

Te Huringa
ō Te Ao

Service design guide

**Suggested activities, resources and
ideas to support your service design**



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



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Ministry of Social Development, PO Box 1556, Wellington 6140, New Zealand

Telephone: +64 4 916 3300

Email: info@msd.govt.nz

Web: www.msd.govt.nz



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIA TO ORA

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Introduction

This guide is designed to support you to navigate the phases of service design for Te Huringa ō Te Ao. It outlines an approach that keeps whānau voice at the centre and supports reflective practice as you design your service concept.

A flexible approach

Te Huringa ō Te Ao applies a whānau-centred, flexible approach to community-led design. Different parts of your design journey can be happening at the same time, including while you deliver and test services with tāne and whānau.

The flexible nature of the framework allows for testing, refining and learning over time. This approach is inclusive – inviting participation, creativity and collaboration. It also enables tāne, whānau and communities to have greater input into how they achieve their aspirations.

Keeping whānau voice at the centre

Whānau voice is key to designing and delivering services that restore wellbeing and support lasting behaviour change. Understanding the needs of tāne and men, whānau and family will not only be foundational in informing your service design aspirations, but will be a key part of your ongoing mahi.

Keeping whānau voice at the centre through each phase and iteration of your service will help to ensure that you’re meeting the needs of your community.

Nā tō rourou, nā taku
rourou ka ora ai te iwi



With your food basket and
mine, the people will thrive

Te Huringa ō Te Ao framework

While services look different in every community, they all align with the evidence-based Te Huringa ō Te Ao framework.

Te Aorerekura moemoeā **People in Aotearoa New Zealand are thriving; their wellbeing is enhanced and sustained because they are safe and supported to live their lives free from family violence and sexual violence.**

Te Huringa ō Te Ao vision **Sustainable behaviour change for men to restore whānau wellbeing through locally-led responses, reflective of the needs and aspirations of men, whānau and communities.**

Service aspirations

Services must align to these evidence-based focus areas to support whānau-led outcomes.



Supporting whānau wellbeing



Safe and healthy masculinity



Responsibility and accountability



Supporting tāne and men as fathers



Supporting healing and connection with whānau



Healthy relationships



Strengthening cultural identity, language and whakapapa

Underpinning principles

Services must commit to and apply these principles at all levels of their organisation.

Enacting Te Tiriti in practice

Whānau-led and whānau-centred

Take an intersectional approach

Skilled specialised workforce to effect change

Free and accessible services

Actively address collusion (condoning or encouraging abuse)

Continuous improvement through evaluation and reflective learning

Culturally, spiritually, and physically safe and responsive

Prioritise safety and wellbeing of whānau impacted by violence

Collaboration and integration with specialist services, iwi and hapū

Service design approach

Service design is about working with whānau, families and communities to strengthen services and improve outcomes. It means listening deeply, building on what's already strong, exploring ideas for change and testing in practice.

The service design approach for Te Huringa ō Te Ao puts whānau voice at the centre. It's flexible, so you can use your own models and ways of working where they fit best. The goal is locally-led support that leads to positive change for tāne, whānau and communities.



Design phases

Listen and learn

Understand the needs, strengths and aspirations of tāne, whānau and your community. Explore ideas for change by focusing on what matters most to them.

Design and test

Shape your service concept with a clear focus on the outcomes you want to achieve. Build on what's already strong, or try something new by testing ideas in practice.

Deliver and refine

Put your service into action within your community. Stay responsive by tracking what matters to tāne and whānau, continuously refining as you learn.

Strengthen and grow

Use evidence and whānau voice to strengthen what's working, measure the impact of your service and adjust as needed to improve outcomes for tāne and whānau.



Bringing the framework to life

Build a strong foundation for your mahi by learning more about Te Huringa ō Te Ao and starting to build relationships across the kaupapa.

You can do this by:

- Exploring the kaupapa of Te Huringa ō Te Ao with your hoa haere. Ask questions, explore ideas, test your understanding and provide feedback.
- Starting to form initial ideas on what your service design process might look like and sharing this with your team and MSD.
- Actively engaging and participating in design workshops, one-to-ones, and quarterly ako sessions. These may be with MSD or other organisations.
- Finding out more about service design in the social sector, meeting other providers and seeing how they're progressing their Te Huringa ō Te Ao mahi.
- Utilising the tools available to support you through service design. There are many listed throughout this guide and on the MSD website.



