

Our tikanga for who we engage with



Purpose

There are many agencies and individuals who we engage with. This tikanga sets out how we prioritise who we talk with as part of our monitoring work. This tikanga applies to all staff and aligns with our following engagement principle:

- **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.

Our mahi when we identify who and how we reach out to others

- we understand who our key stakeholders are
- we understand who engages with who
- we know how to prioritise who we talk with as part of our monitoring work.

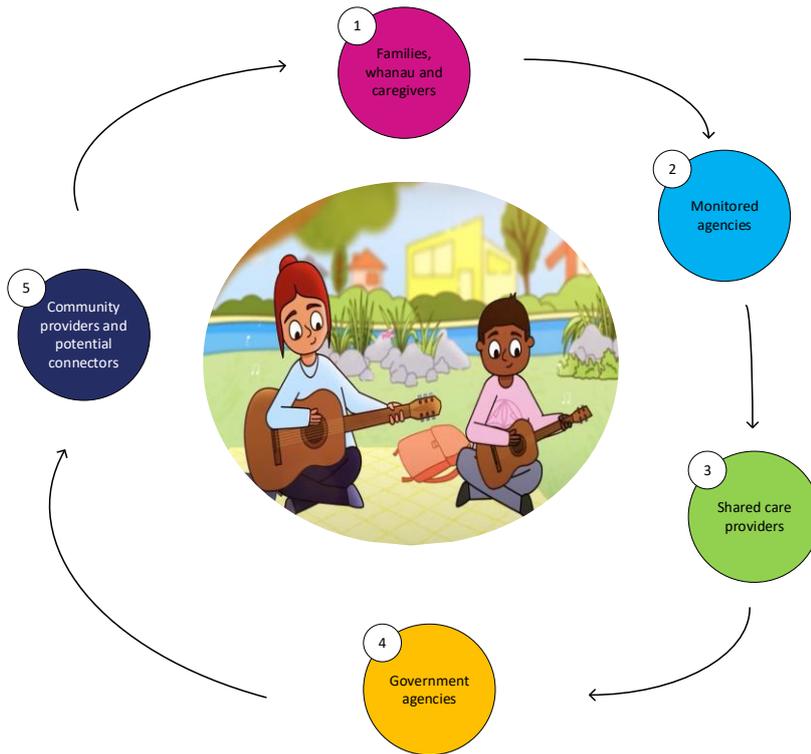
We understand who our key stakeholders are

The Monitor's function is to understand how well monitored agencies are complying with the *National Care Standards Regulations* and how these agencies support positive outcomes for tamariki and their whānau.

Embedded throughout our practice is a tamariki centred approach. The *Tamariki relationship model* advises us to know who we talk with and their relationship with tamariki in care.

Our *Tamariki relationship model* begins with whānau and caregivers as they are closest to tamariki and are most involved in their day-to-day care. As we continue around the *Tamariki relationship model* we identify other agencies and providers that have a role in the expected outcomes of tamariki.

Figure 1: Our Tamariki relationship model

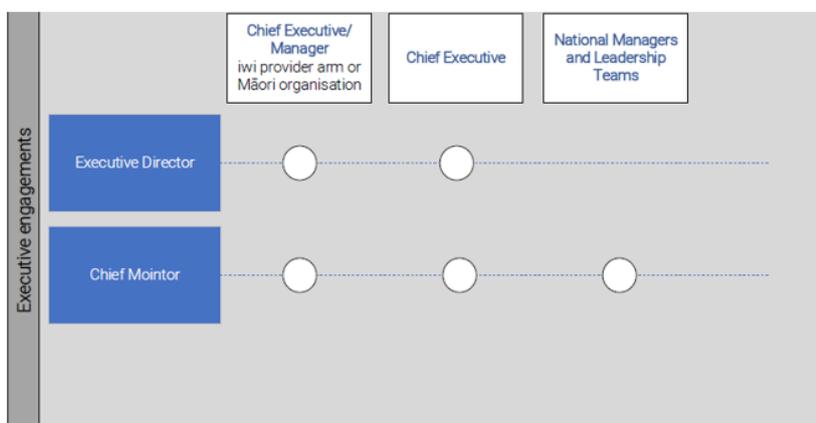


We understand who engages with who when we reach out to others

Our *Relationship model* identifies two engagement streams: executive and operational engagements. All engagements are underpinned by our *engagement principles*, our *Tikanga approach*, and our values.

