



Culturally Competent Engagement Policy

Introduction

South Coast Psychology recognises the importance of providing guidance for staff and contractors in culturally competent engagement with Māori to ensure Te Tiriti is honoured and our values upheld in ways that are acknowledging and productive for all.

At South Coast Psychology, we acknowledge that an increasing proportion of our national population come from other lands and cultures and so we extend this expectation about culturally competent engagement to include all peoples.

For ease of reading and for remembrance of the obligations of the Crown to Māori via Te Tiriti, the Policy wording makes specific reference to Māori - as tangata whenua (people of the land, indigenous people). When applying the policy with respect to a client from a Pacific nation, a Chinese province, a middle-eastern country - or any other nation or culture, please make the appropriate substitution.

This policy is based on the principles of whanaungatanga (building relationships), rangatiratanga (self-determination), manaakitanga (showing respect and care), and kaitiakitanga (guardianship and protection) and seeks to promote equity for Māori and for all other peoples who have made Aotearoa New Zealand their home.

1. Purpose

The purpose of this policy is to provide a framework to guide identification of issues needing attention, decision-making, organisational processes, professional practice and day-to-day behaviour, specifically with respect to engagement with Māori. The principles, however, provide a sound basis for engagement with all peoples.

2. Scope

This policy applies to all staff, contractors and partners of South Coast Psychology (including the South Coast Psychology Advisory Board).

3. Policy

1. Principles:

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Responsible	DG	Reviewed by	BK (Ext)

- 1.1. Awareness: seek to continue to develop more nuanced awareness of personal, organisational and professional culture, with readiness to make adjustments in relationship with Māori to embody the remaining 4 principles.
 - 1.2. Whanaungatanga (Relationships): Prioritise building relationships with Māori (individuals, whanau, iwi). Collaboration and trust are indicators of relationship health. (Explicitly, you do not engage in relationships to gain collaboration and trust; rather, they may follow relationships that are formed, built and maintained.)
 - 1.3. Rangatiratanga (Self Determination): Actively uphold Māori self-determination of what will best serve their needs.
 - 1.4. Kaitiakitanga (Guardianship and Protection):
 - 1.4.1. In interaction with Māori, be ready to be in receivership of Kaitiakitanga: we need to be willing to give ourselves over to Kaitiakitanga, allowing Māori to hold us up, in as much as we are upholding their Kaupapa.
 - 1.4.2. When Māori wellbeing may be negatively impacted by a decision or action, and especially when they may not be aware of it, to act as a custodian and protector of Māori and Māori interests (as determined by the Māori affected).
 - 1.5. Manaakitanga (Respect and Care): Recognise and respect Māori cultural values and practices and proactively demonstrate care in all interactions.
2. *Management Responsibilities:*
- 2.1. Ensure the policy is integrated into company strategic planning, procedures and day-to-day behaviour.
 - 2.2. Provide the necessary resources and support to enable effective implementation.
 - 2.3. Lead by example.
3. *Staff and Contractors:*
- 3.1. Engage with Māori individuals, whānau, community, iwi and rununga in a way that actively applies the 5 principles above.
 - 3.2. Participate in developmental activities that build your cultural competence.
 - 3.3. If you work clinically with Māori (or in teaching, health or social service roles), engage in cultural supervision.
 - 3.4. Promptly raise with management, any issues or concerns about engagement with Māori.
4. *Māori Community Liaison:*
- 4.1. Act as a bridge between South Coast Psychology and Iwi, Māori communities and Kaupapa Māori Provider Organisations.
 - 4.2. Ensure Māori voices and perspectives are heard in and by South Coast Psychology.
 - 4.3. Provide cultural guidance and support to staff; where necessary, assist contractors to source appropriate cultural supervision.

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