



Keeping it real

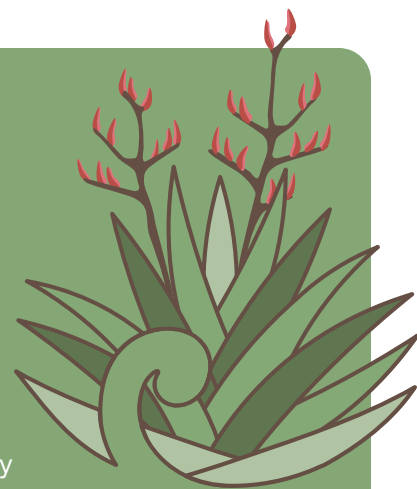
Kia pono te tika

A guide for kaimahi

About Keeping it Real | Kia Pono te Tika

The Keeping it Real | Kia Pono te Tika framework describes the values, attitudes, knowledge, and skills required by everyone working in health to work effectively alongside tāngata whai ora and whānau experiencing addiction and/or mental health challenges. This was previously described in *Let's get real* (Te Pou & Ministry of Health, 2021).

Keeping it Real | Kia Pono te Tika honours Te Tiriti o Waitangi and includes key principles and practices that focus on building awareness, understanding, and skills to achieve equity, promote cultural safety, respond effectively to diversity and promote inclusivity. The skills in the framework are consistent with delivering care in accordance with the Code of Health and Disability Services Consumers Rights.



Why using the framework is important

The framework supports tāngata whai ora and whānau to have positive experiences and outcomes when accessing all health services. It helps to strengthen the quality of services and support for tāngata whai ora and whānau through promoting kotahitanga, best practice, and workforce development.

The framework helps

Support equitable access to services through a focus on engagement for Māori, Pasifika, and diverse populations

Promote better outcomes for tāngata whai ora and whānau

Build and maintain knowledge, skills, and wellbeing of kaimahi

Strengthen quality of services

Components of the framework

The framework reflects the Aotearoa context and contemporary best practice. It is made up of three components to strengthen the quality of services.

Te Tiriti o Waitangi principles guide and influence the entire framework and sets the context for all that we do in health in Aotearoa.

Real Skills describe what we do when we are working effectively alongside tāngata whai ora and their whānau.

Shared values and attitudes provide a foundation and are woven throughout the framework.

Values

Values guide our actions and are at the core of all relationships when working in health. The values in Keeping it Real | Kia Pono te Tika are: **Respect, Manaaki, Hope, Kotahitanga, Wellbeing, Whanaungatanga.**

Attitudes

Attitudes shape our interactions with others and can have a powerful and immediate impact. The attitudes in Keeping it Real | Kia Pono te Tika are: **Compassionate, Genuine, Honest, Open-minded, Optimistic.**

Who is it for?

The framework is for all kaimahi working in health regardless of context, organisation, role, or profession. The three levels of *essential*, *enhanced*, and *leadership* are tailored to these specific groups.

Essential indicators apply to everyone working in health regardless of context, organisation, role, or profession, including people working in voluntary roles.

Enhanced indicators apply to everyone working in addiction and mental health roles. These indicators build on and add to the essential indicators, so people at this level are also expected to demonstrate the essential indicators.

Leadership indicators apply to everyone who is leading, guiding, supporting, educating, and resourcing the work of others in health. These indicators build on and add to the essential indicators.

Additionally, *More Skills for Working with Older People in Mental Health and Addiction Services* describes the skills required by those working with older people in mental health and addiction settings.

