

How we engage with others tikanga



Purpose

The *How we engage with others tikanga* provides guidance on how to be tika and pono when we talk with others. This tikanga also outlines the key information we share with others both before we engage with them and during our engagement. The tikanga applies in any setting where we talk with others to collect information. The tikanga aligns with our following engagement principles:

- **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.

Our mahi when we engage with others

- We share the right information before we engage with others
- We are tika and pono when we engage with others
- We share the right information with others during our engagement.

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 the Monitor
- 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.

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@icm.org.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.