

## Working with Pasifika People & their Families Policy

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### PURPOSE

The Tautoko Tāne Aotearoa ('TTA') Working with Pasifika People & their Families Policy ('Policy') provides guidelines for peer-workers (both employees, contractors and volunteers), trustees and advisors working for TTA or TTA Member Organisations ('TMO's).

The purpose of the Policy is to ensure that TTA and TMO's provide information and services that are culturally appropriate and accessible to Pasifika people and their families.

### SCOPE

This Policy is intended to apply to all support services provided by peer-workers (employees and volunteers), trustees, and/or advisors engaged by TTA or an TMO. As a minimum the policy will apply to the provision of peer support services to ensure that these services are appropriate and accessible for Pasifika people and their families.

### OBJECTIVES

Applying this Policy will ensure that:

- Peer-workers, trustees and advisors understand their obligations and responsibilities relating to the provision of culturally appropriate and accessible support services for Pasifika people;
- Male survivors who are Pasifika are aware of the culturally appropriate and accessible support services provided by TTA or an TMO; and
- There is alignment between TTA and TMO service guidelines and established guidelines for engaging with Pasifika people and their families.

### DEFINITIONS

<b>Advisor</b>	Means any individual or organisation that is engaged (remunerated or voluntary) to provide advisory or consultancy services to TTA, and TMO or any individual working for these organisations in a capacity that has potential to affect peer-workers ability to ensure the safety of children and young people.
<b>Male survivor</b>	Means a person identifying as a male who has experienced sexual, physical, emotional, psychological or family violence, abuse or harm.

<b>TMO</b>	Is an organisation that is affiliated via formal membership agreement as an official Member Organisation of TTA.
<b>TTA</b>	Is the national organisation Tautoko Tāne Aotearoa (Male Survivors Aotearoa), which provides national advocacy for male survivors and governance, coordination, policy and representation for TMO's.
<b>Pasifika</b>	is a term that is unique to Aotearoa and is a term coined by government agencies to describe migrants from the Pacific region and their descendants, who now call Aotearoa home
<b>Peer-worker</b>	Means an individual engaged as employee, contractor or volunteer by TTA or an TMO to provide peer-support services to male survivors of sexual abuse.
<b>Trustee</b>	Means a trustee of TTA or an TMO

## PRINCIPLES

The four principles that shape this policy are:

### 1. Respecting Pasifika culture

Individuals and organisations working in the social services sector recognise that Pasifika peoples' experience of support services can be influenced by cultural beliefs and values. Given the dynamic nature of the Pasifika population in New Zealand, these cultural beliefs and values are diverse and evolving. In general, Pasifika peoples in New Zealand maintain strong links with the Pasifika Islands, through family, culture, history and language.

### 2. Valuing family

Workers in the social services sector are aware that, for most Pasifika peoples, family is the centre of the community and way of life. Support for family members is often informally provided from within the family. Whanau ora is a holistic and strengths based approach to developing and maintaining strong and vibrant families.

### 3. Quality support services

The key dimensions of quality – access, equity, cultural competence, safety, effectiveness, efficiency and person-centeredness – are implicit in the delivery of support services to Pasifika peoples. Quality care and support is apparent at the individual, team, organisation and overall system level.

### 4. Working together

The provision of seamless and integrated quality care and support to Pasifika peoples. Support services focus on social, environmental, economic and cultural factors that impact on the wellbeing of Pasifika people. The service providers

partner with appropriate organisations to assure the quality and effectiveness of the services provided.

## CORE ELEMENTS

The Policy has seven core elements that together reflect TTA's commitment to assuring that TTA and TMO support services are culturally appropriate, accessible and effective for Pasifika people and their families.

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*NOTE: The application of this policy should recognise the degree to which the organisation is engaged with Pasifika people. Significant engagement, where Pasifika people are substantially represented in the organisation's client base, would suggest demonstrable compliance is appropriate. However where the engagement is insubstantial, compliance may be achieved by outsourcing services to appropriate agencies or using advisors and consultants to enable and support effective access to the services. It should also be appreciated that compliance will be progressive and that evidence that an organisation is working towards compliance should be viewed as reflecting a positive organisational commitment.*

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### 1. Build organisational cultural competency

The level of **organisational cultural competence** can be described as the degree of compatibility and adaptability between the characteristics of the Pasifika populations we serve, and the way our organisation's policies, structures and processes work together to facilitate access to support services for Pasifika communities.

