# Our System Elements

Part of our monitoring approach is to assess the quality and impact of service delivery practices. To do this, we use our pātai pākiki, developed from our big questions and systems elements, to guide our engagement with people delivering services, and we analyse what we hear using our system element codes.

System elements are things that, either enable or act as a barrier to, those working with tamariki, rangatahi, families and whānau to achieve positive outcomes.

## People

Values, knowledge, skills and what people bring to their role.

**This element includes:**

- Values
- Knowledge
- Skills
- Capability
- Motivation
- Application of knowledge
- Attitude
- Empathy
- Confidence
- Willingness
- Reliability
- Judgement

## Culture and Leadership

Physical environment, organisational culture and leadership provided to guide practice.

**This element includes:**

- General working environment
- Culture (supportive, blame, diverse, responsive, reactive)
- Leadership style
- Organisational values
- Political environment
- Risk tolerance
- Organisational priorities

## Tools and Resources

Tools and resources provided, polices, practice, guidance, and professional development.

**This element includes:**

- Recording tools/systems
- Access to information
- Tools
- Equipment
- Training
- Supervision
- Reliance on undocumented processes
- Operational policies and processes
- Legislation

## Services and Supports

How internal and external services are working for staff, caregivers, tamariki, rangatahi, and whānau.

**This element includes:**

- Accessibility
- Availability
- Quality
- Equity
- Communication
- Relationships
- Ability to work together/collaboration