



Whakaaro kawa

Purpose

The purpose of our whakaaro phase is to outline the things we must do when conducting our monitoring and gathering information from communities. This includes tamariki, rangatahi, whānau, caregivers and agency kaimahi. This kawa applies to all kamahi when in communities.

We keep ourselves and others safe

We keep ourselves and others safe during a monitoring visit

We work in a safe and respectful way. This means being aware of the environment that we are working in, keeping to the schedule, and that our whereabouts are known by our managers and colleagues. Our visiting communities safely tikanga provides detailed guidelines on how we work when we are visiting people in their homes, or in locations that are unfamiliar to us.

We keep others safe when we talk with them

Safety to those we visit in the community means we work in a transparent and respectful way, so people understand who we are, what we do, and what to expect when they talk with us. The participation of tamariki, whānau and caregivers is given to us on a voluntary basis, and it is important that their consent to participate is informed. We build relationships with others based on respect, trust, reciprocity, and proactive engagement and we follow up on matters of concern. We always work in a culturally responsible way.

The following kawa and tikanga keep us safe when we are in communities, and we must follow them:

- Code of Ethics,
 - Whanaungatanga kawa,
 - Child Protection Policy,
 - Referral of Matters tikanga, and
 - Our Feedback and Complaints tikanga
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We use our pātai pākiki to guide our kōrero with others

We always use our pātai pākiki to guide our conversations. We acknowledge that people, particularly tamariki and rangatahi have different communication needs and we adapt the prompts and our practice tools to suit these needs. We recognise that community providers and government agencies provide a range of services to tamariki and their whānau and we only use the pātai pākiki relevant to their service.

We are curious and respectful when we talk with others. We listen to understand, and we probe for additional information. Guidance about how we use our pātai pākiki is provided in our How we use our Pātai Pākiki tikanga.

We are thorough and ethical with the way we record people's information

We are thorough and accurate with the information we record. We follow our conventions for recording information as outlined in our How we note take during a monitoring visit tikanga. Our notes capture all questions that have been asked. This allows us to understand the experiences that are shared with us. We need good notes to be able to analyse the data, help us answer our primary and big questions, and understand outcomes for tamariki.

We are committed to protecting people's privacy and acting as a kaitiaki for the stories they share. Please ensure that you are familiar with our [privacy guidance](#).

Rauemi - supporting tools and resources

[How we monitor](#)

[Pātai pākiki for tamariki, whānau and caregivers](#)

[Pātai pākiki for agencies](#)

Code of Ethics

[Whanaungatanga kawa](#)

[Child Protection Policy](#)

[Referral of Matters tikanga](#)

Our Feedback and Complaints tikanga