

Whanaungatanga kawa



Purpose

This whanaungatanga kawa outlines how and who we engage with and applies across all our work.

Why whanaungatanga is important

Whanaungatanga is about people and connections and is the foundation that supports everything else that we do. When we apply whanaungatanga, we build safe, respectful, and reciprocal relationships with others. These relationships enable us to understand and identify how monitored agencies are meeting its obligations and supporting positive outcomes for tamariki, rangatahi and whānau.

The Monitor's values help us to build whanaungatanga with others. These values are:

- Kia Māia: we are brave, bold, capable, and confident
- Manaaki: we show respect and care for others
- Kia Pono, Kia Tika: we are honest and genuine and do the right thing
- Kia Huritao: we are considered and reflective.

The people, communities, and agencies we engage with

We engage with a range of people, communities, and agencies. We engage with tamariki, whānau, and caregivers in the Oranga Tamariki system and we engage with those that deliver services to them. Recipients of services include:

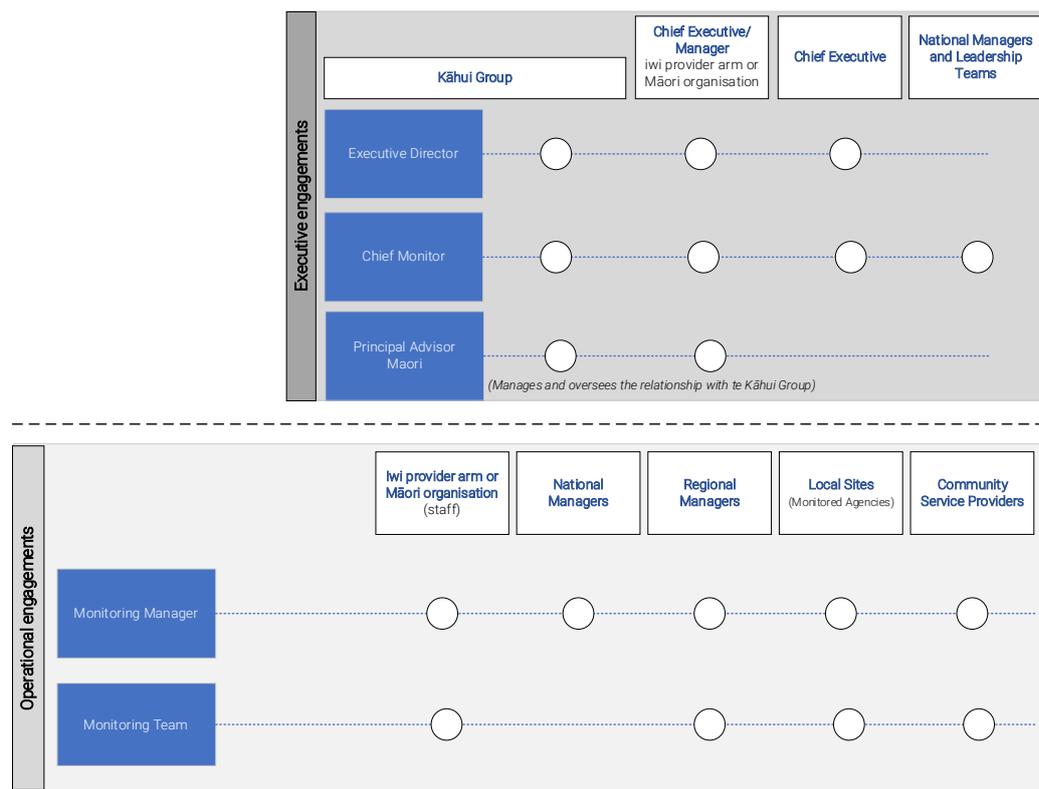
- tamariki and rangatahi who are in, or who have recently been in care
- whānau members of tamariki or rangatahi who are in, or who have recently been in care
- caregivers (whānau and non- whānau) of tamariki and rangatahi in care.

Those that deliver services to tamariki in care and their whānau include:

- monitored agencies: Oranga Tamariki, Barnardos, and Open Home Foundation
- community providers including non-government organisations, iwi and Māori social service providers, health and education workers.

- government agencies: New Zealand Police, Ministry of Education, Ministry of Health
Different roles within the Monitor engage with different people, communities, and agencies for different purposes. Our relationship model outlines the key relationships we have with our stakeholders and the primary owners of these relationships.

The Monitor’s Relationship model:



Our engagement principles

Whanaungatanga is about upholding our responsibilities under Te Tiriti o Waitangi, recognising the rights of others to have a voice, being respectful and purposeful with how and who we engage with, and sharing back what we learn from our engagements. This approach enables us to support improved outcomes for tamariki and rangatahi. These responsibilities are woven through our engagement principles:

- **We uphold our responsibilities to give effect to Te Tiriti o Waitangi**

We recognise the whakapapa of tamariki Māori, their whānau, hapū and iwi in our work and we develop monitoring approaches that reflect this. We listen to iwi and Māori organisations and provide opportunities for them to share their experiences.

- **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.

- **We are purposeful with our engagements**

We know why we are engaging with others and we communicate this clearly. We know who to engage with and when to engage. We work in a coordinated way with others and our engagements focus on issues relevant to our kaupapa and of the greatest mutual importance to our stakeholders.

- **We share back with those we engage with and we learn from our engagements**

We recognise the importance of sharing back with the communities we talk with. We share our findings to demonstrate we have listened and to support improved outcomes for tamariki, rangatahi and their whanau. We invite others to share their experiences of our engagement so we can continuously improve our approach.