



# Ara Poutama Practice Framework

"We are all a part of this"

## Our purpose

Maximising everyone's health, safety and wellbeing, and providing future opportunities for people to build on their strengths to make the changes that enable them to live pro-socially and to contribute to safer communities.

## Our principles

## Our behaviours

### **Manaaki (Respect)**

*We care for  
and respect  
everyone*

- » We treat everyone in a humane manner and with respect acknowledging their ethnicity, gender, sexuality and age.
- » We acknowledge and care about the people we work with.
- » We assess needs, target interventions and provide a constructive environment to develop people.
- » We engage and communicate using positive language in order to work effectively with all people.
- » We promote personal responsibility and autonomy.

### **Whānau (Relationships)**

*We develop  
supportive  
relationships*

- » We proactively involve whanau/family the wider community and other professionals and work collaboratively to achieve better outcomes.
- » Whanaungatanga (process to establish engagement and connections between people) is something we do inherently.
- » We engage with people to link them with their whanau/families and provide a community of support where all opinions are considered and respected.
- » We work as a team and share information to achieve better outcomes.

### **Wairua (Spirituality)**

*We are unified  
and focused in  
our efforts*

- » We provide opportunities to enhance wellbeing, including mental wellbeing.
- » We put the person at the centre of our focus, we listen to their voice and provide opportunities for them to talk and think about their situation, their future and how to get there.
- » We connect spiritually, physically and emotionally with whanau/families and communities in order to succeed.
- » We celebrate success.

### **Kaitiaki (Guardianship)**

*We are  
responsive and  
responsible*

- » We strive to keep everyone safe every day and take responsibility for our health and safety and for those around us.
- » We provide a safe and validating environment where everyone is supported to participate.
- » We are respectful towards human differences and responsive to individual needs and rights
- » We consider the physical and emotional safety of those around us in every interaction.
- » Our approaches are motivational and are informed by what works.

### **Rangatira (Leadership)**

*We demonstrate  
leadership and  
are accountable*

- » We provide opportunities for people to develop and have regular conversations.
- » We are transparent when we communicate and explain the rationale for our decisions.
- » We care about everyone's safety and wellbeing, and role model positive behaviour and lead by example.
- » We support people to perform their best and we hold ourselves to account.
- » We act with integrity in all we do.