



13 October 2023

Judge Frances Eivers
Chief Children's Commissioner
Mana Mokopuna | Children and Young People's Commission
Sent via email: C.Burrage@manamokopuna.org.nz

Tēnā koe Judge Eivers

Draft OPCAT Report – Glenmore Lighthouse

In June 2023, your monitoring team visited the Glenmore Lighthouse to monitor the safety and wellbeing of tamariki and rangatahi. This monitoring visit was completed as part of your role as a National Preventive Mechanism under the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

On 8 August 2023, you provided your draft OPCAT report for the Glenmore Lighthouse to Oranga Tamariki—Ministry for Children (Oranga Tamariki) and to our partner agency Kia Puāwai for joint review and comment. Our response to the factual accuracy was shared with you on 18 September 2023.

Oranga Tamariki—Ministry for Children (Oranga Tamariki) and Kia Puāwai have accepted nine of the 10 recommendations. Please find enclosed our response to the recommendations following your visit. Our response has been jointly authored by Kia Puāwai and Oranga Tamariki. The recommendation that was not accepted relates to strengthening the referral process for rangatahi who are placed directly at Glenmore Lighthouse from in-patient mental health units, which does not occur. We believe this matter is a misunderstanding.

Your positive findings and evidence of quality of care being provided by Kia Puāwai was pleasing to note. Particularly that mokopuna said they feel safe, well cared for and love being at Glenmore – that it feels like a home to them. It is also great to hear that kaimahi have developed strong foundations in the whare based on core values to enhance and strengthen relationships with mokopuna, and that kaimahi empower mokopuna to uphold their tino rangatiratanga.

Kia Puāwai and Oranga Tamariki are proud of the work we do together to ensure that rangatahi experience significant high quality service provision. Since your monitoring visit, Oranga Tamariki have worked with Kia Puāwai to provide additional funding to

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upgrade resources for rangatahi, and for some additional support worker hours at Glenmore Lighthouse.

Both organisations are particularly pleased with the work that has been done with Te Whatu Ora around the provision of mobile health support to the home. This will significantly enhance the support rangatahi receive around their health and wellbeing.

We acknowledge the areas in your report that require further work to progress. This includes inconsistencies in site social work practices for engagement and transition planning for rangatahi, and inconsistencies with the referral process. Oranga Tamariki will continue to work to resolve these matters, and you will see in the report the work we have underway to achieve this.

I trust you find this information useful. If you have any questions or would like further information, please feel free to contact me on 029 200 5086, or the Kia Puāwai Chief Executive Marion Heeney on 029 917 5379, or alternatively Julie Miller, Oranga Tamariki General Manager Monitoring and External Relationships on 027 257 2492.

Nāku noa, nā



Nicolette Dickson
Deputy Chief Executive
Quality Practice & Experiences



Marion Heeney
Tumu Whakarae
Chief Executive | Kia Puāwai