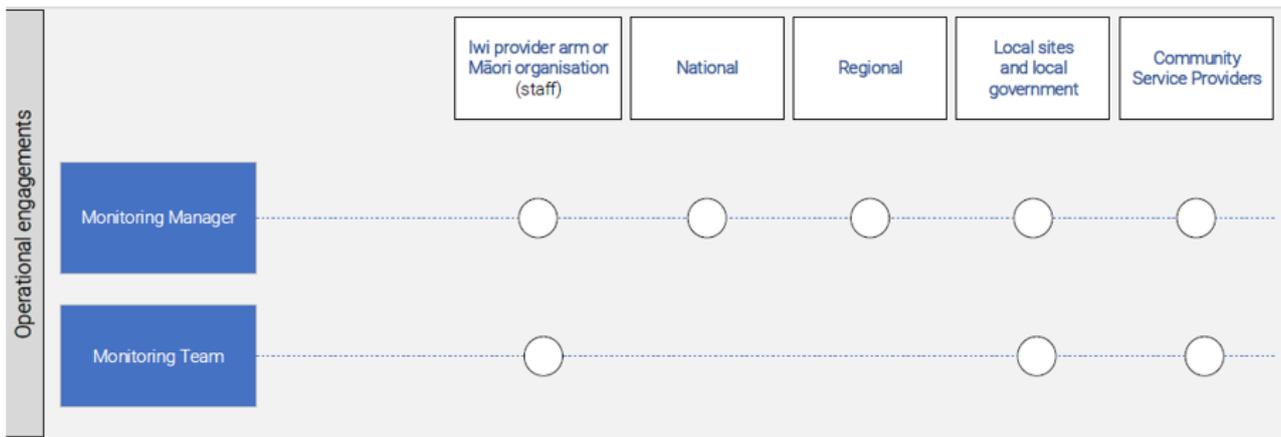
Executive engagements

Executive engagements focus on strategic leadership, and management of political and stakeholder relationships, as well as engagement and partnership with iwi. These are predominantly led by the Executive Director and Chief Monitor.



Operational engagements

Operational engagements are for the purposes of monitoring. These are led by the monitoring managers and their teams.



How to identify and prioritise who we talk with in our monitoring work

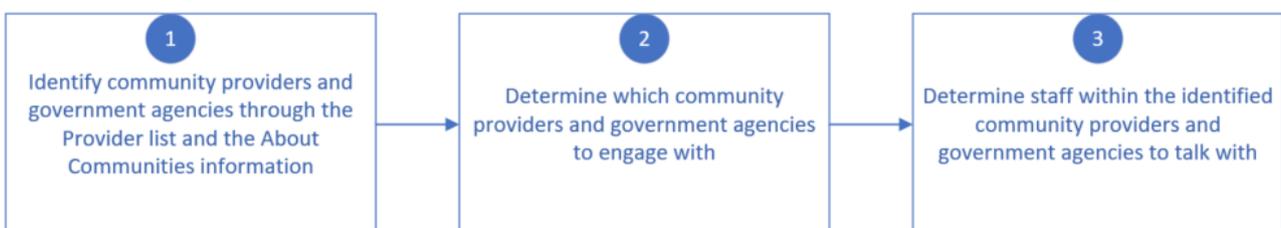
Our current role requires us to monitor monitored agencies, therefore we must engage with staff from those agencies. Next are those agencies who have the care of tamariki and rangatahi, on behalf of monitored agencies - the shared care partners.

Next are government agencies that work directly with tamariki and rangatahi in care, for example mental health and disability services.