What this means

Hoa haere

Your “friend for the journey” from the MSD Community Design and Service Development team. They are your main point of contact for service design questions or support. They work closely with your MSD Relationship Manager, who is your primary point of contact for your contract.

Kaimahi
participating in
an ako session



Learning and reflecting together

Attending *ako* sessions and check-ins with your *hoa haere* will be a great chance to build a relationship, clarify roles, establish shared ways of working, and reflect on what you're learning.

You can expect to check-in with MSD each quarter, usually at an *ako* session in your rohe or online. *Ako* sessions are active spaces to reflect on what's working, share what you're learning, spot shared challenges, and explore how MSD can support the *kaupapa* across the wider family violence system. *Ako* sessions are also a great chance for you to meet other *Te Huringa ō Te Ao* providers.



What this means

Ako

Ako is both to teach and to learn. *Ako* is reciprocal and acknowledges that understanding grows through collective learning and a willingness to pause, notice and reflect together.

One of the underpinning principles of *Te Huringa ō Te Ao* is collaboration and integration, particularly with specialist services, *iwi* and *hapū*, to create safe, coordinated responses that strengthen the wellbeing of the whole *whānau*. Working together can bring more voices, strengths and resources for greater impact.

Within your first 9 months, you'll share your service design progress and intentions with MSD. This might simply be an early draft of your service concept. Your *hoa haere* will support you to prepare in a way that reflects your community and where your *mahi* is at.

Your *hoa haere* might ask these kinds of questions:

- What are your aspirations to align to *Te Huringa ō Te Ao* Framework?
- What is your current progress towards alignment?
- What success or challenges have you had?
- How are you gathering and incorporating *whānau* voice to inform your service concept and future service improvement?
- What are the trends and insights from *whānau* that you're currently seeing?
- How are you allocating funding to service design and service delivery?
- How are you ensuring a service design concept that is sustainable?

Listen and learn

Understand the needs, strengths and aspirations of tāne, whānau and your community. Explore ideas for change by focusing on what matters most to them.

Use your own approach

There's no one way to design, but starting with listening is key. Practicing curiosity will help you find a starting point and a direction in which to head. Exploring your approach to service design may take time, so allow for testing and refinement along the way.

It's a good idea to plan for getting things wrong, needing to rethink ideas, and navigating ambiguity. Consider what organisational conditions will impact your design aspirations. Are there any models and ways of thinking that can support you to work in your own way? What frameworks and methodology do you already have that could be applied to this design process?

Keep bringing your concept ideas back to the framework to check how they align.

Your starting point

A good starting point might be to consider what services you're currently delivering. Learning what's strong and working well can help to identify any gaps or areas for development or enhancement.

Take note of what whānau voice you already have and who you regularly speak with. Share your experiences with whānau voice as a team and spend time reflecting on what you're hearing.

Ask questions like:

- What's unexpected?
- What shows up again and again?
- What seems different from the rest?

Group your findings into themes to guide your design. Notice whose voices are missing and what you still need to explore – the everyday, the unexpected, and the experiences of people with different identities or needs.



Pause and reflect

**What's happening in your community right now?
What's working well or not, and why?**

Build your design team

If you're bringing together a service design team, think about the resources you have and the time and support the team will need. You might include people with lived experience, invite kaimahi from partner organisations, or bring in outside expertise.

Establish shared team tikanga early and acknowledge everyone's roles, skills, and expertise. Think widely about relationships that can support your team:

- Connect your management and kaimahi with MSD – including National Office, Regional Office staff, your hoa haere, and your Relationship Manager, where appropriate.
- Connect with other Te Huringa ō Te Ao providers in your rohe.
- Consider how you can involve partners, whānau, community experts, iwi and hapū.

Generate ideas

Think about how you want to use this opportunity to reimagine your services. Are you designing something new, or making small changes to what you already have?

Start generating ideas based on what you're hearing and learning from tāne, whānau, and your wider community. As you brainstorm, consider:

- Where will the biggest gains in service design be?
- How will the aspirations and principles of Te Huringa ō Te Ao be reflected?
- What's the scope of your service design?
- Do you have the authority to make the decisions you need or want to?
- How will these decisions impact people and place – past, present, and future?

Before you begin designing a new service from scratch, make sure you understand what's already been tried and tested. Learn about the history in your rohe and how this connects to your organisation. Check if research already exists that relates to your community context, or could be adapted to it.

