PARTH IN PRACTICE REFLECTION SHEETS

RELATIONAL RESOURCES FOR CHANGE

SOME WAYS TO USE THE PARTH IN PRACTICE REFLECTION SHEETS

These reflection sheets have been designed to support thinking about how we use relationship-based practice (RBP), how kaimahi can use the PARTH framework, and how organisations can support this way of working.

Reflection questions in these documents help you to map the PARTH elements to your organisation's values, policies and approaches. You can also use them to reflect on issues that arise in practice.

You can complete all of the reflection sheets, or choose to work on some of them that speak particularly strongly to your mahi.

Each reflection sheet is organised in this way:

- Each sheet begins with a description of the element (PARTH word) followed by some ideas about what this element could look like in organisations.
- The next page contains links to examples from practice which illustrate each element:
  - Rangatahi voices - quotations from rangatahi who participated in the research that led to PARTH. These remind us about the importance of understanding rangatahi perspectives.
  - Examples shared by kaimahi and organisations across Aotearoa which show different ways each element can be used in practice.
- Following this are a set of questions which all kaimahi can use to reflect on how different facets of organisational culture and mahi can support use of this element. These pages help identify areas where kaimahi and organisations are strong in use of relationship-based practice and also areas where more thinking and decision-making can happen to further strengthen its use.
- Finally there is a list of written resources that provide more detail, theory or research findings that support the use of each element.

These reflection sheets were drafted by Professors Jackie Sanders & Robyn Munford, they were refined through collaboration with kaimahi from Kapiti Youth Support (KYS), Te Aroha Noa Community Services and the Dingwall Trust Launch Programme. We thank these kaimahi for their wisdom and their organisations for supporting this mahi

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TRUST

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DEFINING TRUST

Trust is a cornerstone of meaningful relationships. Rangatahi who seek support from services have often been let down by others who haven't kept their word. They learn, out of necessity, to rely upon themselves. This means that they will often find it difficult to believe that they can rely on services and so may test the kaimahi to see if they really will come through (see **Building trust**; **Understanding and working with resistance**).

Practice that is respectful and inclusive enables trust-based relationships between rangatahi and kaimahi (see **PARTH in practice reflection sheet - Respect**). Kaimahi acknowledge diversity and difference, whakapapa, culture and spirituality as well as the challenges rangatahi have faced and the factors that contribute to their wellbeing. Being trust-worthy by being consistent, respecting dignity and mana, keeping your word and not promising what cannot be delivered, are all important relationship building steps that need careful attention right from the first encounter.

Throughout the relationship, kaimahi will need to remember that trust can easily be broken and may need to be restored again. Keeping your word, following through and keeping rangatahi involved in decision making so they know things are not going on behind their backs are key to sustaining trust. Kaimahi work with integrity, respect and courtesy with rangatahi, those in their social and cultural networks, and with colleagues and other practitioners.

Organisations that encourage trust:

- Ensure kaimahi are clear on confidentiality and information sharing policies and navigating tricky aspects of confidentiality e.g. how to communicate with other professionals and whānau.
- Ensure kaimahi understand what the organisation can and cannot provide, so they do not promise supports they cannot deliver.
- Provide time and resources for networking so that kaimahi can be informed about other services and what they can and cannot deliver.
- Support kaimahi to take care of rangatahi data and notes in shared spaces and train staff on note taking and privacy.
- Model trust building by being up-front with staff about expectations, limitations, and treating staff with respect.
- Model follow through and doing what you say you will do and communicate when this is not possible.
- Create a warm and welcoming environment where both kaimahi and rangatahi can feel safe.
- Make codes of rights, review and complaints processes clearly visible to rangatahi and in accessible language.
- Support rangatahi and their whānau to build relationships within the wider organisation.

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REFLECT AND LEARN MORE

Follow these links to explore the trust element in more depth. You can reflect on how you use trust to build positive relationships with rangatahi.

You can also use the worksheets below to explore how your organisation supports trust-building

Follow this link to learn what rangatahi tell us about how it makes a difference for them when they have a trusting relationship with their kaimahi **(see Rangatahi voices)**.

This link provides examples of kaimahi building trusting relationships with rangatahi **(see Kaimahi stories)**.

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REFLECTIONS

What processes, practices and approaches in our organisation support kaimahi to build trust?

What processes, practices and approaches could be improved in our organisation to enhance trust-building and how could we improve them?

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REFLECTIONS

These are examples of successful use of trust building in our mahi :

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WRITTEN RESOURCES

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