

HAUMARU HOUSING

Māori Stakeholder Engagement Strategy

In all aspects of the provision of services and support by Haumaruru Housing to our Māori tenants, we will implement processes, systems and policies to ensure that services will be delivered in a culturally and/or spiritually sensitive manner in accordance with the principles of partnership as embodied in the Treaty of Waitangi. We wish to have effective communication and engagement with our Māori tenants and their whanau, to foster positive and productive relationships, and to develop our ability to respond appropriately to their spiritual, cultural and physical needs and so contribute to their overall wellbeing. This plan demonstrates our commitment to progressing this work.

Haumaruru Housing has already positioned itself as a responsive and inclusive organisation through our name, which signals our connection to Māori culture and identity. As a new organisation, Haumaruru Housing is at an optimal time to adopt an approach that is embedded through our founding strategies, through to our company culture and ‘way of being’ on a daily basis.

Stakeholder group	Objective	Action	Timeframe
Haumaruru Housing staff	Develop staff and management skills with regard to tikanga Māori, to ensure that we value the Māori world view	· Incorporate discussion of tikanga Māori, Treaty of Waitangi and Māori values, customs and protocols into induction processes, with supporting documentation to embed Māori responsiveness in core business knowledge	Immediately and ongoing
		· Provide ongoing staff training and education on tikanga Māori (particularly as regards awareness of particular cultural practices around bereavement), in order to build staff skills and competencies to engage confidently and to strengthen our understanding of how we can provide more effectively for ageing Kaumatua and Kuia in our society.	Ongoing
		· Provide training on Te Reo pronunciation and Māori meeting and greeting protocols	Immediately
		· Include Te Reo Māori, Waiata and other related training initiatives as learning and development goals within staff performance development plans	Ongoing
		· Appoint specific members of staff as Māori Values Champions (define role and provide additional training)	Within 6 months
		· Ensure that at least one staff member is fluent in Te Reo	At all times
		· Seek advice from The Selwyn Foundation’s Pou Tikanga, or other advisors as necessary	As required
		· Establish a staff Maori cultural advisory group (to meet twice a year)	Within 6 months

		<ul style="list-style-type: none"> · In our events and social gatherings, hold a Karakia to commence proceedings and offer a blessing of the kai in Te Reo before eating · Expand our procurement options to include a framework of Māori service providers · Acknowledge key events in the Māori calendar during staff meetings, eg, Waitangi Day, Matariki, Māori Language Week 	<p>Ongoing</p> <p>Within 3 months</p> <p>Ongoing</p>
Haumarū Housing tenants	Acknowledge the importance of Auckland's Māori identity and our organisation's commitment to delivering Māori responsiveness	<ul style="list-style-type: none"> · Develop a cultural needs assessment form for inclusion within our new tenancy pack · Greet callers on our 0800 number first in Māori, before proceeding in English · Inclusion of Māori-themed creative design across all Haumarū Housing literature (and other applications as appropriate, eg, signage, vehicle livery, etc) · Invite feedback on our level of Māori responsiveness in our evaluation and monitoring procedures · Engage local clergy to bless refurbished units prior to re-occupancy · Hold dawn blessings for new developments prior to occupancy · Ensure that Next of Kin's special requirements regarding bereavement/funeral arrangements/mourning are recorded and implemented · Create a Māori tenant representative group and meet with members annually to discuss issues specific to the Māori tenant community · In our events and social gatherings, hold a Karakia to commence proceedings and offer a blessing of the kai in Te Reo before eating · Acknowledge key events in the Māori calendar, eg, Waitangi Day, Matariki, Māori Language Week, in the tenant newsletter and as part of the general Community Manager engagement with tenants 	<p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Ongoing</p> <p>As scheduled</p> <p>As required</p> <p>As required</p> <p>Immediately and ongoing</p> <p>Within 6 months</p> <p>Ongoing</p> <p>Ongoing</p>
Mana Whenua iwi	Work with IWI to support understanding of our work and how we can assist	<ul style="list-style-type: none"> · Hold introductory meetings to explain who we are, how we work, our relationship to Auckland Council, etc · Work with Māori social housing providers and iwi in thought-leadership initiatives 	<p>Within 6 months</p> <p>As appropriate</p>

	Kaumatua and Kuia	<ul style="list-style-type: none"> · CEO to engage with the Council Mana Whenua Advisory Panel with Panuku Development Auckland 	Ongoing
Haumaru Housing Board	Support the organisation's commitment to Māori responsiveness and further strengthen personal understanding of tikanga Māori	<ul style="list-style-type: none"> · Uphold the principles of the organisation's Māori Stakeholder Engagement Strategy · Participate with The Selwyn Foundation Trust Board members in annual tikanga Māori training day 	<p>Ongoing</p> <p>As scheduled</p>