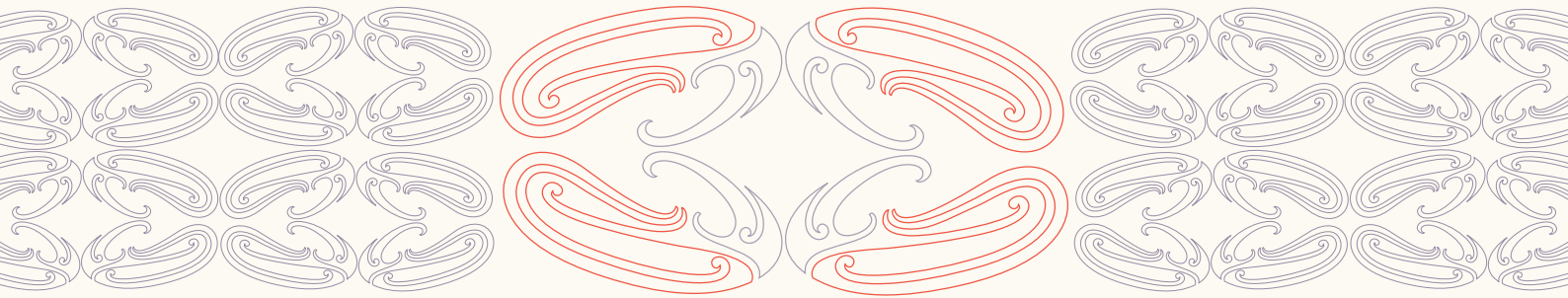


Excellence in an ongoing duty **to** care
at an organisational level
Te hiranga tauwhiro haere
i te taha whakahaere



February 2023 | Huitangaru 2023



Te Kāwanatanga o Aotearoa
New Zealand Government



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

**Family Violence Death
Review Committee**



He tao huata e taea te karo

This document is a companion piece to the eighth report of the Family Violence Death Review Committee, *An ongoing duty to care: Responding to survivors of family violence homicide* | *He tauwhiro haere te mahi: Hei urupare ki ngā toiora o te riri hau ā-whānau*. Both documents can be downloaded from the Health Quality & Safety Commission website at: www.hqsc.govt.nz/resources/resource-library/fvdr-c-eighth-report

We have designed these reflective questions¹ to encourage agencies and organisations to consider what policies and procedures they need to enact to support an ongoing duty to care. What culture and capability does the structure of your organisation or agency create and what existing policies and procedures uphold that structure?

When you undertake this self-assessment, we encourage you to record your self-assessment methodology.

What documents or evidence have you called on to support your responses?

- Consider case examples that show how your agency/organisation has done what is described.
- Ask staff to (anonymously) describe how they feel supported in working in complex spaces that will exist for survivors of family violence homicide.
- Capture examples where your agency or organisation has been whānau or family led and the changes that were needed to facilitate this. What were the lessons that were learned? What facilitates or prevents such an approach?

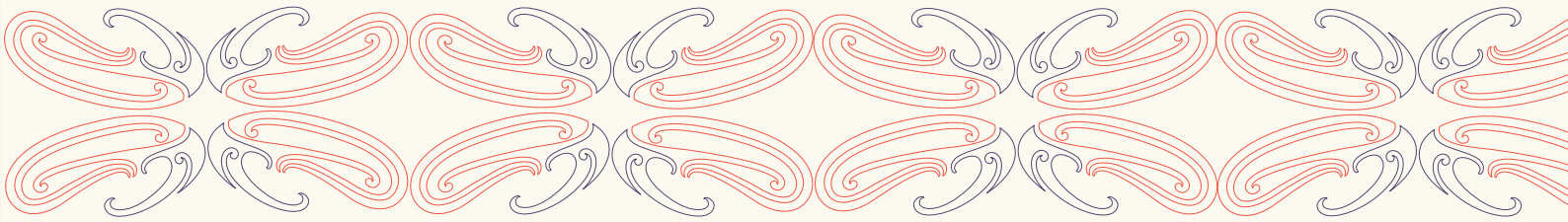
Who (internally and externally) have you involved in your assessment?

- Think about how you are providing an opportunity for staff and stakeholders to provide candid reports of how your agency/organisation operates now.

What process have you followed?

By documenting these details, you may be better able to track the way your organisation or agency changes and develops over time.

¹ The principles on which these reflective questions are based are drawn from the 2017 Family Violence, Sexual Violence and Violence within Whānau Workforce Capability Framework. www.justice.govt.nz/assets/Documents/Publications/family-violence-workforce-capability-framework.pdf



Reflective questions

Ūkaipō – recognition of context and identity

- How do we understand the context for the family or whānau and the help-seeking experiences they have had in the past?
- How do we value and invest in the time that people need to disclose to us?
- Do we seek to understand the experience of reality from the perspective of the family or whānau?

Rangatiratanga – high-quality leadership, advocacy and service relationships in a practice based in humility, knowledge and knowing the limits of knowledge

- How does our organisation work to understand what we need to change to make equitable and non-discriminatory services available and accessible?
- How do we document the changes we need to make?

Whanaungatanga – actively strengthening meaningful, sustainable and purposeful relationships

- Does our organisation behave in ways that secure commitment, and nurture trust and mutual respect between people and agencies (non-governmental and statutory), as well as between partner organisations?
- Do we work to foster understandings between our partner organisations?

Aroha – acceptance of a person's experience and suspension of judgement

- Do we encourage our kaiāwhina to accept a person's experience, suspend judgement and focus on strengths to build on for the future?
- Are we able to actively identify where we are failing to provide this encouragement?

Kaitiakitanga – ensuring survivors of violence are protected

- Do we underscore the value and importance of kaiāwhina by providing them with effective mentoring, support and supervision?
- Do we create a culture of creativity, where we support our kaiāwhina to seek out options that will provide the right response at the right time?

Manaakitanga – acknowledging the mana of others

- If we are a government agency, does our behaviour acknowledge the mana of our community partners by expressing aroha, hospitality, generosity and mutual respect?
- Do our actions signal that we respect the solutions of our community partners or prefer to stay with centrally prescribed solutions?
- How does our agency embody the spirit of service to whānau or families?

Kotahitanga – taking a collective, whole-of-whānau approach

- Do we work in support of kaiāwhina who are seeking to bring healing to families or whānau?