Be creative

Don't be afraid to think boldly and cast the net wide. Generate lots of ideas and imagine what could be possible. Welcome tensions and complexity, and pay attention to any tohu (signs) that show up.

After brainstorming, narrow down your ideas and shape the first version of your service concept – knowing it will keep evolving over time.



Pause and reflect

How might you involve tāne, whānau and community so you design with them, not just for them?

Ways to listen

Guided by whānau voice, Te Huringa ō Te Ao services build on the strengths of each community and respond to holistic needs to restore whānau wellbeing. There are many ways whānau voice can guide your service design. A good starting point is knowing your community well and bringing together the whānau voice you already hold.

You can then gather more insights through data, workshops, kōrero, interviews, and other methods that suit your context. Where possible, go to where whānau already are. Slow down, tune in to your environment, and practise deep listening. Think broadly so you hear from those most affected, and those who can help shape change for tāne, whānau and your wider community.

You might capture things like:

- Quotes and photos
- Drawings and diagrams
- Feelings – yours and theirs
- Experiences
- Journey maps
- Spiritual elements
- What's not being said

Before engaging with tāne and whānau, think about the tikanga, ethics and care you need to put in place. This might include safety practices, koha, how you'll return their kōrero, and being clear about how whānau voice will influence decisions. Keep your organisation's context in mind, including what changes you can realistically make.



Explore more

Whānau voice guide

A full whānau voice guide is available to support you to centre and listen to whānau voice. You can download it from the 'Service design resources' page on the MSD website.

→ msd.govt.nz



Gurvinder,
Silvana and
Fariya from
Shama Ethnic
Women's Trust

Get inspired

The power of trusting community expertise

When inviting men to a community hui to design a service for ethnic communities, Shama Ethnic Women's Trust was mindful of the stigma surrounding violence.

“Our first thought was maybe we should just go around the bush a little bit and not say it’s about family violence,” says Operations Manager Fariya Begum.

But their Ethnic Advisory Group – leaders with deep connections across diverse communities – advised a more direct path. Their message was clear: “No, put it out there.” They urged Shama to specifically name ‘family violence’, trusting the community was ready.

It was a courageous pivot that paid off.

“We did that, and men did turn up. They contributed to the whole conversation. That was quite powerful to see from the men’s perspective how things could be different. We might think ‘Yeah, they’re not ready for it,’ but they were ready for it,” says Fariya.

The advisory group continues to be a vital sounding board for Shama and Navigator Gurvinder Singh, ensuring the design of their service remains collaborative. Gurvinder recalls one hui where, after presenting what family violence can look like in ethnic communities, “there was like a pin-drop silence and everybody was so engaged and wanting to know more.”

By removing blame, stigma, and judgment, trust is built. And by trusting community expertise, Shama is designing a service not just for men, but by men.

Design and test

Shape your service concept with a clear focus on the outcomes you want to achieve. Build on what's already strong, or try something new by testing ideas in practice.

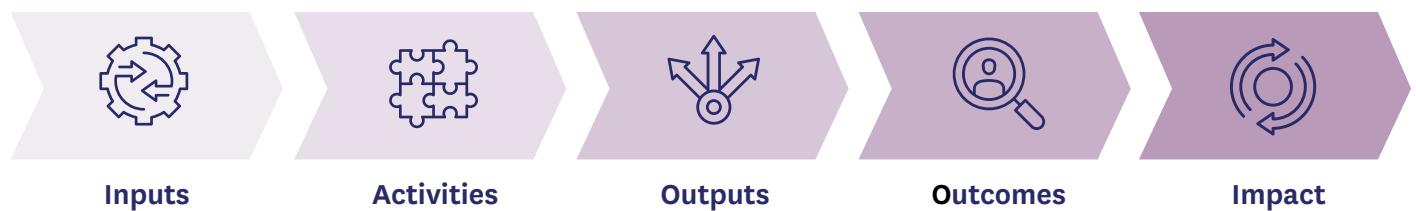
Designing towards outcomes

Designing your service concept starts with exploring the changes you hope to support for tāne, whānau and your community. Being clear about this goal will help you shape all the steps of your service – once you know where you're going, you can plan the pathway to get there.

One way to describe this pathway is through a theory of change. A theory of change explains why and how a change is expected to happen. It usually starts with the challenge you want to address, what positive change will look like and why it matters, and the actions and resources needed to support that change.

