

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

A suggestion for implementing the strategy

'Establish reciprocal relationships with families' from the Guide: [Supporting Pacific learners](#)

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## **Includes:**

- Ideas to support parental engagement
- Remove barriers
- Share student success
- Approaches to progress reporting
- Value parents' knowledge

Inclusive Education

From

Guide: [Supporting Pacific learners](#)

Strategy: [Establish reciprocal relationships with families](#)

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

Date

10 July 2026

Link

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

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## Ideas to support parental engagement

Considerations for engaging Pacific parents.

- ✓ Face-to-face communication is an important part of personalising engagement.
- ✓ Parents may not be confident speaking English. Find out whether you will need an interpreter or community liaison person before meeting.
- ✓ Create a welcoming environment, offer food and refreshments.
- ✓ Ask for the correct pronunciation of names when first meeting.
- ✓ Consider how to show respect to parents and family, for example, by dressing conservatively.
- ✓ Hold meetings in Pacific community venues where possible to make it easier for those parents who find the school environment challenging.
- ✓ Ask parents what times of the day work best for meetings.
- ✓ Identify a staff member as a key liaison person for Pacific families. Having a senior teacher (particularly in secondary schools) responsible for improving educational outcomes for Pacific learners indicates that their children's learning is seen as a priority.

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## Remove barriers

Meet with families at "times that suit them, where it suits them".



Video hosted on Vimeo <http://vimeo.com/113971760>

[View transcript](#)

Source:

[Pasifika Education Community \(NZ\)](#)

<http://pasifika.tki.org.nz/Media-gallery/Engaging-with-Pasifika-parents-families-communities/Welcoming-Parents>

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## Share student success

Use honest and straightforward language to talk about achievement, both areas of success and areas to strengthen.



Video hosted on Vimeo <http://vimeo.com/113978266>

[View transcript](#)

Source:

[Pasifika Education Community \(NZ\)](#)

<http://pasifika.tki.org.nz/Media-gallery/Engaging-with-Pasifika-parents-families-communities/Relevancy-and-Expectations>

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# Approaches to progress reporting

Pacific parents expect honest reporting about their child's progress and achievement.

- Use honest and straightforward language to talk about achievement, both areas of success and areas to strengthen.
- Discuss with families ways they can support their child in their learning at home.
- Invite Pacific parents and families into school to see how learning is supported in the classroom.
- Contact parents sooner rather than later when concerns or issues arise regarding their children's education or well-being.
- Regularly contact parents to share their children's achievements.
- Inform parents about celebrations of their children's achievement, especially when their children are receiving awards or certificates at assembly.

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## Value parents' knowledge

Find out what approaches and strategies have worked well for their children in their previous class, school, or educational setting.



Video hosted on Vimeo <http://vimeo.com/100662366>

Closed Captions

Source:

[Ministry of Education, inclusive education videos \(NZ\)](#)

<https://vimeo.com/album/2950799>

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