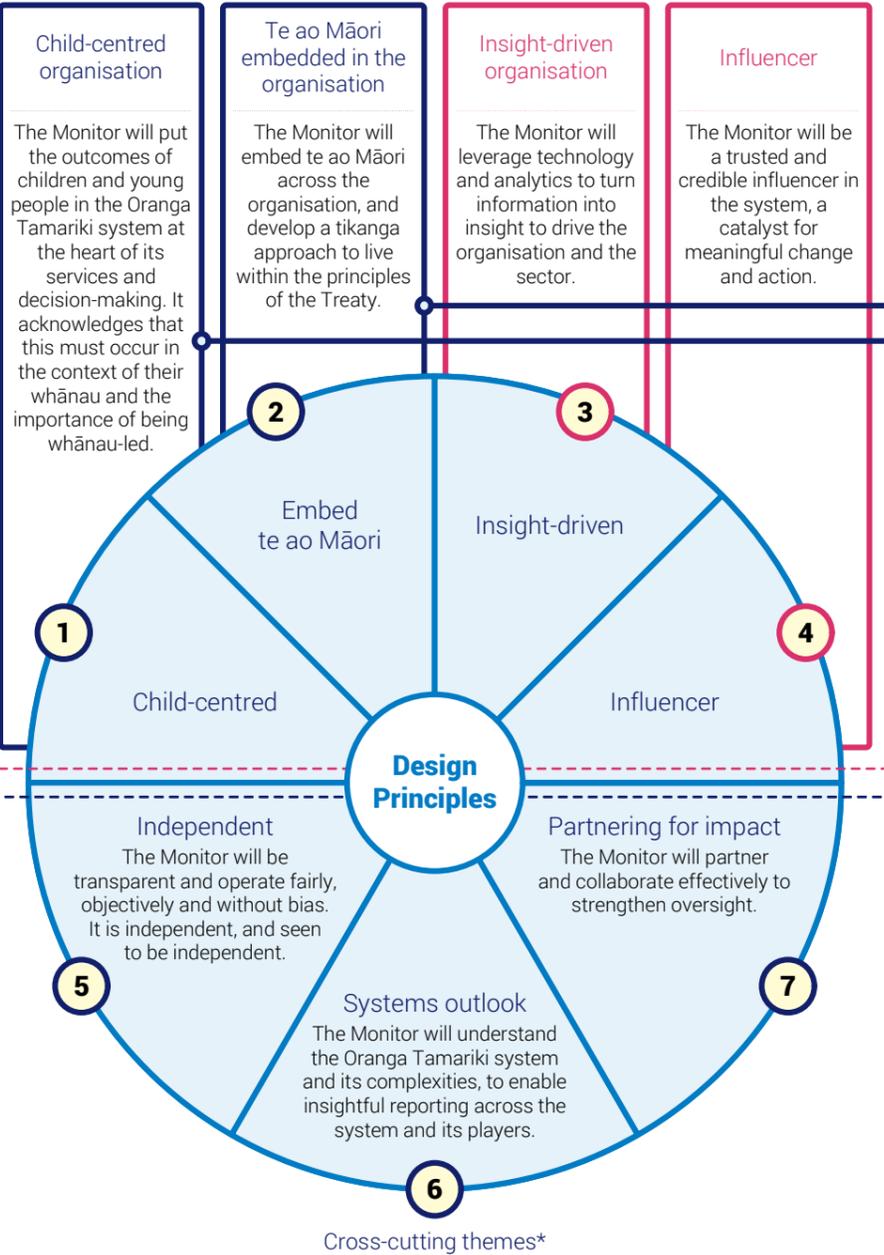


The four key components that drive and underpin our relationship management model and broader engagement

1. Design principles

Design Pillars / Operating Model Pillars*



What this means in practice

Embedding child-centred practice

- Uses experience and knowledge to embed child-centred practice into the status quo through making children's participation and the voice of tamariki front and centre of the Monitor's design, decision making and day-to-day operations.
- Uses experience, knowledge and capabilities to confidently engage with tamariki and their whānau.
- Ensures that in embedding child centred practice, there is an understanding that a child needs to be seen in the context of their whānau.

Embedding te ao Māori

- Supports staff to build knowledge, experience, capability and understanding of tikanga Māori and te reo to confidently engage with whānau, hapū and iwi.
- Embeds te ao Māori into the status quo of the Monitor.
- Seeks advice and using empathy and judgement to adapt to the context and circumstances.
- Learns about and respecting cultural similarities and differences and appreciating diversity.

2. Our values

Our values reflect our principles of being child-centred with a te ao Māori lens across all that we do. Our values describe how we will behave every day, with each other and with those we are working with.

Kia Māia – Courageous

We are brave, bold, capable and confident.

Kia Pono, Kia Tika – Trustworthy

We are honest and genuine.

Manaaki – Respectful

We show respect and care for others.

Kia Huritao – to be Reflective

We are considered and reflective.

3. Our commitment to Māori

Through our work, we are committed to improving the lives of tamariki and rangatahi, enabling them to realise their potential and aspirations with the support of their whānau, hapū, iwi and communities. It is the right thing to do and they deserve no less.

4. Our tikanga approach

Our operating values lay a sound foundation for us to work with tamariki and rangatahi and those who hold their best interests at heart: their whānau, hapū, iwi and communities. Working together and with others enables us to achieve our goal of improving outcomes for tamariki and rangatahi. Relationships built on respect and trust, reciprocity, a common focus, cohesiveness and proactive engagement along with effective processes for talking, learning and working together, contribute to a successful outcome.

We will approach our work and relationships openly and honestly. To do this we must trust in each other so that we can, with respect, mean and do what we say, so that we save ourselves time and energy.

Reciprocity is an important part of the relationship where we all give and take of our time, energy, thoughts and kōrero to ensure that we end up with a monitoring system that improves outcomes for tamariki, rangatahi and their whānau.

We will build on and complement our outcomes principles and values with our **operational principles** to guide us as we work together to improve outcomes for tamariki and rangatahi:

- **Whakamana i te tāngata (respect)** – show respect by understanding and supporting Māori tikanga and kawa.
- **Whakapapa (kinship)** – making connections through finding out a little about each other and acknowledge any connections you have is important.
- **Whanaungatanga (relationship)** – foster a sense of connection when engaging with each other. Relationships between ourselves and others are important.
- **Kanohi-ki-te-kanohi (face-to-face)** – engage in person especially to resolve any issues and maintain connections.
- **Manaakitanga (caring for others)** – have integrity and caring in how you relate to people.
- **Kotahitanga (unity)** – while people may hold diverse views, it is important to identify a shared sense of purpose.