

Whānau engagement



"I have stronger relationships with my whānau because they are involved."

E leai se mea e sili atu i lo lou aiga

Nothing is more important than your family. (Samoan proverb)

Our Intent

Whakawhanaungatanga (relationships and connectedness) is integral to the way we work. It is crucial to young people's wellbeing and their successful transition from our service.

Whānau of all types are encouraged to participate in our services, provide feedback, input to reviews and evaluations and are informed about and supported to use our complaints process.

Definition

Whānau - see [Kuputaka](#) for definition. For an adult, it includes their chosen support people.

Our responsibilities

Management and kaimahi will together work to foster a whānau -friendly culture within the organisation.

Requirements

Training and supervision

Kaimahi/volunteers will be trained and supported to incorporate whānaungatanga and the associated values of whakapapa and manaakitanga in all aspects of their work eg training in Māori and Pacific models of health and wellbeing.

Whānau-oriented practice

Opportunities to include and support whānau, hapū, iwi and other cultural equivalents in our activities will be implemented where reasonably practicable.

Kaimahi and volunteers will maintain and share their knowledge with each other of whānau support and culturally specific support services for the purpose of linking whānau who contact us to appropriate services.

In our direct and indirect service activities, kaimahi and volunteers will:

- be culturally responsive
- encourage the strengthening and expansion of support/whānau relationships (eg connections based on whakapapa, kaupapa, friendship)
- awahi whānau and promote whānau oranga
- seek cultural advice as and when necessary.

Participation arrangements

When members of the wider whānau and other supports for the rangatahi are involved in our activities, best efforts will be made to:

- greet and introduce them to the organisation in culturally respectful and inclusive ways
- enable their participation in the activities (eg hui, online meet-ups)
- obtain their input to planning, feedback and review processes
- tautoko and support positive relationships in the whānau (within the limits of our roles).

Feedback & complaints

Families and whānau will be informed and assisted to provide feedback and use the [complaints process](#). Their ideas for improving this policy and its implementation will be considered and progressed where possible.

Compliance

Social Sector Accreditation Standards- Level 2, Client-centred services 1.0, Community wellbeing 1.0, Cultural competence 1.0

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

NZS 8134: 2021 Service Management Criteria 2.3

NZ Hospice Paerewa 4: Te tautāwhi whānau me ngā kaitautoko/ Standard 4: Supporting and caring for the family, whānau and carers; Standard 3: Providing the care 3.2, 3.8; Standard 6: Grief support and bereavement care 6.2 - 6.6

Helpful links

[Whanaungatanga](#)

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

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

[Participation](#)

Review

Date: November 2020

Next review: by October 2022