



## **POLICY: 3 SERVICE DESIGN and DELIVERY**

PURPOSE: TO ENSURE THAT TE TAI-AWA O TE ORA TRUST SERVICES ARE APPROPRIATE AND EFFECTIVE  
MEASURES OF ACHIEVEMENT: evaluations

*These policies must be read in conjunction with the Trust Deed.*

### **CULTURALLY APPROPRIATE SERVICES**

As a kaupapa Maori organisation, Te Tai-awa o te Ora reo and tikanga will be incorporated as much as possible into our practices; however, it is also committed to providing services from culturally appropriate perspectives for everyone. Generally, this means, for example, working in a holistic way with the service users even if a range of issues, services, and/or funders are involved and taking a whanau-centred, as opposed to individual, approach.

Services will also be available incorporating Pasifika (because of south Auckland demographics) and Western (NZ dominant culture) perspectives. Sometimes culturally appropriate services are not available (e.g., Asian communities); so a list of agencies in the area has been compiled, noting any services which are culturally appropriate for groups for whom Te Tai-awa o te Ora Trust does not have appropriate cultural expertise.

The agency's employment policies include the requirements that all staff working at Te Tai-awa o te Ora Trust, whether paid or unpaid, shall

- understand the importance of providing culturally appropriate services
- demonstrate cultural competence

### **PLANNING, DESIGN & DEVELOPMENT**

Projects and services will be developed and existing ones modified to meet outcomes specified in the strategic/annual plans. All projects and services must be designed with the primary purpose of achieving their objectives; services must be designed to meet the needs of target participant groups. Wherever relevant, services will emphasise paramountcy of children, especially awareness and unacceptability of child abuse.

### **DELIVERY**

Projects and services will be promoted and delivered in ways that are safe, appropriate<sup>1</sup> to the target group/s and meet participants' needs in the context of the project/service design. Involvement of whanau and relevant others is encouraged wherever it will contribute to better outcomes.

Where appropriate, delivery will be in collaboration with others who can contribute added value.

All persons involved in service delivery, including volunteers and sub-contractors, must comply with all Te Tai-awa o te Ora policies and procedures.

---

<sup>1</sup> 'appropriate' to include but not limited to respecting diversity based on culture and literacy levels

**Approved:**  
**Trust Chairperson:**  
**(On behalf of Te Tai-awa o te Ora Trust)**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_