A theory of change is often supported by a logic model, which gives more detail about how your service works. A logic model shows the link between the resources you have, the activities you deliver, the immediate results you can see (outputs), and the changes that happen for tāne and whānau over time (outcomes and longer-term impact). It doesn't need to be linear – you might choose something circular, or use a picture or symbol connected to your rohe to show how change happens.

While outputs describe what you deliver, outcomes describe what changes because of it. Outcomes are shifts in behaviour, knowledge, skills or wellbeing – measurable changes that matter for whānau.



Start with your goal or moemoeā

A helpful way to design towards outcomes is to start with the moemoeā (dream or long-term aspiration) you hope to see for tāne, whānau and your community, then work backwards to identify what's needed to get there. Consider these questions.

Goal or impact

What long-term difference do we want to see for tāne, whānau and our community?

Outcomes

What short-term changes in behaviour, attitudes, knowledge or skills do we hope our service will support?

Outputs

What immediate, tangible results from our service can we track or measure?

Activities

What actions or approaches will we take to bring about these changes?

Inputs

What people, resources, relationships or supports do we need to deliver this work?



Explore more

Ministry of Education Evaluation Hub

Although this website is designed for schools, it has clear explanations of what a theory of change is, along with evaluative questions. There's also a simple tool you can use to start building a logic model.

→ evaluationhub.education.govt.nz

Your service concept

As you design towards outcomes, the steps you map out – from inputs through to long-term impact – begin to form the structure of your service concept. This helps you show how your service works, why it is needed, and how it aligns with the framework of Te Huringa ō Te Ao.

Keeping whānau voice at the centre throughout this process ensures the outcomes you describe reflect what truly matters to tāne, whānau and your wider community – their moemoeā.

Your service concept will outline your intended inputs, activities, outputs and desired outcomes. You may also want to include simple measures – the ways you will notice, track or describe whether change is happening over time. Capturing these aspirations will support your ongoing conversations with MSD, to track progress, identify barriers or opportunities, and understand how things are evolving. Your service concept will go through many iterations as you learn from tāne and whānau.

A service concept template is available if you need somewhere to start. Use it to guide the core components to include, but feel free to shape your service concept in a way that reflects your community, your approach and your whakaaro.

You can be as creative as you like in how you present your service concept. What matters most is that the key components are clearly described. You may even want to include visuals, diagrams or short videos if that helps tell the story of your service.



Explore more

Service concept template

Download the template and other resources from the ‘Service design resources’ page on the MSD website.

→ msd.govt.nz

From ideas to your first concept

As you bring together what you've learned from tāne, whānau and your community, you'll begin shaping the first version of your service concept.

Start wide by generating a range of ideas and opportunities. Centre voice from tāne and whānau and explore how each idea could benefit your community, align to the aspirations and principles of Te Huringa ō Te Ao, and be sustainable to bring to life.

You can then narrow these ideas into one to three key opportunities that feel the most promising. Tools like journey mapping, role play or scenario testing can help you explore what might work best. Remember, this is not a linear process – you'll move back and forward as you learn more.



Try this

Go low-fi

Sketch your service concept on paper first – use post-its, simple diagrams, or pictures to visualise your ideas and test different versions quickly.



Testing in practice

Design and delivery can happen together. As you continue working alongside tāne and whānau, you'll naturally test your ideas, learn what supports change, and see where things might need refining.

Use these insights to strengthen your service concept. Each iteration brings you closer to a service that reflects whānau voice, aligns with Te Huringa ō Te Ao, and is feasible within your resources.

Over time, your service concept will evolve into a clear, end-to-end service model. This living document should describe:

- how your service will work
- how it aligns with Te Huringa ō Te Ao
- the whānau voice that informed it
- the outcomes you're hoping to support
- how you will notice and track change over time.

As you test and embed your service, you'll continue to refine it. MSD will work alongside you to develop reporting and measurement approaches that support continuous improvement.



Pause and reflect

What are tāne showing or telling us that should shape our next iteration?



Get inspired

Small change, more choice, big impact

The difference between staying engaged or disconnecting can come down to something as simple as timing. At Porirua Whānau Centre, a small change in scheduling has opened more doors for men to keep showing up and doing the mahi.

It all started with a kōrero between Porirua Whānau Centre and another provider in their rohe. By alternating the days they each offered services, tāne suddenly had more options and fewer chances to miss out.

