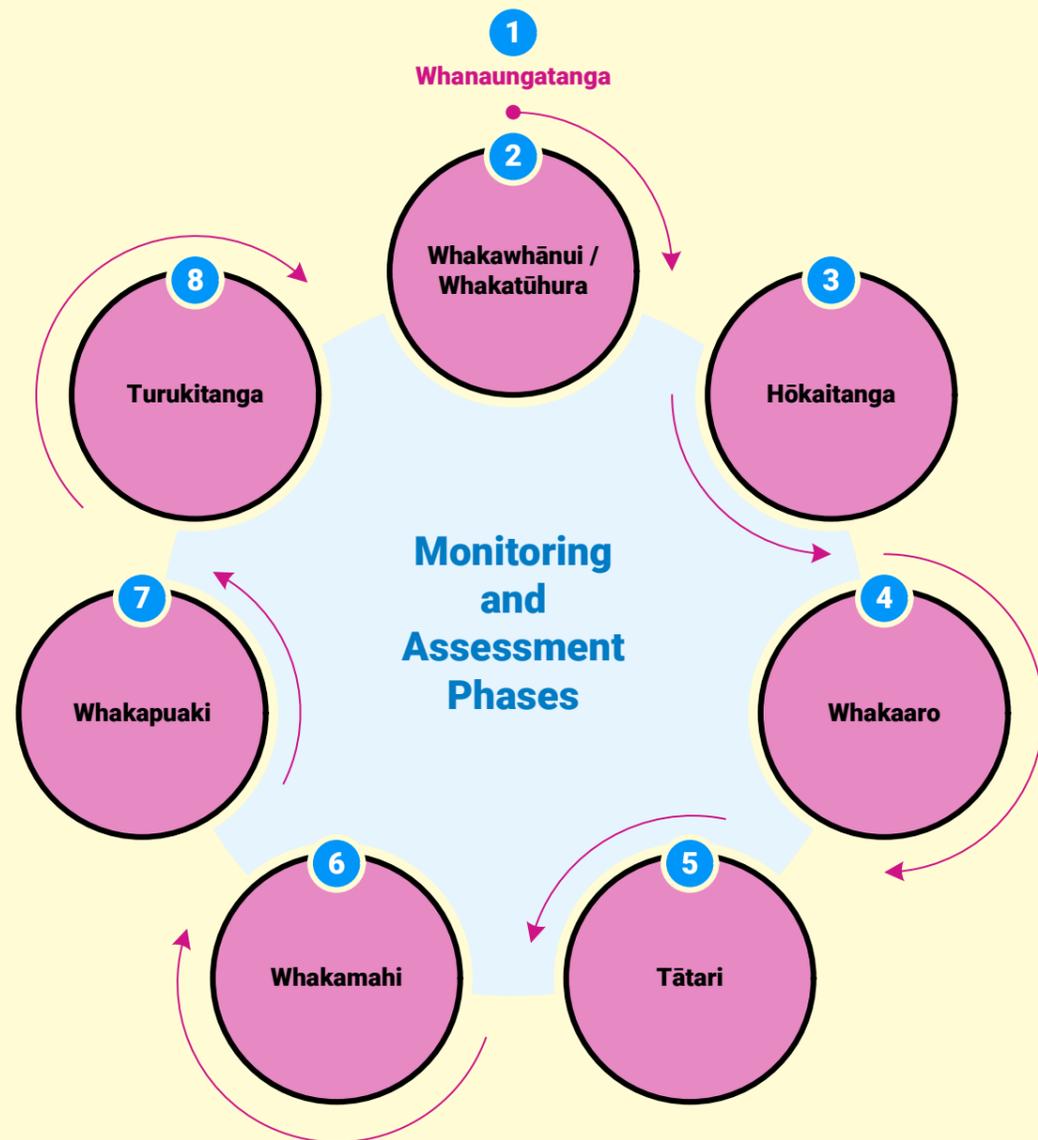


Monitoring and Assessment Phases

Our approach to monitoring and assessment activity

Our monitoring and assessment phases (below) are designed to support our overarching Monitoring Programme, which will outline our schedule of monitoring to be undertaken, including the locations and communities we expect to cover within a given period (see phase 3 – Hōkaitanga). Our approach consists of eight key phases, with phase 1 – Whanaungatanga, woven throughout each and every other phase. This is an iterative approach designed to help us continuously learn, adapt and improve our monitoring practices.



