

Tool for establishing and growing relationships

The following set of tools is a template which we've used when seeking to establish and grow a relationship with another party. We call this template – *He Whakaaturanga Pumahara: A record of what we wish to remember into the future.*

Kupu whakataki – preamble

- Who are the parties to this agreement?
- What is the role and mission of each party?
- What commitment/s or interests do both parties share in common?

Kaupapa – purpose

- What is the shared purpose in working together? Why do you want to work together?

He mātāpono – principles

- What principles do the parties share in common? What kinds of things are important to you both?
- How will you know that you are upholding your principles? What sorts of actions or behaviours will help you both to grow a strong working relationship and uphold your shared principles?

Whakatau tika – how we will work together

- Who will act as the key contacts?
- How will you work to establish and maintain good communications?
- How often will you meet and where? How will you go about setting an agenda of interest to both parties?
- Will your meetings be recorded and, if so, by whom?
- What resources are required to support your working together and who will provide these?
- How will you manage misunderstandings, disagreements and conflicts of any kind?
- How often will you review how things are going in the relationship?

The following agreement provides an example of how we've used this template. The Tāmaki Transformation Programme established a community engagement team to provide advice on working with Tāmaki communities. This team has welcomed opportunities to work with the TIES Team, and together we co-constructed the following agreement to guide our working relationship.

He whakaaturanga pumahara

TIES Team and TTP Community Engagement Team

A record of what we wish to remember into the future.

Kupu whakataki – preamble

The Tāmaki Transformation Programme (TTP) aims to achieve better outcomes for Tāmaki through better ways of working. TIES is a community-led initiative; the role of the TIES Team is to promote good community engagement in Tāmaki and in so doing legitimise, value and harness local community development knowledge. TTP is a government-led initiative; the role of TTP Community Engagement Team (CET) is to maintain an overview of the TTP community engagement strategy and ensure related deliverables are met. Both teams embrace the opportunity to explore, learn from each other and model better ways of working together for the benefit of the Tāmaki community.

Kaupapa – purpose

Our shared purpose is to develop a respectful and productive working relationship that is built on a foundation of trust and bears witness to the following principles. We hope to create a platform for and to affirm better ways of working between government and community, and to influence positively the culture of TTP.

He mātāpono – principles

Whai wāhitanga – the principle of meaningful engagement

We seek to situate the Tāmaki community members as active participants, agents of change and decision-makers in TTP rather than just as key informants. This will include but is not limited to:

- Naming, understanding and negotiating the workings of power in the government/community relationship.
- Promoting active community engagement at all levels of TTP, especially in key forums of decision making.
- Being clear about what decisions are non-negotiable and those which are open to influence.

- Being mindful of managing expectations so as not to exploit goodwill or take unfair advantage.
- Declaring and actively managing conflicts of interest to ensure ethical practice.

Mahinga tahi – the principle of cooperation

We seek to be open to problem-sharing and collaborative problem-solving, looking for creative solutions within clearly defined parameters. This will include, but is not limited to:

- Being respectful of the particular expertise and seeking to understand the interests of each party.
- Being willing to contribute, listen for, test and nourish innovative thinking through a process of co-operative enquiry and imaginative decision making.
- Searching for better and inclusive ways of talking.
- Striving to make meaning and document lessons as we go.
- Appreciating achievements and the power of positive impacts.
- Becoming comfortable with and resilient in the face of challenge.
- Trusting an organic process while promoting a forward-looking, outcomes-oriented approach.

Āta kitenga – the principle of transparency

We seek to practice transparency in our undertakings with each other so as to build trust. This will include but is not limited to:

- Being willing to engage in open discussion and honest dialogue with each other.
- Exercising initiative to correct information errors or to clarify a TIES or TTP point of view in public forums to prevent false perceptions and misunderstandings.
- Alerting one another to any matters requiring confidentiality.
- Keeping each other well informed and operating on the basis of ‘no surprises’.
- Taking individual responsibility to keep abreast of developments.

Whakatau tika – our chosen ways of working together

- We will establish and commit to a calendar of meetings, usually for two hours and held at TTP offices in Tāmaki. The meetings will contribute to the development of an inclusive and innovative community engagement strategy and respectful relationship-building. Regular meetings may be cancelled if not required, and extraordinary meetings may be called at short notice if necessary on the basis that those who can, will attend.
- The community engagement team lead and TIES Team coordinator will agree on the agenda for meetings and act as the key contacts. Any formal TIES/CET communications, including any requests for specialist advice or feedback, will flow through the key contacts. The subject line of emails will define the topic and source. A reasonable time frame, preferably two weeks, will allow for considered responses.
- CET will circulate TIES/CET agenda and minutes of meetings. Minutes will include attendance, apologies, matters discussed, decisions reached, next steps and current lessons (what's working well and what isn't, and why).
- Resourcing is a challenge and we will seek to work towards a solution that is mutually satisfactory.
- We will seek to resolve misunderstandings, disagreements or conflicts with the person/s concerned in a timely and respectful manner. If resolution cannot be achieved and the dispute is hindering our kaupapa, then CET will seek to engage an external facilitator agreeable to both parties to negotiate and resolve the dispute.
- We will review the terms and relevance of our relationship on a three-monthly basis or as needed.