



Whanaungatanga kawa

Purpose

This kawa outlines how we engage with others and applies across all our work.

Why whanaungatanga is important

Whanaungatanga is about people and connections and is the foundation that supports everything that we do. When we apply whanaungatanga, we build safe, respectful, and reciprocal relationships and connections with others. These relationships enable us to actively listen and provide opportunities for people to share their experiences with us. Their experiences help us to understand and identify how well the Oranga Tamariki system is meeting its obligations and supporting positive outcomes for tamariki, rangatahi and whānau.

The values of Aroturuki Tamariki help us to build whanaungatanga with others. These values are:

- Kia Māia: we are brave, bold, capable, and confident
 - Manaaki: we show respect and care for others
 - Kia Pono, Kia Tika: we are honest and genuine and do the right thing
 - Kia Huritao: we are considered and reflective.
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The people, communities, and agencies we engage with

We engage with a range of people, agencies when in the community. We engage with tamariki, whānau, and caregivers involved in some way with Oranga Tamariki. We have grouped them in the following uepū:

- tamariki and rangatahi who are at risk of entering, are in, or who have recently been in or transitioned out of care or custody

- whānau members of tamariki or rangatahi who are at risk of entering, are in, or who have recently been in or transitioned out of care or custody
- caregivers (whānau and non-whānau) of tamariki and rangatahi in care or who have recently been in or transitioned out of care or custody

We also engage with those who have responsibilities under the Oranga Tamariki Act and those agencies that interface with the Oranga Tamariki system (link to definition of the system). These include the following:

- agencies with custody of tamariki and rangatahi, for example, Oranga Tamariki, Barnardos, and Open Home Foundation
- agencies with responsibilities under the Oranga Tamariki Act, for example NZ Police and community partners with delegated responsibilities
- community providers including non-government organisations, iwi and Māori social service providers, health and education kaimahi
- government agencies, for example, Kainga Ora, Ministry of Education, Ministry of Health

Our engagement principles

Whanaungatanga is about upholding our responsibilities under Te Tiriti o Waitangi, recognising the rights of others to have a voice, being respectful and purposeful with how and who we engage with, and sharing back what we learn from our engagements. This approach enables us to support improved outcomes for tamariki and rangatahi. These responsibilities are woven through our engagement principles:

We uphold our responsibilities to give effect to Te Tiriti o Waitangi

We recognise the whakapapa of tamariki Māori, their whānau, hapū and iwi in our work and we develop monitoring approaches that reflect this. We listen to iwi and Māori organisations and provide opportunities for them to share their experiences.

We support the right of tamariki, whānau and caregivers to have a voice

Tamariki, their whānau, and caregivers have the right to share their views and to have a say in things that affect them. We respect their right to decide whether they want to talk with

us, and we seek their consent prior to engagement. We will tell them why we want to talk with them and how we will use their information.

We uphold the mana of communities and agencies we engage with

To provide a holistic view, we engage with those who have a responsibility and interest to improve the wellbeing of tamariki and whānau. We are respectful when we engage with others. We build connections, we listen attentively, and we show our gratitude to those who have shared with us. We respect their information and treat it with care.

We are purposeful with our engagements

We know why we are engaging with others, and we communicate this clearly. We know who to engage with and when to engage. We work in a coordinated way with others and our engagements focus on issues relevant to our kaupapa and of the greatest mutual importance to our stakeholders.

We share back with those we engage with and we learn from our engagements

We recognise the importance of sharing back with the communities we talk with. We share our findings to demonstrate we have listened and to support improved outcomes for tamariki, rangatahi and their whanau. We invite others to share their experiences of our engagement so we can continuously improve our approach.

We are tika and pono when we engage with others

We engage with a range of people from different backgrounds and walks of life. We talk with people in homes, offices, and community locations. We sometimes invite people to talk with us at a venue we have arranged, or we meet with people at a location that works for them. No matter who or where we talk with others, we:

- observe and follow the kawa and tikanga practices of the participants
- open and close hui with karakia if we are hosting the engagement
- provide time for whakawhanaungatanga
- show humility (hūmārie) through listening and acknowledging limitations, both as an individual and organisation

- allow time for tamariki, whānau, iwi, Māori, and community partners to share kōrero that matters to them
- are patient even if the hui goes longer than expected.

All staff (Māori and non- Māori) will know:

- waiata and karakia for opening and closing hui and blessing kai
- their pepeha and can confidently participate in pōwhiri and mihi whakatau.

We share the right information with others during our engagement

A safe and ethical environment is about providing people with the right information so they can make an informed decision about whether they want to talk with us. The key information we need to explain to people at the beginning of a hui is outlined below:

- the role of Aroturuki Tamariki
- the purpose of the engagement
- how their information will be used to share back our findings to communities and in our reports
- confidentiality and how we must disclose information if we are worried about a person's safety
- how their information will be recorded, stored and protected
- use of quotes
 - For tamariki, rangatahi, whānau and caregivers, we ask them whether it is ok for us to use their quotes in our reports. We let them know that we won't use any quotes that could identify them, and we never use names to highlight who said what.
 - For professionals, we also ask them whether we have their permission to use their quotes in our reports. We also ask how they want to be represented in our reporting if we do quote them. This includes stating their role and organisation, or just the organisation they represent.

At the end of a hui, we:

- provide a summary of what people said
- direct people to our website or provide them with our email info@aroturuki.govt.nz if they want to change or withdraw what they said
- inform participants:
 - when, what, and how they will receive the findings
 - when the report will be published and how they can access it.

After the engagement we maintain a respectful relationship by:

- contacting them to thank them for their time and kōrero
- following the When we share back with communities tikanga to share our findings with communities.

Rauemi - supporting tools and resources
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How we engage with connectors tikanga

When we share back with communities tikanga