Facilitator Troy Wairau-Laga says it's helpful to have something else to recommend when tāne have other commitments, like mahi and whānau responsibilities. Now when tāne aren't able to attend on a particular day, Troy responds with "oh, I know a brother down the road, they can help you out with that".

The result? More choice, no end date and no pressure to attend every week, all keeping engagement high and drop-off low.

"We're trying to create a space that men seek out, not something they're told they have to attend," says Troy.

For TJ Fermanis, Programmes Manager, it's about staying open to change.

"Don't be afraid to develop it as it's going. If someone's got a good idea, merge it in there, listen to what tāne are saying they want."

This shift shows how even small service design changes can make a big impact – meeting tāne where they're at and supporting lasting change.

Deliver and refine

Put your service into action within your community. Stay responsive by tracking what matters to tāne and whānau, continuously refining as you learn.

Putting it into action

As you've designed and tested new ideas and your service concept becomes clearer, you can begin delivering it in full. Delivery and refinement will continue to sit alongside each other – not as separate phases, but as part of a continuous learning cycle.

Keep paying attention to:

- what's supporting change
- where tāne or whānau may not be engaging
- what's emerging in your community
- any shifts needed to strengthen safety and wellbeing
- what tāne, whānau and kaimahi are showing or telling you.

These insights help you refine your service while keeping safety at the centre.



Explore more

Whaiwhakaaro cards

Use these cards often to reflect on how the aspirations and principles of Te Huringa ō Te Ao are showing up in your mahi. Download from the 'Service design resources' page.

→ msd.govt.nz



Safe practice

Safe practice underpins every part of Te Huringa ō Te Ao.

Maintaining safety for whānau, tāne and kaimahi means:

- keeping whānau wellbeing at the centre of decisions
- supporting tāne to take responsibility for their behaviour
- offering culturally grounded, mana-enhancing practice
- working in ways that reduce harm
- checking regularly that service changes are strengthening safety
- ensuring kaimahi receive regular cultural and clinical supervision
- monitoring risks and escalating concerns appropriately
- upholding the service aspirations and underpinning principles of Te Huringa ō Te Ao, which guide safe, relational and whānau-centred delivery.

These expectations are reinforced in the Service Guidelines for Te Huringa ō Te Ao, the Family Violence Entry to Expert Capability Framework (E2E) and the Specialist Family Violence Organisational Standards from The Centre for Family Violence and Sexual Violence Prevention.



Explore more

Family Violence Capability Frameworks

These frameworks set standards and essential knowledge to support people and organisations to respond to family violence in safe and effective ways.

→ preventfvsv.govt.nz

Measuring impact

As delivery continues, you'll want to understand whether the changes you set out to support are being realised for tāne, whānau and your community.

Alongside simple measures, stories of change can be a powerful way to understand impact. These stories capture shifts in behaviour, relationships, confidence or wellbeing as they unfold, and help show how tāne and whānau are experiencing your service in real life.

Consider:

- What change looks like to whānau – in their own words
- Which outcomes you expect to see first
- Simple measures that help you notice progress and challenges
- Feedback loops that allow tāne and whānau to tell you what's working and what isn't
- Equity – how outcomes may differ for different groups
- Assumptions you're making, and whether they still hold

Measurement doesn't need to be complicated. What matters most is that it helps you learn, respond and refine your service in real time.



Try this

Listen for stories of change

At each phase of your mahi, ask your team what signs of change you're noticing, what tāne and whānau are telling you directly or indirectly, what still needs strengthening, and whether there's a story of change that reflects what's happening.



Eli Tulafono,
Manager

Get inspired Growing the waka together

Getting men to start their change journey is only part of the challenge. Supporting them to stay on the journey, to keep showing up, is what counts. In Tāmaki Makaurau, Fathers for Families could see that some tāne were beginning to engage but weren't making it the full way through. They heard that some information shared in courses felt too complex and wasn't resonating.

Instead of starting over, they leaned into the feedback and began redesigning while delivering. Listening closely to tāne, they simplified information, translated key principles into multiple languages, and introduced home visits to build connection and trust.

“Whakawhanaungatanga is really important, especially face-to-face,” says Eli Tulafono, manager of Fathers for Families.

“Our numbers started going up when we started following through on the kōrero with the guys.”

Building a team focused on a shared purpose was also key in modifying their service.

“Having everyone working towards a common goal meant we could start growing the waka together,” Eli says.

Course retention is now at 90% and Eli says they're seeing “real, meaningful shifts”. Tāne are engaging in deep reflection and kōrero and having courageous conversations at home with parents, partners and tamariki.

