

Policy Document

This document was generated by [The Policy Place](#) and is intended solely for the use of The Anglican Action Mission Trust trading as Anglican Action .

Date Created: 18-07-2024 15:01:46

Contents

Integrity-Ngākau TapaTahi

Whānau engagement

Integrity-Ngākau TapaTahi Category

This document contains proprietary information. It was generated by [The Policy Place](#) and is intended solely for the use of The Anglican Action Mission Trust trading as Anglican Action .

Version: 18-07-2024 15:01:46

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. 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.

Definitions

Whānau - see Kuputaka for definition. For an adult, it includes their chosen support people.

Whanaungatanga - see definition, section 2 Oranga Tamariki Act 1989

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, iwi and other cultural equivalents will be implemented if appropriate and 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

This document contains proprietary information. It was generated by [The Policy Place](#) and is intended solely for the use of The Anglican Action Mission Trust trading as Anglican Action .

Version: 18-07-2024 15:01:46

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)
- awhi whānau and promote whānau oranga
- seek cultural advice as and when necessary.

Participation arrangements

Best efforts will be made to engage whānau /support people in activities, for example:

- keep a record of key support people and link with them as Tangata Whaiora requests and/or in line with whanaungatanga for a young person
- greet and introduce them to Anglican Action in culturally respectful and inclusive ways
- 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 when reasonably practicable.

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

This document contains proprietary information. It was generated by [The Policy Place](#) and is intended solely for the use of The Anglican Action Mission Trust trading as Anglican Action .

Helpful links

[*Please visit this policy on our policy to view these links.*](#)

Whanaungatanga

Feedback and Complaints

Review

Date: July 2022

Next review: by August 2024