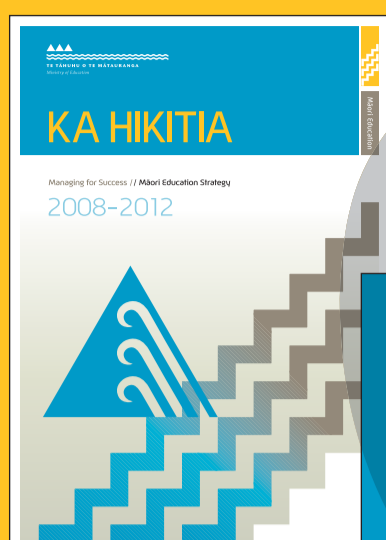


Te Hikoitanga: The Journey provides a framework for practitioners, service teams and our whole organisation to be successful in delivering responsive services to Māori. Responsive services are defined as those that take a Māori potential approach by acknowledging the right of tamariki and whānau to help determine the best service outcomes for them. Services such as these are accessible, of high quality, are culturally relevant, and flexible enough to meet the diverse realities of tamariki and whānau.

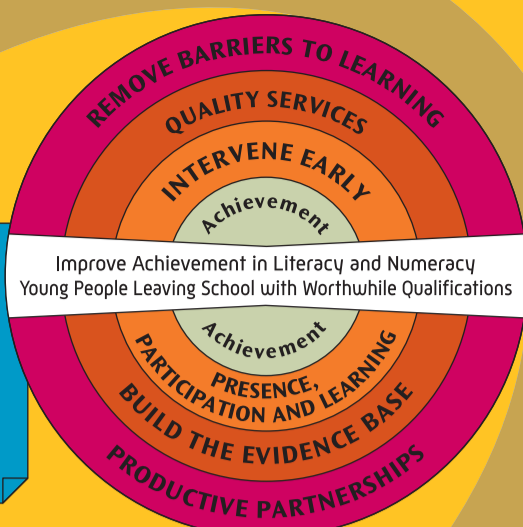
Te Hikoitanga: The Journey challenges us to think and do things differently in our individual practice, teams and organisational management and systems. It is both aspirational and builds on work we are already doing. Te Hikoitanga: The Journey is one tool of many toward improving organisational success, a key focal area in *Ka Hikitia: Managing for Success*.



Te Urunga
Mai o te Rā
GSE Māori
Strategy

Responsivity
Framework
Te Hikoitanga

Business
Plan



Student Success

TE HIKOITANGA

Pathway to success

- » I understand the intent of the *Treaty of Waitangi* and how it applies to the way we deliver services to iwi Māori.
 - » I actively seek opportunities to further develop my knowledge of the Māori community in my district.
 - » I actively seek to further develop my proficiency of te reo and tikanga Māori.
 - » Using Māori models, interventions, assessments and practices are part of what I do to get better outcomes for Māori tamariki and whānau.

- » I seek to explore the *Treaty of Waitangi* as a framework for partnership, protection and participation with iwi Māori.
 - » I am professionally accountable for getting better outcomes for Māori tamariki and their whānau.
 - » I understand that my own culture has an influence on the way I work with Māori tamariki and whānau.
 - » I explore a range of Māori models, interventions, assessments and practices, as well as models from elsewhere, to get better outcomes for Māori tamariki and whānau.
 - » I provide services that are timely, accessible, relevant and of a high quality to Māori tamariki and their whānau.

- » I listen to and work alongside Māori staff and together we make a difference to Māori outcomes.
 - » I am secure in my own culture, and I also understand that people from other cultures may do things differently.
 - » I use correct pronunciation of Māori words and names.
 - » I develop a basic understanding of Māori culture and recognise its importance in what we do.

Personal Success

AKO

Developing professional and cultural capability

- » We work collaboratively with other agencies and organisations and iwi Māori to provide comprehensive services to Māori tamariki and whānau.
 - » We commit to continuously improve our tikanga and te reo Maori skills and competencies as a service team.
 - » We are continuously reviewing our service mix and capacity to provide more effective services to Maori tamariki and whānau.
 - » Māori models, interventions, assessments and practices form a core part of our team's work in order to get better outcomes for Māori tamariki and whānau.

- » We engage with Māori tamariki and their whānau as early as possible when there is potential for the greatest gains.
 - » We explore a range of Māori models, interventions, assessments and practices and use best Māori evidence and research to inform our practice.
 - » We commit to co-work with people who have skills working with Māori, such as kaumātua, Kaitakawaenga and Pouārahi-ā-Takiwā.

- » We ensure that our services are tailored to the needs and aspirations of the Māori community.
 - » We listen and work together with Māori tamariki and whānau to mutually decide what types of services are appropriate.
 - » We engage respectfully within a range of Māori settings, realities and contexts eg marae, kura, at home, sports, kanohi kitea, social networks, texting, etc.

Team Success

WHANAUNGATANGA

Teams, responsive and accountable to whānau

- » Lifting up our overall performance toward improving outcomes for Māori tamariki and whānau.
 - » Working strategically with other agencies, organisations and with iwi Māori to provide more integrated and responsive services for Māori tamariki and whānau.
 - » Creating a confident organisation that responds to Māori needs at the right time, in the right way, and in the right setting.
 - » Building on providing the choice for Māori tamariki and whānau toward Māori culturally driven solutions.

- » Services that reflect iwi and Māori demographics, needs and aspirations in the district.
 - » Actively engaging with iwi and Māori communities, educational facilities, networks and stakeholders to maximise outcomes for Māori tamariki and whānau.
 - » Genuine involvement of Māori in organisational decision-making at every level.

- » Using key Māori strategies (eg *Ka Hikitia*) are core to our business planning processes.
 - » Actively investing in services that are focused on improving outcomes for Māori tamariki and whānau.
 - » Building a strong workforce equipped to meet the cultural and special education needs of Māori tamariki and whānau.
 - » Developing Māori management, leadership, and workforce capacity and capability is a key priority.
 - » Developing continuous quality improvement processes. Improving information to support effective service delivery, monitoring the achievement of outcomes for Māori tamariki and whānau.

Organisational Success

MAHI TAHI

Leadership, responsive and accountable, working together