We also talk with community providers, Māori and non-Māori who work consistently and regularly with tamariki, rangatahi or their whānau who are in care. We look to these providers to connect us to tamariki, whānau, and caregivers as outlined in our Tamariki relationship model.

Step 1: Identify community providers and government agencies

Below outlines the high-level process for identifying and prioritising engagements with community providers and government agencies.



The specific community providers and government agencies that we meet with in any given monitoring visit will depend on the extent of their engagement with tamariki and rangatahi in care, their whānau, and/or caregivers.

Community providers may hold contracts with Oranga Tamariki, they may be schools and health providers, or they may be other social service providers in the community.

Community providers work differently in different regions. This means that an organisation with a high level of engagement with Oranga Tamariki in one region may have a very different level of engagement in another region.

To prepare for a monitoring visit, the Provider list, national and regional, and *About Communities* resource will provide you with a *long list* of possible providers to set up engagements with.

Step 2: Determine which community providers and government agencies to engage with

The following questions help us understand the profile of a community provider or government agency in the context of the care system and help prioritise our engagements.

To determine and prioritise which community providers and government agencies to meet with, review your 'long list' and answer the following questions.

Q1	Q2	Q3	Q4
Does the community provider or government agency currently hold a contract with Oranga Tamariki, Barnardos, Dingwall or Open Home Foundation (i.e. the four monitored agencies) for any services?	Is the community provider or government agency currently working with tamariki in care, their whānau, and/or their caregivers?	Does the community provider or government agency regularly work with tamariki in care, their whānau, and/or their caregivers?	a) Does the community provider or government agency specifically work with tamariki Māori in care and/or their whānau? b) Does the community provider or government agency specifically work with disabled tamariki and rangatahi in care?
Yes/No	Yes/No	Yes/No	Yes/No

If you answer 'YES' to two or more of the above questions, then these community providers and government agencies will be relevant and informative participants during your monitoring visit.

Make sure to kōrero with local and regional Oranga Tamariki managers, including Services for Children and Families, Caregiver Recruitment and Support, Youth Justice, and Partnering for Outcomes Managers, along with the key contacts from the other monitored agencies to further determine the most relevant of these organisations.

Kōrero is important. The local managers from the monitored agencies will have the most current and accurate information about which schools, health and other providers in the region are engaging *the most* with tamariki and rangatahi in care. They will also be able to tell you which of these community providers may have the most relevant contracts with Oranga Tamariki.

Step 3: Determine participants within identified community providers and government agencies

Once you have identified community providers and government agencies for your monitoring visit, use the following considerations to determine which participants to engage for your monitoring kōrero.

You only need to engage with those kaimahi to whom you can answer 'YES' to the following questions:

Role	Question	YES / NO
 Frontline staff	<p>Is the kaimahi currently working with tamariki in care, their whānau or their caregivers? They may include but are not limited to:</p> <ul style="list-style-type: none"> - Kaiarahi and kaimahi, social workers, youth workers and advocates, nurses and doctors and other clinical practitioners, disability workers, teachers and RTLB staff. <p><i>Please note that you don't have to meet with all these roles in every visit.</i></p>	
 Leadership positions	<p>Do any leadership roles directly influence policy and practice in relation to tamariki in care, their whānau or their caregivers? Leadership roles may include but are not limited to:</p> <ul style="list-style-type: none"> - Service managers, practice leads, clinic coordinators, Principals, Assistant/Associate/Deputy Principals, Heads of Pastoral teams, and Deans, SENCO (Special Education Needs Coordinators), Head of Department Learning Support. <p><i>Please note that you don't have to meet with all these roles in every visit.</i></p>	

The Monitoring Manager will then make decisions about which staff will reach out to the community providers and government agencies. Sometimes it might be best that the Monitoring Manager makes initial contact with a stakeholder; other times, a team member may already have an existing relationship and is better placed to reach out.

If staff are reaching out to an agency for the purposes of asking them our prompts, we follow the *How we engage with others tikanga*. If we are reaching out to a connector, we follow the *How we engage with connectors tikanga*.