



# Te Poutama Ārahi Rangatahi

Response to Recommendations from the  
Office of the Children's Commissioner  
Monitoring Visit 21<sup>st</sup>-23<sup>rd</sup> February 2023





## Recommendations

## Progress

Systemic Recommendations	
1. Streamline the property management process between Oranga Tamariki and Barnardos to ensure timely repair and refurbishment	Accepted
2. Urgently refurbish the kitchen and finalise the instalment of outside water fountains and inside water coolers.	Accepted
3. Review the grievance process to be independent and impartial.	Accepted
4. Only refer mokopuna that clearly meet the admission criteria and carefully consider the impact of placement on existing mokopuna in the facility	Accepted
5. Source placement options for mokopuna in the community concurrent to their placement in Te Poutama to prevent the unnecessary detainment of mokopuna who have completed their treatment.	Accepted
Facility Recommendations	
1. Prioritise supervision that focuses on consistency of care and implementation of treatment plans	Accepted
2. Include practical components in the induction training so that new staff have the opportunity to put theory into practice before formally working with mokopuna.	Accepted
3. Ensure staff professional development plans are completed and those who are promoted have access to appropriate training.	Accepted
4. Develop relationships with local education communities of practice to enable teaching staff access to relevant professional support, resources and information.	Accepted
5. Amend assessments to include a stronger emphasis on the cultural identity and needs of mokopuna to inform their treatment and care plans.	Accepted





## Te Poutama Ārahi Rangatahi Response to Systemic Recommendations

### Recommendation 1

***Streamline the property management process between Oranga Tamariki and Barnardos to ensure timely repair and refurbishment.***

Having access to Logit online again and be able to track the progress of job status/ see updates on contractor attendance would be a great help. Currently we e-mail property manager for follow up on jobs which works but although they are responsive it takes some time and takes up their time as well. Consistency in contractors who attend, and know site allows safer and faster work completion.

After an emergency situation (e.g. fire) having one point of contact at Oranga Tamariki property who can come to site, advise what is needed in regards to professional services/repair and be single point of contact to manage the contractors required.

### Recommendation 2

***Urgently refurbish the kitchen and finalise the instalment of outside water fountains and inside water coolers.***

The kitchen refurbishment will be finalised by the week of 26<sup>th</sup> May 2023. Scoping for the water cooler has begun and the completion is expected to be end of June 2023.

### Recommendation 3

***Review the grievance process to be independent and impartial.***

The grievance register within Te Poutama Ārahi Rangatahi is maintained by the Audit and Compliance Advisor (ACA). This role is impartial to the process as it is not operational focused and is independent from the day to day frontline functions of the residence. The ACA checks the grievance box on as frequently as practically possible (generally daily aside from weekends).

Should a grievance be received this will be shared with the Residence Manager who will allocate an appropriate investigator, generally a member of the Te Poutama Leadership Team with no connection to the grievance subject matter. The grievance is a private matter and is not shared further than the staff involved in the process and any persons required to engage within the investigation process.

The ACA follows the completion of the grievance investigation, ensuring timely investigation report completion and feedback is provided to the rangatahi by the Residence Manager.

Should the grievance relate to the ACA this will be immediately passed to the Residence Manager and no further involvement will occur from the ACA. Should this relate to the Residence Manager the ACA will pass this directly to the Grievance Panel for Investigation and response.

Rangatahi are encouraged to make grievances and reminded of this process and how to use it regularly. This generally occurs during Community Meeting which occurs four days





per week where rangatahi meet with staff and discuss 'what's on top for them' with resolutions sought for any question, concern and they are able to provide feedback.

They have easy access to grievance forms through kaimahi and kamahi support should they wish to make a complaint, suggestion or compliment through this process. They are aware if they do not wish to ask kaimahi for a grievance form they can complete this on any other piece of paper and pop this in the grievance box and this will be viewed as a grievance.

Rangatahi are encouraged to use an advocate for support if they wish, to support them during the grievance process, including VOYCE or a staff member or whomever they choose. Te Poutama ensures that the advocate is involved in every facet of the investigation process and feedback to provide support to the rangatahi as required.

The Grievance panel visit Te Poutama on a fortnightly basis and engage with the rangatahi to ensure their voices are being heard. They are able to use this opportunity to meet with the ACA to ask any questions they may have surrounding the grievance process or specific grievances.

#### **Recommendation 4**

***Only refer mokopuna that clearly meet the admission criteria and carefully consider the impact of placement on existing mokopuna in the facility.***

Referrals currently are received via the National High Needs Hub, from the Community Based Treatment Providers throughout the country. Te Poutama has always had the opportunity to decline a rangatahi from the facility, after a reviewing the referral, gathering more information completing an internal scoping of the rangatahi.

