



# How we use our Pātai Pākiki

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## Purpose

The purpose of this tikanga is to understand how to use our pātai pākiki in different settings. Pākiki means to be curious and inquisitive. We must use the pātai pākiki when engaging in communities. This means we are consistent in our approach, and it means we can come back year after year and see what has changed.

We use pātai pākiki to gather the voices of tamariki, their whānau, and caregivers as well as from agency kaimahi. See our engagement tips to understand how to use pātai pākiki in a conversation. When we engage in group hui with kaimahi from the same or different agencies, we also use our Using The Big Questions in group settings guidance.

This tikanga is read in conjunction with the How we Monitor Kawa, and How we plan a for a monitoring visit tikanga.

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## Understanding pātai pākiki

Our pātai pākiki lead the conversation when we are monitoring. They provoke curious discussions and uncover important insights into the delivery of service and supports, and its impacts.

The pātai pākiki for kaimahi are underpinned by system elements, key decision points (care and protection & youth justice), the big questions and our primary question. The reason we focus on system elements is to understand the enablers and barriers to achieving positive outcomes from a systems perspective. It is essential conversation with kaimahi is focused on the systems elements and understanding whether they are an enabler or a barrier.

The pātai pākiki for tamariki, whānau and caregivers are underpinned by outcomes and system elements, the big questions and our primary question. The *Outcomes Framework* helps us understand how tamariki are experiencing and achieving outcomes.

For tamariki, whānau and caregivers, the pātai pākiki are about understanding their experiences of the Oranga Tamariki system.

## Using the pātai pākiki

During the initial stages of Hōkaitanga, you know:

- Who you are speaking with, and why
- Relevant uepū you are focusing on
- Which Decision Points will be a focus.

These all help determine which pātai pākiki apply in each engagement. After the discussion with Data and Insights to select relevant information from About Communities and you know which uepū and agencies you are visiting, as a whole monitoring team generate which are the relevant pātai for each engagement.

Using a semi-structured approach, we then begin the engagement with the relevant pātai pākiki. Ask follow-up questions, probe for additional information, and circle back to the key pātai to generate a rich understanding of experiences. The conversation lead and the person recording information are a team and work together to ask the right pātai pākiki and guide the conversation to the root cause.

Everyone has a personal style or preference when it comes to leading kōwhiri. Drawing from your own experiences and methods of interviewing is fine, if you follow the pātai pākiki and get the answer to the question that is needed. There is some further guidance here on how to carry out engagements, here.

### Tamariki, whānau and caregivers

Pātai pākiki for tamariki, whānau and caregivers are closely aligned with our Outcomes and the Decision Points. It is important when you are leading and taking notes from these conversations, you identify clearly at which stage of the care system they are talking about. See how we note take tikanga for further guidance on how to do this. Through listening and deep enquiry, we will learn about what is supporting them to have positive or negative experiences.

With whānau we want to understand how they are supported to enable their tamariki and rangatahi to experience positive outcomes.

Caregivers are different to tamariki and whānau because they both *provide* a service to tamariki and rangatahi and *receive* a service from agencies. This means we ask them two questions; what service they provide, and how they are being supported to provide this? These questions are outlined in our pātai pākiki.

## Agencies

When we meet with agencies, we understand what service they are providing to tamariki and their whānau so that we can identify how we ask the right pātai. Once we know about their service, we select the uep we will focus on and what pātai to use.

Our 1:1 our engagements with agencies are guided by our Pātai Pākiki.

## Engaging in group hui

When preparing for a group hui, take the same approach as above, choose the relevant big questions and then choose which pātai pākiki can be used as follow up probing questions. Remember to circle back to the big question so you don't get lost in detail.

When in a group hui, the biggest challenge is capturing each voice so we know who said what. More information about how we do this in a group setting can be found in the How we note take tikanga.

We use our Using The Big Questions in group settings resource to plan the hui. We focus on the systems elements and can use the pātai pākiki to dig deep.

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<b>Rauemi - supporting tools and resources</b>
<a href="#">Our Questions</a>
<a href="#">Our Big Questions Explained</a>
<a href="#">Pātai Pākiki for tamariki, whānau and caregivers</a>
<a href="#">Pātai Pākiki for agencies</a>
<a href="#">Using The Big Questions in group settings</a>
<a href="#">Our Monitoring Approach</a>
<a href="#">How we plan for a monitoring visit</a>
<a href="#">Whanaungatanga</a>
<a href="#">Engagement guidance</a>

[Using The Big Questions in group settings guidance](#)