| Title | Develop and implement strategies that foster and manage relationships in a whānau ora context | | |
|-------|-----------------------------------------------------------------------------------------------|--|--|
| Level | 5 | Credits | 10 |

| Purpose | People awarded with this unit standard will be able to; develop strategies to foster and manage working relationships to connect and engage with whānau; and implement strategies to foster and manage relationships between whānau, and across a range of service providers and agencies. |
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| Classification | Te Ara Hou ki te Ora > Whānau Ora |
|----------------|-----------------------------------|

| Available grade | Achieved |
|-----------------|----------|

## Guidance Information

1    Definitions

*Kaitiakitanga* for this unit standards refers to the skills and knowledge needed to support the protection, maintenance and strengthening of the mauri, mana and tapu of tangata Māori and their whānau, through the delivery of culturally appropriate, effective and timely health and or services for whānau.

*Manaakitanga* for this unit standard refers to working together with whānau, stakeholders and service providers in a caring and mana-enhancing way underpinned by te reo, tikanga and kawa and focus is on whānau strengths and abilities.

*Rangatiratanga* for this unit standard refers to the importance of practitioner's having the knowledge, skills and experience to lead and support the delivery of whānau-centred services to whānau that may include, reo Māori, local kawa and tikanga.

*Te Pono me te Tika* for this unit standard refers to encompassing aspects of tikanga Māori and kawa, legal obligations and compliance issues, systems, and procedures, processes and ethics, and acting in a way that is socially and culturally responsible to achieve best outcomes for whānau.

*Whanaungatanga* for this unit standard refers to highlighting the importance of Māori cultural values, te reo Māori, tikanga and kawa in establishing, building and maintaining quality relationships within and between: whānau, service providers, government agencies and non-government organisations.

*Whānau Ora* is about empowering whānau to take control of their future; to be self-determining (cohesive, resilient and nurturing); confidently participating in Te Ao Māori; to be living healthy lifestyles; to be participating fully in society; and to be

economically secure; with initiatives that add value, build upon the strengths and capabilities already present in the whānau, and lead to better outcomes for whānau.

A *Whānau ora communication strategy* is a whānau driven plan developed that builds and supports collaborative relationships and engagement between and within whānau and *service providers.* The strategy supports whānau to overcome potential and real barriers to coherent service delivery. It aims to empower whānau with effective communication skills to be able to build and maintain extensive working relationships and engagement with service providers and systems of diverse groups. The strategy integrates te reo and tikanga practices where, and as, appropriate for the whānau.

## Outcomes and performance criteria

### Outcome 1

Develop strategies to foster and manage effective relationships to connect and engage with whānau.

### Performance criteria

1.1      Strategic principles and practices includes Te Ao Māori values and philosophies.

Range       may include but is not limited to – kaitiakitanga, manaakitanga, rangatiratanga, pūkengatanga, te pono me te tika, te reo Māori me ōna tikanga, tikanga Māori;
            evidence of whanaungatanga and three others is required.

1.2      Strategic principles and practices includes responsive and reciprocal relationships.

Range       may include but is not limited to – ehara taku toa i te toa takitahi ēngari he toa takitini, nā tāu rourou nā taku rourou ka ora te whānau, hui kanohi ki te kanohi kia rongo i te mauri o te tangata;
            evidence of three is required.

### Outcome 2

Implement strategies to foster and manage relationships between whānau and across a range of service providers and agencies.

### Performance criteria

2.1      Strategic policies and principles implemented includes te ao Māori values and philosophies.

Range       may include but is not limited to – whanaungatanga, kaitiakitanga, manaakitanga, rangatiratanga, pūkengatanga, te pono me te tika, te reo me ngā tikanga Māori;
            evidence of whanaungatanga and three others is required.

2.2        Strategic policies and principles implemented includes reciprocal and
           responsive relationships.

           Range        may include but is not limited to – support and respect, trust,
                        care, positive impressions, balance, sharing of information,
                        recognise and respect other's efforts and ideas, recognise skills
                        and abilities, attentive to whānau needs, positive contribution,
                        benefits, responsibilities;
                        evidence of three is required.

| Planned review date | 31 December 2023 |
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**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
|---|---|---|---|
| Registration | 1 | 1 November 2018 | N/A |

| Consent and Moderation Requirements (CMR) reference | 0165 |
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This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

**Comments on this unit standard**

Please contact the NZQA Māori Qualifications Services mqs@nzqa.govt.nz if you wish to
suggest changes to the content of this assessment standard.