Referrals to Te Poutama Ārahi Rangatahi are made at the recommendation of third-party Community Based Treatment Providers (CBTP) and these referrals meet the criteria for admission. All referrals are sent from social workers to the Oranga Tamariki National Hub, with the recommendation from CBTP included in the referral documents. The decision to admit a rangatahi is decided up the leadership group at Te Poutama taking into consideration group dynamics, Aim 3 assessment, rangatahi and whānau commitment to the therapeutic journey and education needs.

There has always been strong communication lines between the Senior Advisor of the Oranga Tamariki High Needs Service and the Residential Manager at Te Poutama to discuss placement suitability. At times Te Poutama has admitted rangatahi that are outside of the normal scope, currently one rangatahi due to his behavioural needs, but the element of harmful sexual behaviour is always present. The decision to admit these young people is based on the best outcomes for the young person and their whanau.

There is a planned meeting with the CBT providers, National High Needs Hub and Te Poutama to review referral process in the next few months.

#### **Recommendation 5**

***Source placement options for mokopuna in the community concurrent to their placement in Te Poutama to prevent the unnecessary detainment of mokopuna who have completed their treatment.***

During transition within Te Poutama Ārahi Rangatahi our commitment to ensuring the Rangatahi's transition is as seamless and systemic as possible. To achieve this we rely on

the collaboration, communication and consistency of working alongside Oranga Tamariki and other service providers. The inconsistencies at times around service delivery from Oranga Tamariki within the different regions impacts on the detainment of mokopuna who have completed their treatment.

There has also been barriers around Oranga Tamariki working to their own timeframes and not in consultation with Te Poutama's internal processes. Another factor has been the lack of community resources and accommodation. We have welcomed the whakamana mokopuna transition service, and see this service as a space for growth.





## Te Poutama Ārahi Rangatahi Response to Facility Recommendations

### Recommendation 1:

***Prioritise supervision that focuses on consistency of care and implementation of treatment plans.***

All permanent team leaders have attended formal training in professional supervision, additional training has been identified for professional development. This is an area of improvement which Te Poutama has identified in our monthly audits also. All kaimahi are also being tracked to complete Supervision training through our E-Learning platform Ignite.

The majority of the kaimahi group have completed this training.

Permanent residential kaimahi also receive three weekly team supervision to support in enhancing their practice with our rangatahi, their team strength and professional growth. Cultural team supervision is also scheduled for our permanent residential kaimahi on a three weekly basis. Individual cultural supervision can be sourced from our Kaihautu as requested.

### Recommendation 2:

***Include practical components in the induction training so that new staff have the opportunity to put theory into practice before formally working with mokopuna.***

Te Poutama Ārahi Rangatahi continues to work to improve the induction process for our kaimahi, this is an evolving piece of work taking into account kaimahi learning styles, experiences during induction, practical and theoretical components.

A continual work on, we seek feedback from all kaimahi after induction. Barnardos Nationally is currently reviewing our induction, and Te Poutama is reviewing the practical induction and seek feedback from all kaimahi.

### Recommendation 3:

***Ensure staff professional development plans are completed and those who are promoted have access to appropriate training.***

Te Poutama has an annual training plan, that covers many areas, including Cultural, Residential and Clinical training. All permanent kaimahi have a current professional development plan; unless these are currently under review with their line manager or they have only recently commenced employment at Te Poutama.

Kaimahi professional development links back to the trauma informed, therapeutic work. For residential staff training happens every 3 weeks, for education staff they have 1 week of training each school term. On top of this are the additional e-learning trainings that are also offered. Te Poutama also offers opportunities as they arise for kaimahi to engage in external professional growth, including Code of Ethics training and other external workshops.

### Recommendation 4:

***Develop relationships with local education communities of practice to enable teaching staff access to relevant professional support, resources and information.***

Barnardos school is a PTE, so does not have access to all the things that main stream education does. The Lead Educator has full opportunity to link in with other schools.



**Recommendation 5:**

*Amend assessments to include a stronger emphasis on the cultural identity and needs of mokopuna to inform their treatment and care plans.*

This was a great recommendation that we will focus on. We would like to build in the ability for all rangatahi coming into Te Poutama to have a full cultural assessment completed. This is an area for development, and social work pay equity will help with the cultural competence in developing a culturally appropriate intake/onboarding form. We are also building relationships with community to help engage in cultural assessments.

