

How we use our prompts tikanga



Purpose

The purpose of this tikanga is to guide our monitoring conversations and understand how to use our prompts. Our prompts lead the conversation when we meet with people to learn about their experiences and to answer our key question:

To what extent are monitored agencies meeting their obligations and supporting positive outcomes for tamariki and their whānau, including tamariki and whānau Māori and disabled tamariki and their whānau?

We use our prompts to gather the voices of tamariki, their whānau, and caregivers as well as monitored organisations, community providers, and government agencies.

This tikanga outlines how we open and close hui and how we respect those we engage with. To understand how the prompts have been developed, we need to understand the relationship between the prompts, the *Outcomes framework*, and the *Assessment matrix*.

Understanding the prompts

Our prompts lead the conversation when we conduct our monitoring work. The prompts are made up of outcomes and system elements questions. The outcomes questions relate to the Monitor's *Outcomes Framework* and help us understand how tamariki are experiencing and achieving outcomes, and how others are supporting and/or enabling tamariki to experience and achieve these outcomes.

The system elements questions help us identify what elements are enabling or getting in the way of positive outcomes for tamariki. We are trying to understand the person's experience and the root cause as to why something is working well or something is not working well.

It is essential the conversation with professionals is focused on the systems elements and understanding whether they are an enabler or a barrier. For tamariki, whānau and caregivers, the prompts are about understanding their current experiences of the care system.

Using the prompts

We apply a semi-structured approach when we use the prompts. We ask follow-up questions, probe for additional information, and circle back to the key question to generate a

rich understanding of experiences. The conversation lead and the person recording information are a team and work together to cover the prompts.

Everyone has a personal style or preference when it comes to leading kōrero. You have the freedom to draw from your own experiences and methods of interviewing in your practice. Remember, you want to dig deep and remain flexible to make sure there is space to explore meaningful insights. Whatever your preference and style of practice, here are some things to remember:

- adapt the prompts to suit the people you are talking with, particularly tamariki and rangatahi
- make sure your words do not become a barrier. Avoid jargon – keep your language clear and easy to understand
- start with an *outcomes question* and move into the *system elements questions*. Be curious and follow up with additional open-ended questions to help deepen your understanding of people's experiences
- we need to unravel the "why". The use of words such as 'discover', 'understand' and 'explore' help to set the tone of the prompts and demonstrate your desire to delve deeper. To make sure we gain the best understanding of experiences with participants, we can also use words or phrases such as:
 - o how do you experience....?
 - o can you describe it to me?
 - o what do you think about it?
 - o how does it make you feel?
 - o can you tell me more?
 - o can you provide an example?
- use probes to steer the kōrero back on track, using reflective language – for example, "you were saying that...." or "could you go back and tell me about...."
- listen to understand and be careful not to let our own personal experiences, opinions and biases get in the way of being a good listener
- respond to specific statements. This is where things can get insightful
- use tools, for example easel pads to create visual storyboarding and use our prompt cards.

Using the prompts with tamariki, whānau and caregivers

We focus on the outcomes questions when we talk with tamariki, whānau and caregivers. We do not ask system element questions specifically however, through listening and deep enquiry, we will learn about what is supporting them to have positive or negative experiences.

With tamariki and rangatahi we want to understand their experiences in relation to each outcome. The outcomes are listed in an order on the prompts sheet however this does not mean you have to follow this order. It may be less confronting for tamariki and rangatahi to start the kōrero by asking about mātauranga, which is about their experiences of learning, rather than starting with whanaungatanga, which is how they are supported to connect with their whānau and culture.

With whānau we want to understand how they are supported to enable their tamariki and rangatahi to experience positive outcomes.

Avoid asking questions that may link to historical trauma or elicit distressing memories for the person you are talking with. If we feel that the kōrero has been distressing for tamariki or whānau, provide them with a copy of the Oranga Tamariki, My Rights My Voice booklet or our *Services and supports booklet*. Our connectors also provide support to tamariki and whānau if they have concerns that require follow-up support.

Caregivers are different to tamariki and whānau because they both *provide* a service to tamariki and rangatahi and *receive* a service from monitored agencies. This means we ask them two questions; what service they provide, and how they are being supported to provide this? These questions are outlined in our prompts.

Using the prompts with monitored agencies, community providers, and government agencies

All the prompts are covered with monitored agency staff.

With community providers and government agencies, we need to first understand what service they are providing to tamariki and their whānau so that we can determine what prompts are most appropriate to cover. For example, if we are meeting with education providers, we may only follow the prompts related to mātauranga. If we are meeting with staff who provide health services, we might focus on the prompts related to kaitiakitanga.

The most important thing is to gather information on the why, and what system element or elements support them or are a barrier to them performing their role.

Using the prompts in group settings

We can use the prompts in one to one and group hui. Group hui requires planning to make sure we have opportunities to hear from everyone.

The biggest challenge with group hui is capturing each voice so we know who said what.

How we use the prompts in a group setting is worked through during the planning stages of the monitoring cycle.