

OT-OIA-2026-0136

6 May 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 15 April 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on complaints made by rangatahi in youth justice residences against kaimahi. Your request has been considered under the Official Information Act 1982 (the Act).

Oranga Tamariki youth justice residences provide care for rangatahi who have, or are suspected to have, committed an offence. Rangatahi are supported by the residence teams, as well as external advocates such as VOYCE Whakarongo Mai.

There are several ways in which rangatahi can raise concerns or make a complaint while they are in the residence. This includes speaking informally to staff at the residence, raising a complaint externally with the Office of the Ombudsman, or completing a grievance form.

Each residence has a grievance procedure in place as set out in the Oranga Tamariki (Residential Care) Regulations 1996. The grievance procedure provides a forum for rangatahi to articulate their concerns, and to have their complaints dealt with fairly. This ensures that Oranga Tamariki meets its legal obligations to provide a safe and rehabilitative environment for rangatahi. The Minister for Children is responsible for appointing an independent panel for each residence to oversee grievances made by rangatahi as set out in regulation 29 of the Regulations. A Grievance Panel is appointed to oversee grievances lodged in each residence as part of this procedure. The panel is comprised of two community members and one tangata whenua member who is nominated by mana whenua from the location of the residence.

The grievance process is called Whāia te Māramatanga. Residence staff or the Grievance Panellists can support young people to raise their concerns, or they can choose to have a VOYCE Whakarongo Mai advocate support them through the process.

The Grievance Panel provides quarterly reports to the Oranga Tamariki Chief Executive along with other key stakeholders (such as the Chief Ombudsman). Those

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reports most closely match the nature of your request so have been used to provide the following information in response to your questions.

I have answered each part of your request below.

- *The total number of complaints made by rangatahi in youth justice residences against kaimahi (staff) for the past three financial years (2023/24, 2024/25, 2025/26 to date).*
- *A breakdown by residence (e.g., Korowai Manaaki, Te Puna Wai ō Tuhinapo) and complaint category (e.g., physical harm, verbal abuse, contraband, inappropriate behaviour), excluding any personally identifiable information.*

Information for each financial year, broken down by residence and grievance category (types of allegations made by young people against staff members), can be found in the tables below.

An example of an 'Other' grievance could be a young person raising an incident in which they felt that they were treated unfairly by a staff member.

2023/24 financial year

Residence	Physical	Verbal	Other	Total
Korowai Manaaki	1	0	9	10
Te Au Rere A Te Tonga	8	9	26	43
Te Maioha O Parekarangi	5	18	8	31
Te Puna Wai ō Tuhinapo	9	10	47	66
Whakatakapokai	4	5	22	31
Total	27	42	112	181

2024/25 financial year

Residence	Physical	Verbal	Other	Total
Korowai Manaaki	2	10	15	27
Te Au Rere A Te Tonga	9	1	6	16
Te Maioha O Parekarangi	0	0	1	1
Te Puna Wai ō Tuhinapo	10	23	44	77
Whakatakapokai	2	2	1	5
Total	23	36	67	126

2025/26 financial year (to 31 March 2026)

Residence	Physical	Verbal	Other	Total
Korowai Manaaki	0	2	18	20
Te Au Rere A Te Tonga	1	11	12	24

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Te Maioha O Parekarangi	1	3	2	6
Te Puna Wai Ō Tuhinapo	4	7	23	34
Whakatakapokai	8	5	1	14
Total	14	28	56	98

- *Summary of outcomes (e.g., upheld, investigated by Police, employment action).*

Of the completed grievances in the tables above, 159 are recorded as “justified”, and 240 are recorded as “unjustified.” The remainder did not have an outcome recorded.

As of 31 March 2026, there were 10 grievances incomplete and under ongoing investigation across the five youth justice residences.

Our grievance reporting does not include outcomes such as ‘investigated by Police’ or ‘employment action’. Providing this information would require a manual review of each grievance, cross-checking with residential records and other systems such as Human Resource systems. This part of your request is refused under section 18(f) of the Act as it would require significant collation.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. If you wish to discuss this response with us, please feel free to contact OIA_Requests@ot.govt.nz. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā



Dean Winter
Deputy Chief Executive
Youth Justice Services and Residential Care