



# Philosophy of Care

We believe in the rights and potential of every ākonga. We operate from a trauma-informed approach\* and our practice reflects Te Whare Tapa Whā model\*. We will accommodate ākonga physical, emotional, social, intellectual, spiritual and cultural needs.

## ***Taha Tinana***

We will:

- model calmness, empathy and resilience
- recognise ākonga potential and build on their strengths
- provide a range of activities where ākonga can learn and have fun
- keep ākonga physically safe

## ***Taha Whānau***

We will:

- create a relationship-based therapeutic environment which is responsive to individual needs
- involve ākonga, whānau and support staff in creating ākonga learning goals
- seek ways to engage every ākonga
- have professional and collaborative partnerships to best meet ākonga needs
- give ākonga an opportunity to be part of decision-making that affects them

## ***Taha Wairua***

We will:

- listen to and respond to ākonga respectfully and model restorative practice
- reflect on our practice ways to improve
- ensure that consequences are a learning opportunity
- capture the collective ākonga voice to improve our practice
- provide opportunities for ākonga to ask for help or advocacy
- be supportive of ākonga religious beliefs

## ***Taha Hinengaro***

We will:

- ensure ākonga experience and celebrate success
- unconditionally respect all ākonga
- uphold ākonga dignity and privacy
- keep ākonga emotionally safe
- support ākonga to express their thoughts, feelings and ideas
- provide a programme that is consistent and responsive to individual ākonga needs
- ensure ākonga can make mistakes without fear

*\*Te Whare Tapa Whā describes health and wellbeing as a whareniui with four walls. When all the walls are in balance, we thrive. When one or more of them is out of balance, it impacts on our wellbeing.*

*\*A trauma informed model of care recognises the impact trauma has on health and wellbeing and creates a safe environment to support healing.*