TTA and MOM's will endeavour to build cultural competency by:

1.1 Ensuring that the people in our organisations, who deal with Pasifika people:

- > Are aware of, and respectful of, the following cultural values of the Pasifika community:
  - **Relationships** – Are of the utmost importance to Pasifika people. Pasifika people connect with others "through our hearts before we connect through our heads".
  - **Respect** – Elders, parents and older siblings are held in high regard as are people with standing and/or authority within their own and other communities.
  - **Spirituality** – for many Pasifika people, spirituality – particularly the Christian faith – is a vital part of their lives.
  - **Leadership** – a common belief held by Pasifika people is that in order to lead, one must follow. It is generally accepted within most Pasifika cultures to avoid self-praise
  - **Family** – Pasifika societies are collective; an individual will always identify themselves within the context of their families and wider communities

- *Love – for Pasifika is manifested in our actions particularly in the way we are expected to put others before ourselves.*
- > Have an opportunity to participate in cultural competency training where they have significant engagement with Pasifika people.

## 2. Focus on a 'person-centred' family approach

The **role of family** must be acknowledged as playing a fundamental role in ensuring the services delivered to the Pasifika client are appropriate and effective. Clients should always be provided with an opportunity to have family members present.

By using the TTA intentional peer support model, which is a 'person-centred' approach, we can adapt the delivery of information and services to meet the needs of the Pasifika community. This policy supports the principle of 'nothing about us without us', which is fundamental to building a relationship of trust .

TTA and MOM's will endeavour to:

- 2.1 Recognise the importance of family as a potential, effective and valued participant in a survivor's recovery journey.
- 2.2 Ensure that the person-centred philosophy that underpins for our (intentional) peer support services is reflected and sustained as far as practicable through our other services.

## 3. Use effective communication with Pasifika

Pasifika people and their families should be provided with fair and equitable access to services that are responsive and high quality. This means access to information in a way that they can fully understand. Interpreting and translating services should be part of everyday practice when working with Pasifika families. This is particularly critical during the initial period of engagement and when needs assessments are being undertaken. It is not recommended that family members replace the role of translators.

TTA and MOM's will endeavour to facilitate effective communication with Pasifika clients by:

- 3.1 Ensuring that language barriers are mitigated through the use of translators and (only where practicable) by providing language-friendly information about our services.
- 3.2 Wherever possible, using translators that are familiar with the TTA Peer Support Guidelines – people that understand our services and how we work.
- 3.3 Avoiding as far as practicable the engagement of family members as translators except when they are included as trusted participants in the survivors' recovery journey.

#### 4. Develop Pasifika competency

Developing **Pasifika competency** in support services by investing in upskilling, mentoring, and career advancement programmes for Pasifika people can play a critical role in providing services that effectively meet the needs of Pasifika people and their families. Pasifika people in the right place at the right time, and with the right skills to serve Pasifika communities and also enhance the overall responsiveness of the organisation.

TTA and MOM's will endeavour to:

- 4.1 Encourage the participation of Pasifika people within our peer support workforce, including their involvement in our education and training programmes where there is a cultural imperative and a cost effective opportunity to do so.

#### 5. Engage with Pasifika communities

Ongoing community outreach to Pasifika communities can help an organisation understand the specific needs of Pasifika peoples, and how the organisation can reduce barriers to access and quality services. **Pasifika staff within organisations** are often the best people to identify who should be involved, at what point, and the correct process and protocol for community engagement. T

MOM's will endeavour to:

- 5.1 Encourage any Pasifika staff members to facilitate engagement with relevant Pasifika communities.

TTA will endeavour to engage with relevant Pasifika communities by:

- 5.2 Seeking ways, at a national level, to engage relevant Pasifika people in the development of our national service guidelines and standards.
- 5.3 Ensuring that Pasifika people are represented within our Committee for Survivors (the TTA consumer group)

#### 6. Connect with other Pasifika support services

Cultivating relationships with other Pasifika information and advisory services is important to access advice, support and assistance with providing services to the Pasifika community. Organisational collaboration with Pasifika community-based and other Pasifika support services may include engaging **referral services from Pasifika agencies**, who may be best placed to provide the services.

TTA and MOM's will endeavour to:

- 6.1 Develop relationships with Pasifika service organisations where there is a cost effective and relevant opportunity to enhance our support service for Pasifika people and their families

## 7. Collect Pasifika data to inform practice

Gathering data on ethnicity and language preference of clients is recommended as a minimum data collection requirement for best practice in Pasifika support services. **Collecting ethnic-specific Pasifika data** enables the organisation to:

- understand the demographic and historic composition of the diverse populations they serve;
- tailor the delivery of support services to their clients;
- obtain feedback from Pasifika clients to assess their performance on quality measures; and
- develop appropriate quality improvement interventions.

TTA and MOM's will endeavour to:

7.1 Ensure that our client databases correctly identify our Pasifika survivors having due regard to the requirements of our Confidentiality Policy.

7.2 As far as practicable capture Pasifika client service assessment feedback to inform our service improvement strategies.