This is an iterative cycle of engaging and listening, analysing and reporting, the following up and continuing cycle of engagement and listening to system participants.

<p>1 Whanaungatanga (Engage)</p>	<p>Whanaungatanga is all about people. It's about building strong, reciprocal relationships and connections, and working together to help improve the health and wellbeing of our tamariki, rangatahi and whānau. We will engage early and often, and ensure that our principles of being child-centred, embedding te ao Māori and involving whānau are woven through all that we do. We will work with our partners, key stakeholders and others to better understand the system and to help achieve shared outcomes. We will actively listen and provide opportunities for tamariki, rangatahi and their whānau to share their experiences with us.</p>	
What you can expect to see:		
<p>2 Whakawhānui / Whakatūhura Identify and explore</p>	<p>Whakawhānui / Whakatūhura is about exploring and understanding our operating environment – from a people, process and system perspective – to help identify key areas of focus for assessment. We will discuss and refine potential areas of focus with our partners, key stakeholders and others to help shape and drive our engagement and assessment activity.</p>	<ul style="list-style-type: none"> ■ Potential themes and areas of focus
<p>3 Hōkaitanga Scope</p>	<p>Hōkaitanga is the process of refining and agreeing our areas of focus for assessment (our scope). Our scope will form the basis of our Monitoring Programme, which will outline the schedule of assessment activity to be undertaken, including the locations and communities we expect to cover within a given period. Detailed assessment plans will be developed to support this activity, which will include data and information required from relevant sources and the planned engagement approach.</p>	<ul style="list-style-type: none"> ■ Assessment Plans
<p>4 Whakaaro Conduct fieldwork and gather insights</p>	<p>Whakaaro is the practice of scheduling and carrying out our engagement and assessment activities. Engagement activities – we will talk directly with tamariki and rangatahi (where possible/appropriate), families, whānau and caregivers, iwi, Māori and community service providers, monitored agencies, non-government organisations and others to gain insights about their experiences of the system. Assessment activities – we will receive, collate and analyse data and information from relevant sources.</p>	
<p>5 Tātari Synthesise findings</p>	<p>Tātari is about checking, validating and analysing all of the data and information we receive from monitored agencies against what we have heard from our fieldwork and conversations. As part of our engagement process, we will draft post-engagement summaries and identify any areas that require further assessment or follow up. These reports will be provided to all parties involved. We will then collate and analyse our findings and identify any key themes, insights and patterns.</p>	<ul style="list-style-type: none"> ■ Post-engagement summaries, including any areas that require further assessment or follow up ■ Draft findings based on key themes, insights and patterns
<p>6 Whakamahi Draft and consult</p>	<p>Whakamahi is the process of drafting reports and engaging with those who have been involved in the development of those reports. Copies of reports will be provided to the Chief Executives of any party who has been the subject of, or a party to, the reports to provide them with an opportunity to comment before they are finalised.</p>	<ul style="list-style-type: none"> ■ Draft reports, if you have been the subject of, or a party to, the reports – to provide you with an opportunity to comment
<p>7 Whakapuaki Finalise, publish and share</p>	<p>Whakapuaki is the practice of finalising and sharing reports. Reports will be provided to the Minister for Children with copies of these reports provided to the Chief Executives of any party who has been the subject of, or a party to, the reports to enable them to respond. Copies of final reports will be published. Targeted information and collateral about the findings will be developed for different audiences, where appropriate.</p>	<ul style="list-style-type: none"> ■ Final reports, if you have been the subject of, or a party to, the reports – to enable you to respond
<p>8 Turukitanga Follow up and maintain</p>	<p>Turukitanga is about capturing what we have heard and learned along the way (through updating and maintaining information registers) and identifying potential areas of focus for future assessment. It's also about highlighting areas of good practice and high performance, capturing what is working well and where things have improved, and monitoring compliance with, and the quality of care against, the National Care Standards Regulations.</p>	<ul style="list-style-type: none"> ■ Potential themes and areas of focus, as well as areas of good practice and high performance