlines Barnardos' approach to section 7AA of the Oranga Tamariki Act 1989. This element could be improved by the creation of time-framed actions that will help achieve the strategy and goals (*Recommendation 3 refers*). We believe these actions should be specific to the residence, rather than Barnardos as a whole.
- **Staff were concerned that the residence does not always meet the needs of rangatahi Māori.** We heard from staff that there had been [REDACTED] unplanned discharges of rangatahi Māori from the residence this year. These were due to incidences of violence. Staff told us they thought there was room for improvement in the way the residence responds to the cultural needs of rangatahi Māori. It is possible that with the use of cultural models of intervention, and the involvement of whānau, hapū and iwi, one or more of these young people may have engaged further and remained at the residence. We believe the residence needs to be better able to settle young people into the residence, and to use de-escalation and behaviour

management techniques that are appropriate to a te ao Māori worldview to better meet the needs of these young people.

We were encouraged to hear that young people are offered one-on-one cultural supervision with the Kaihautū, however rangatahi Māori may also require clinical interventions that are appropriate to their cultural needs. Staff told us that the young people find it difficult to move from their home, often in the North Island, down to the residence in Christchurch. We believe that clear actionable goals will help to support the success of rangatahi Māori in the residence (*Recommendation 3 refers*).

- **We are concerned that when the Kaihautū retires many connections with local iwi and mana whenua will be lost.** We were told that the residence's Kaihautū plans to retire in the future (although no date has been set), and that as he holds the connections with iwi and mana whenua, there is the possibility these will be lost when he leaves. It was encouraging to hear from the residence manager that the Kaihautū has had discussions with mana whenua about this. Additionally, we encourage Barnardos to work with the Kaihautū to implement a proactive plan to embed cultural knowledge and connections with mana whenua into the residence. This will ensure that when the Kaihautū does retire, there is a smooth transition process.
- **Young people should have opportunities to learn about their own cultures.** We were concerned to hear some of the pakehā young people's views on learning about te ao Māori and believe there is an opportunity for young people to explore their own cultures and backgrounds. By learning about their own identities, young people may gain insight into the importance of respecting other cultures, which could help to ensure the cultural safety of rangatahi Māori who come into the residence. We understand that the Kaihautū has offered young people the opportunity to learn about their own culture, but not all young people wish to take this up. There are also opportunities for young people to engage in cultural activities or programmes such as kapa haka, however uptake of these activities is dependent on the young person.

Appendix One: Why we visit (legislative background)

17. The Children's Commissioner has a statutory responsibility to monitor and assess the services provided under the Oranga Tamariki Act 1989. Specifically, section 13(1) (b) of the Children's Commissioner Act 2003, states that the Commissioner must monitor and assess the policies and practices of Oranga Tamariki and encourage the development of policies and services that are designed to promote the welfare of children and young people.
18. In addition, the Office of the Children's Commissioner is designated as a National Preventive Mechanism (NPM) under the Crimes of Torture Act (1989). This Act contains New Zealand's practical mechanisms for ensuring compliance with the United Nations Convention Against Torture and other Cruel, Inhuman, or Degrading Treatment or Punishment (OPCAT), which was itself ratified by New Zealand in 2007. Our role is to visit youth justice and care and protection residences to ensure compliance with OPCAT.

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Appendix Two: Interpretation of ratings

19. The Table below provides a quick reference to the meanings of ratings given in the report.

The overall question our OPCAT monitoring seeks to answer is: *To what extent does Oranga Tamariki have the enablers in place that support children and young people to have the desired experience (for each element that we assess under each domain)?* Enablers we look at include: systems, structures, policies, procedures, opportunities and practice.

