

# Hōkaitanga Kawa



## Purpose

The purpose of this kawa is to outline how we scope and plan for our monitoring visits. During this phase we:

- understand our roles and responsibilities
- gather the data and information we need
- identify who we will talk with and reach out to those communities
- plan and confirm our monitoring visits and schedule.

This kawa applies to the monitoring team and the Data and Insights team.

## Understand our roles and responsibilities

The Monitoring Manager is accountable for the monitoring visit. They determine how the monitoring visit will take place, they allocate staff to the monitoring visit, and they identify some of the key stakeholders we need to talk with and initiate contact.

The Monitoring Manager provides oversight of the 14-week monitoring schedule. This includes scheduling in key dates, monitoring progress, and supporting staff as required.

Monitoring staff play a key role in planning the logistics of a visit, including contacting those agencies and individuals we want to speak with as well as planning how the engagements will be conducted.

## We gather the data and information we need

We start scoping and planning our monitoring visits by referring to the Provider list, national and regional, requesting additional information from monitored agencies. We then use our *About Communities* information to identify others to engage with and to understand the communities we visit. Our Data and Insights team act as kaitiaki (steward) of the *About Communities* information.

The *Provider list national and regional* and the *About Communities* information also assists the Monitoring Manager and their team to identify potential connectors to support us to

engage with tamariki, whānau and caregivers. The information helps us identify monitored agency staff, community providers, and government agencies we need to engage with.

Our *How we plan for a monitoring visit tikanga* and our *How we engage with connectors tikanga* provides guidance on how we reach out to connectors.

## **We plan and confirm our monitoring engagements and schedule**

When we have gathered information about the people we will talk with, we plan our engagements.

Tamariki are a diverse group with diverse communication needs. We need to know a bit about them like their age, ethnicity, and engagement needs so we can create an environment that supports them to feel safe and comfortable to meet with us.

We also plan how we will hold hui with monitored agencies, community providers, and government agencies. The *How we use our prompts tikanga* and our *How we note take during a monitoring hui tikanga* provides more details about how to plan engagements and record information.

When we have confirmed the dates and times people can meet with us, the team coordinator can arrange koha, travel, accommodation, car hire, venue bookings and catering. The business expenditure policy outlines this process.