



How we engage with a connector

Purpose

This tikanga provides guidance on how we initiate, build, and maintain a relationship with agencies in the communities we visit. On some occasions agencies will connect us with tamariki and whānau, hence why we call them a connector.

Our mahi with a connector

- Identify and engage with the connector
- Explore how we work with and support the connector
- Work with the connector to successfully undertake a monitoring visit.

Working with a community connector

Identify potential connectors

Through regular engagement and our socialisation hui, we identify which agencies we will meet with when on a monitoring visit.

Our How we plan for a monitoring visit tikanga also supports us with who to connect with in each community. Once we have met with agencies we get a sense of who will be able to connect us to tamariki, rangatahi and whānau.

Engage with a potential connector

The visit monitoring manager is responsible for holding and overseeing the connector relationship. They work with their monitoring team to determine who is best placed to

develop and maintain these relationships and determine what type of support and resourcing is required.

The information we provide potential connectors

During our initial conversations with an agency, we provide them with key information about our work to help them decide if they are willing and able to connect us with tamariki, whānau and/or caregivers.

If we meet virtually, we email them the following information from our Ngā Kete as links to our website and courier printed copies on request.

- Who we are and what we do booklet
- Connector information
- Code of Ethics, Child Protection Policy and Caring for data and information handbook which can be found on our website which can be found on our website
- our pātai pākiki
- Ngā Kete for tamariki, whānau and/or caregivers
- Consent forms for tamariki, whānau and/or caregivers
- Links to our animation video about what we do can be found on our website. The video is in both Te Reo Māori and English

The role of a connector

Different agencies will do different things for us when acting as a connector, including:

- informing participants about our work and asking them whether they would like to engage with us
- arranging for them to engage with us and ensuring they consent which includes getting them to sign the consent forms ahead of the monitoring visit (we still check the consent before and during our engagements)
- providing us with information about the participants such as their age, ethnicity, English as a second language or any accessibility issues that may impact on their ability to engage. This information helps us to plan how best to engage with the participants

- finding an appropriate venue for the hui with participants, for example wheelchair access, based on the information gathered about the people we are meeting. This may be at the premises of the connector, but not always and advice will be taken on the most appropriate venue option
- working with participants to organise a date and time for the hui and the most appropriate way for them to get to and from the hui
- supporting with the facilitation of the hui
- providing pre and post engagement support to participants if needed. This is because connectors are best placed to provide direct support for participants or help them access the appropriate support they may need
- facilitating the sharing back of our findings with participants.

Work with the connector to determine how we support each other

If after our initial conversations they are open to working alongside us as a connector, discuss the specifics of what this could look like. When a potential connector agrees to support us and has determined the type of support they can provide, then discuss the type of support we provide to the connector.

Support for the connector

There are two forms of support we may provide to a connector. We can provide vouchers, or a Letter of Grant.

If vouchers are required for the connector, this is approved by the monitoring visit manager. If a Letter of Grant is appropriate, approval from the Chief Monitor is required. A guide to developing a Letter or Grant can be found [here](#).

To support decisions about what support to provide a connector, consider the points below:

- the number of people they can support us to engage with
- whether they can support us to engage with tamariki, their whānau and/or caregivers in single or multiple monitoring locations
- whether they will be supporting with transport, organising a venue, and providing kai
- whether they will be providing pre and post support to those who engage with us

- whether they want to be involved in the development and facilitation of the engagements.

Scenarios of engagements with Connectors

Given the varying forms of support that are available for Connectors and methods that are used to gather lived experience and voice of participants – there are a number of scenarios of how this works in practice. A snapshot of various engagement scenarios with Connectors can be found here.

Work with the connector to successfully undertake a monitoring visit

Once our working relationship is confirmed, start scheduling and planning engagements with tamariki, whānau and/or caregivers.

Working with a government agency as a connector or an agency with custody of tamariki and rangatahi

Agencies with custody of tamariki and rangatahi and other government agencies do not require letters of grant or other financial support. We manaaki them through our use of kai and other non-financial ways.

If these agencies are supporting us to connect with tamariki and whānau, we provide them with the same information as connectors in the community. We confirm with them what supports they will provide as per other community agencies.

Rauemi - supporting tools and resources
Connector information
Consent form
Ngā Kete
Pātai Pākiki for Tamariki, Whānau and Caregivers
Pātai Pākiki for agencies
Code of Ethics
How We Acknowledge Others Kawa