Now Fathers for Families are building on this momentum, continuing to refine and strengthen safe spaces for tāne and whānau to bring about generational healing.

Strengthen and grow

Use evidence and whānau voice to strengthen what's working, measure the impact of your service and adjust as needed to improve outcomes for tāne and whānau.

Evolving through whānau voice and ako

Whānau voice remains the anchor as your service matures. Keep checking in on how tāne and whānau are experiencing your mahi, what's changing for them, and what they say would make the service safer or more effective. Bring together insights from kōrero, observations, reflective practice, simple measures, case notes and supervision themes to build a clear picture of what's happening.

Ako sits at the heart of this mahi. As you learn alongside tāne and whānau, your service concept will adapt and grow. Communities shift and different groups respond in different ways – this is natural in complex, relational mahi. What matters is how intentionally you notice, make sense of, and respond to this learning.

Consider:

- How whānau voice and lived experience are shaping the direction of your mahi
- Whether the adjustments you're making are strengthening safety, equity and cultural grounding
- What patterns you're seeing over time – not just individual moments
- Whether equity is being upheld: who is benefiting most, and who might still be facing barriers
- Which parts of your service concept are proving strong, and which might need tweaking
- How you'll embed lessons learned into the next iteration of your service concept

This is about strengthening, not restarting. Over time, your monitoring and reporting will show how continuous learning is shaping your service and strengthening outcomes.



Explore more

Tūhono Impact

Practical tools to help measure what matters, learn as you go, and communicate your story. The 'Learning as we grow' section has useful resources to support continuous improvement.

→ tuhonoimpact.nz

Strengthening what's working well

As patterns emerge, you'll begin to see where your service is consistently supporting positive change for tāne and whānau. Strengthening these areas helps build on what works for whānau and grows confidence across your team and community.

Look for:

- Practices that consistently enhance safety and mana
- Approaches that deepen connection and support tāne to stay engaged
- Moments where whānau voice has directly shaped improvement
- Conditions that help kaimahi work in relational, trauma and violence-informed ways
- Partnerships that are strengthening wraparound support

As you strengthen these parts of your service, consider how to embed them so they become part of everyday practice – in onboarding, supervision, reflective practice, and shared team rituals that reinforce your kaupapa. Capture what's working and why, so your team can carry this learning forward as your service grows.

