

Whakaaro kawa



Purpose

The purpose of this kawa is to outline the ways we engage in safe and respectful practice when we monitor in communities. This kawa applies to our monitoring teams and practice leads.

We keep ourselves and others safe

We keep ourselves and colleagues safe during a monitoring visit

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

Working in a safe way is also about reflecting on our practice. Whakawhiti Kōrero is one of our overarching kawa that supports us to reflect on the way we work and the decisions we make, so that we can learn and grow both personally and professionally. Whakawhiti Kōrero embodies our values in practice and particularly shines a light on our value, *kia huritao*, to be reflective, considered, and capable in everything we do.

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.

Our *Code of Ethics*, *How we engage with others tikanga*, our *Child Protection Policy*, and our *Feedback and Complaints tikanga* keep us and others safe when we visit communities.

We acknowledge the people we talk with

One of the Monitor's values is *manaaki*. *Manaaki* is about showing respect and care for others. It's about how we consider and nurture relationships through expressions of care,

respect, and upholding people's mana. We honour tamariki, whānau, and caregivers' time and willingness to share their experiences with us by offering kai, vouchers, and koha. When we meet with agencies, we demonstrate manaaki by contributing kai.

We use our prompts to guide our kōrero with others

We always use our prompts 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 ask them prompts relevant to their service. We ask all the prompts to monitored organisations.

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 prompts is provided in our *How we use our prompts 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 hui 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 key question, and understand outcomes for tamariki.

We are committed to protecting people's privacy and acting as a kaitiaki for the stories they share. This includes keeping information safe and secure through saving our notes in our secure monitoring folder and removing identifiable information.