



Whānau-Inclusive Policy



Intent

We aim to support rangatahi/whānau safety and wellbeing in a holistic and sustainable way and involve whānau in services.

Clients' views of and different cultural approaches to family/whānau are respected.

Requirements

Practice

A whānau - friendly practice approach will be used including that:

- we respect and work with diverse families
- we will be culturally-aware and culturally appropriate in our practice
- the best interests of child, young person policy is applied
- positive behaviour strategies are promoted and used appropriately
- we support rangatahi/whānau to build safe connections with whānau, hapū, community etc
- whānau are informed about our feedback and complaints process
- kaimahi who work with tamariki/rangatahi will have the skills to engage with them in developmentally appropriate ways
- where possible, appointments, activities and services will accommodate young people's caregiving concerns and responsibilities.



Keep a record

A record will be maintained of the young person's key family and whānau members so that participation arrangements can be made.

Participation arrangements

Arrangements with the rangatahi may include agreement:

- to keep whānau informed about the rangatahi/whānau safety and wellbeing
- for whānau/supports to participate in key events
- for input and participation of whānau into assessment, planning and review processes
- to support positive and healing interactions within the whānau (eg referrals, anger management programme, mediation).

Compliance

Social Sector Accreditation Standards L2 Client services and programmes 4.0; Client-centred services 1.0; Community wellbeing 1.0

NZS 8134: 2021 Our Rights, criteria 1.3, 1.4, 1.7.4

Helpful links

[Tamariki \(care, supervision\)](#)

[Reporting concerns about child, young person](#)

[Participation](#)

[Whānau engagement](#)

Review

Date: March 2022

Next review: February 2024