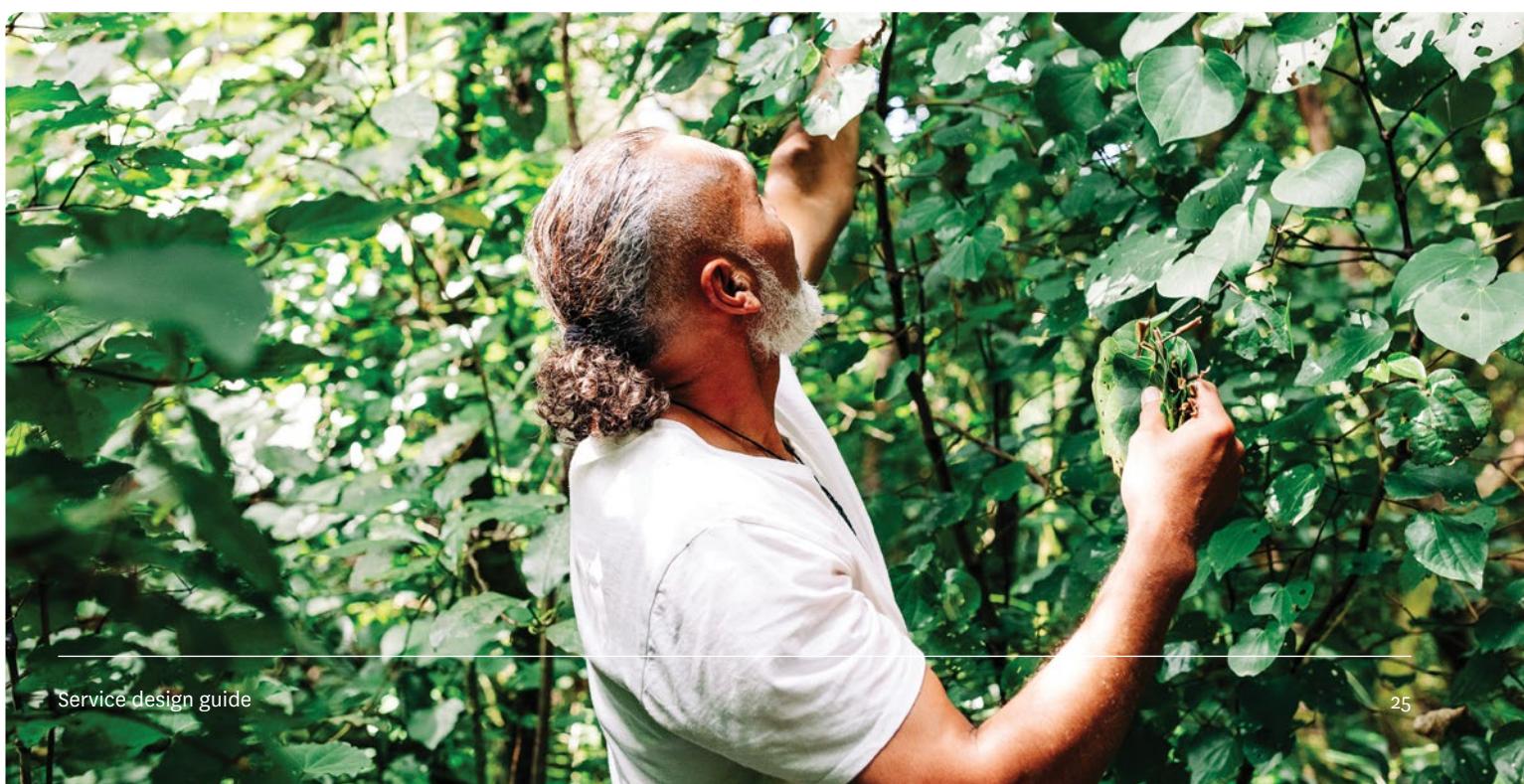


Explore more

Auckland Co-Design Lab

Place-based design tools tested in real-world settings with whānau and communities. The 'Exploring our relationship to data and evidence' resource can support this phase of your mahi.

→ aucklandco-lab.nz/tools



Planning for the long term

As your mahi becomes embedded, look ahead to what will sustain impact over time. This includes supporting kaimahi capability and wellbeing, planning for stable and culturally grounded staffing, strengthening partnerships with iwi, community groups and local services, and maintaining communication channels that keep tāne and whānau engaged and informed.

Think about the system conditions that enable your service to thrive – leadership backing, organisational alignment, collaborative relationships, and reducing barriers. Long-term sustainability comes from ensuring the environment around your service is as strong as the mahi within it.



Try this

Review what you're learning often

Hold a quarterly team wānanga to review your insights – whānau voice, reflections, measures and observations. Ask what you're noticing, what shifts have helped, and what needs strengthening. End by committing to one or two meaningful actions. These insights can also support your reporting to MSD.





Jerome Cowley,
Kaiārahi Tāne

Get inspired Widening the cultural lens

Designing a service that's truly responsive to the needs of the community often means shifting things up, sometimes right from the get-go. Even with a strategy in place, Mai Lighthouse in Pukekohe found that it wasn't going to work if tāne coming through the door couldn't relate to a particular perspective.

With a team that's predominantly Māori, CEO Robyn Driver explains how they were expecting to "flow with kaupapa Māori", but through staying relevant and responsive to their community they've had to make some changes.

"Our expectations didn't match who actually came through the door. And that's a good thing, because it then allowed us straightaway to say, our design is still appropriate, but we have to shift some of that cultural lens and make that a little bit more flexible for who comes."

That meant adjusting their maiTāne approach to include broader aspects of cultural delivery. Jerome Cowley, Kaiārahi Tāne, was quick to embrace his own learning journey when it came to understanding cultural barriers – both in how to connect appropriately with tāne walking through the door, and in recognising the cultural frameworks each tāne might be coming from.

"I needed to learn. I needed to understand those cultural differences so that I could approach it better."

"We now have a more open, diverse cultural view, so I feel that anyone can come into the room and understand, 'Oh maiTāne – redefine, redesign, recreate – oh, it makes sense'. It's not just one world view."

With large housing developments underway, the growing community is likely to continue shifting in terms of demographics – they're expecting much larger Asian, South African and Pacific communities. These shifts in who is seeking support highlight the need for Mai Lighthouse to stay connected to their community to ensure they continue delivering services that meet whānau needs in culturally responsive ways.

Your notes