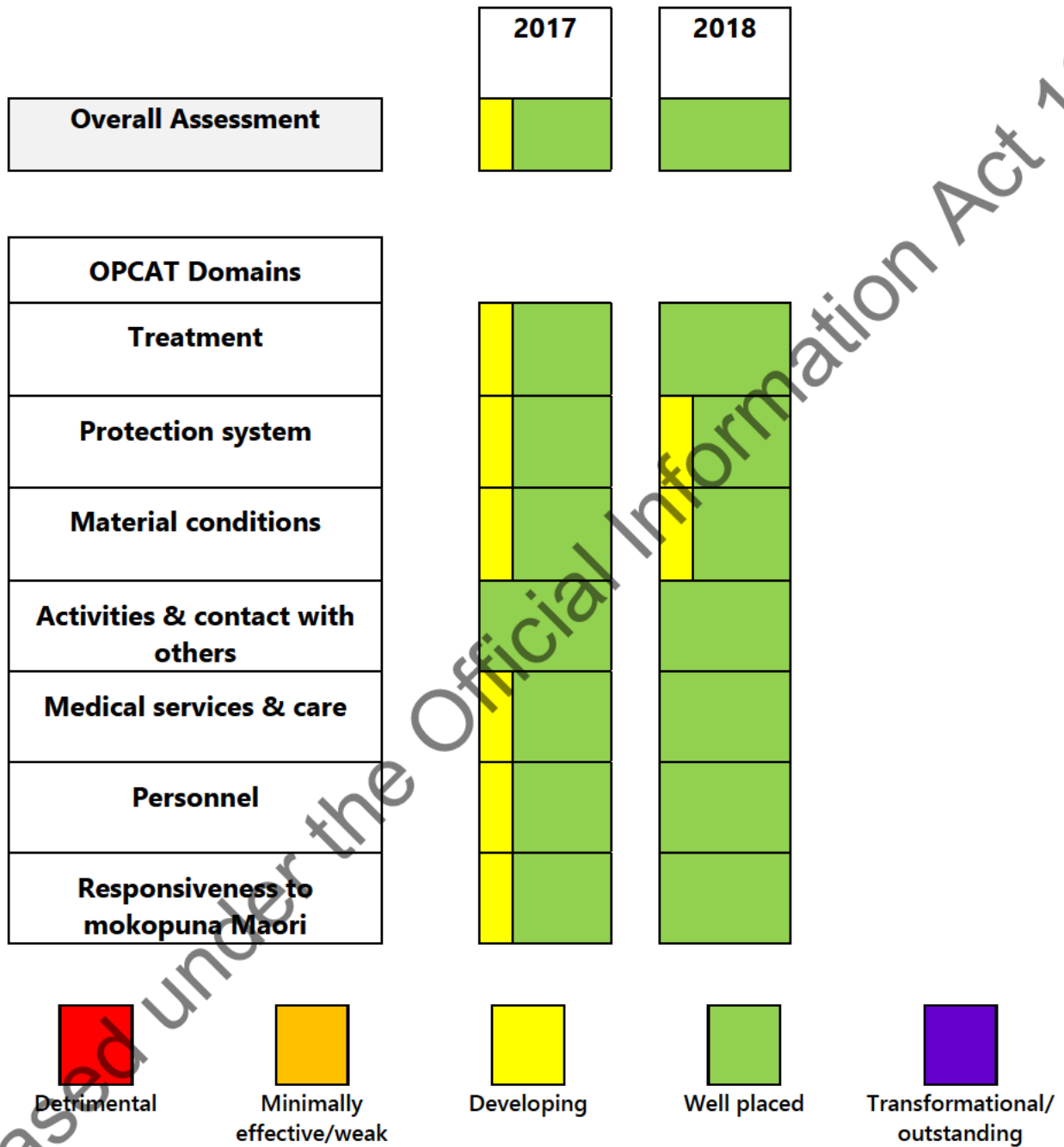
Each OPCAT domain is made up of multiple elements. For each element, the rubric provides a description of the enablers of good practice and the desired experience for children and young people.

Rating	Assessment	What it means
	Excellent	The organisation does an excellent job of enabling C&YP to have the desired experience.
	Good	The organisation does a good job of enabling C&YP to have the desired experience.
	Inadequate / Needs improvement	The organisation does an inadequate job of enabling C&YP to have the desired experience.
	Harmful	The enablers are not in place, the experience is harmful for C&YP. Note that 'harmful' typically implies an element of intentionally, negligent, rejecting, or undermining practice or environments. However, if the consequences of a practice or environment are harmful enough, then they may receive a rating of harmful, even if the practice or environment is not intentionally harmful.

Note: Even though staff experiences and practices are taken into account, it is the children and young people experiences that anchor the ratings, not the experience of staff.

Appendix Three: Previous OPCAT ratings

20. Note these ratings used our previous 5 point rating scale.



Appendix Four: Interviews conducted, and information accessed

Our visit to Te Poutama Ārahi Rangatahi included interviews with:

- 5 young people
- Residence Manager
- Operational Team Leader (OTL)
- Clinical Team Leader (CTL)
- Residential Youth Workers
- Clinical team
- Health team
- Education team
- Kaihautū
- Māori roopu
- Kitchen staff
- Grievance Coordinator
- Grievance Panel Chair
- Grievance Advocate
- Audit and Compliance Advisor

The following sources of information also informed our analysis:

- Visual inspection of the residence
- Last OT audit report
- Grievance quarterly reports
- Residence management reports
- Training register
- Young people's files at the residence (including Individual Care Plans and Operational Plans)
- Serious incidents, use of force, searches register
- Therapy sessions register
- Right to medical treatment register
- Outings and programmes register
- Right to communication register
- Behaviour support register