

# Create a welcoming environment where parents and whānau can openly discuss concerns

A suggestion for implementing the strategy  
'Establish reciprocal relationships' from the  
Guide: [Supporting ākonga Māori](#)

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## **Includes:**

- Demonstrate manaakitanga (care)
- Create a culture of listening
- Useful resources

Inclusive Education

From

Guide: [Supporting ākonga Māori](#)

Strategy: [Establish reciprocal relationships](#)

Suggestion: [Create a welcoming environment where parents and whānau can openly discuss concerns](#)

Date

21 May 2024

Link

[inclusive.tki.org.nz/guides/supporting-akonga-maori/create-a-welcoming-environment-where-parents-and-whanau-can-openly-discuss-concerns](https://inclusive.tki.org.nz/guides/supporting-akonga-maori/create-a-welcoming-environment-where-parents-and-whanau-can-openly-discuss-concerns)

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## Demonstrate manaakitanga (care)

- ✓ Make time to build positive relationships with your students, their whanau, and communities of support.
- ✓ Ask parents about their aspirations for their child.
- ✓ Value everyone's contribution.

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## Create a culture of listening

Create a culture where parents and whānau are listened to.

- ✓ Be open and welcoming to parents and their children, initiating and making connections with whānau.
- ✓ Ask parents and whānau about their preferred means of communication, such as face-to-face, email or text.
- ✓ Create opportunities and time for parents and whānau to talk about their children's learning and wellbeing.
- ✓ Identify appropriate staff, such as the SENCO and HOD Learning Support, as key contact people for specific parents.
- ✓ Listen to, and address, parents' concerns.

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## Useful resources



### School-whānau partnerships – Randwick School

The tumuaki, a kaiako, and a parent BOT member discuss manaakitanga, the philosophy that underpins the school's practice.

Publisher: Ruia

[Visit website](#)



### Ruia: School-whānau partnerships for ākonga Māori success

This resource supports principals and school leaders to improve outcomes for ākonga Māori by working in educationally powerful partnerships with whānau.

Publisher: Ruia

[Visit website](#)

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