

## Participation



***“I have a say and feel like my feedback is helping others in a similar position to me.”***

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**Nāu te rourou, nāku te rourou, ka ora ai te iwi**

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With your food basket and my food basket, the people will thrive.

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### Intent

Participation by rangatahi, whānau and others with lived experience is encouraged. It is key to how we remain accountable and relevant. We are committed to removing barriers to participation and enabling diversity of people to participate.

### Requirements

#### **Opportunities**

Opportunities will be provided for rangatahi, whānau and other stakeholders to participate and contribute to the organisation.

#### **Use participatory practices**

Services to rangatahi and their supports will:

- be centred on what's important to them – their needs, identity, whakapapa, background, aspirations, values, abilities, strengths and context
- treat them as partners in service provision

- engage their supports in accord with their wishes and whanaungatanga responsibilities
- incorporate young people's/whānau views expressed through involvement in service planning development and review.

Cultural preferences will be identified and where possible met (eg through allocation of kaimahi/staff; service delivery mode, involvement of others eg Tohunga; Pastor or church minister and practice models).

## Compliance

Social Sector Accreditation Standards Level 2, Client-centred services 1.0, 4.0; Client services and programmes 2.1, 3.0

Social Sector Accreditation Standards- Level 3, Client-centred services 1.0

Oranga Tamariki Act 1989

Health and Safety at Work Act 2015

Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996

NZS 8134: 2021 Service Management Criteria 2.3

## Helpful links

[Whānau engagement](#)

[Promoting Lived Experience Perspective](#)

[VOYCE Whakarongo mai](#)

[How to engage with children](#)

## Review

Date: January 2022

Next review: December 2023