

# 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 ākongā Māori](#)

Strategy: [Establish reciprocal relationships](#)

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

Date

29 June 2026

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



### Te Reo Maori in English-medium school stories

These success stories provide examples of ideas and approaches for the teaching and learning Te Reo Māori and tikanga Māori. Each video is supported with background information and discussion questions for school staff to use.

Publisher: Ministry of Education NZ

[Visit website](#)



### Educationally powerful partnerships

This resource supports principals and other school leaders to improve outcomes for all ākonga by working in educationally powerful partnerships with parents, whānau, mana whenua, their community, and other key stakeholders.

Publisher: Ministry of Education NZ

[Visit website](#)

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