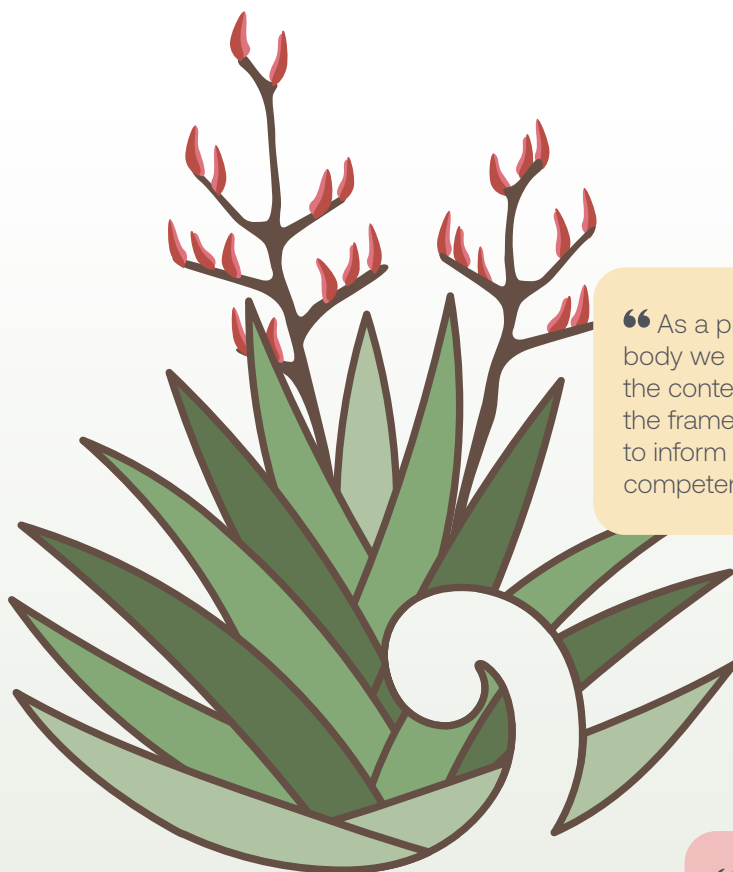
How to use it

Embedding the framework in organisations will maximise the benefits. You can use it as a basis for professional development and quality improvement to help identify strengths and needs. Kaimahi may be at different stages in their learning, so it can be used at a foundational level or to further enhance skills towards excellence. The approach can be tailored to meet an organisation's goals.

As part of a workforce planning and development approach, the framework can be used to guide:

- › organisational and team practices and processes that improve service delivery and create a positive work culture, for example, maintaining learning and kaimahi wellbeing
- › ongoing professional development for the current and emerging workforce by using the online assessment tool and resources
- › practice reflection, supervision, and mentoring
- › development of education, training, and learning resources
- › recruitment and retention processes for selecting and retaining kaimahi with the values, attitudes, knowledge and skills required within the organisation
- › orientation or induction processes for new kaimahi.

For example



“As a professional body we can use the content of the framework to inform our competencies.”



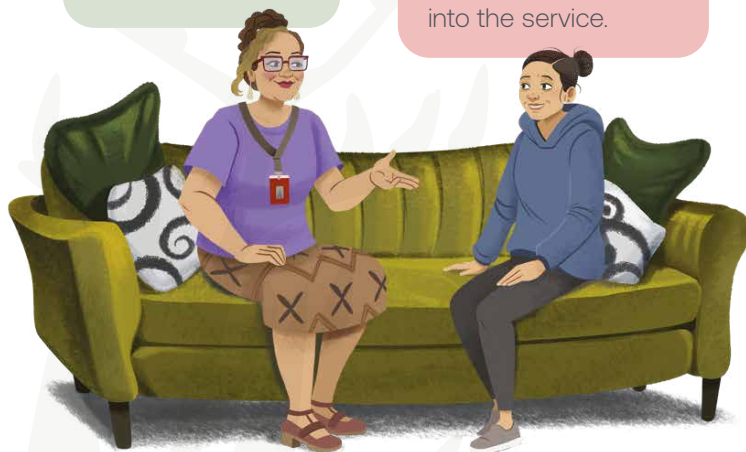
“Older adults deserve quality services. *More Skills for Working with Older People* provides a good basis for this.”

“As educators we use the framework to map against the curriculum when we’re developing our teaching programmes.

“As a leader, the retention of kaimahi is crucial. Using the framework to maintain learning and wellbeing is important for people and our service.

“As a Pasifika worker – these are the skills all our workers need to know as a basis for our mahi when working with all tāngata whai ora.

“Manaakitanga and whanaungatanga made me feel safe when I first came into the service.



“As Te Whatu Ora educators, we use it to build teams based on shared values so we can design education programmes together.

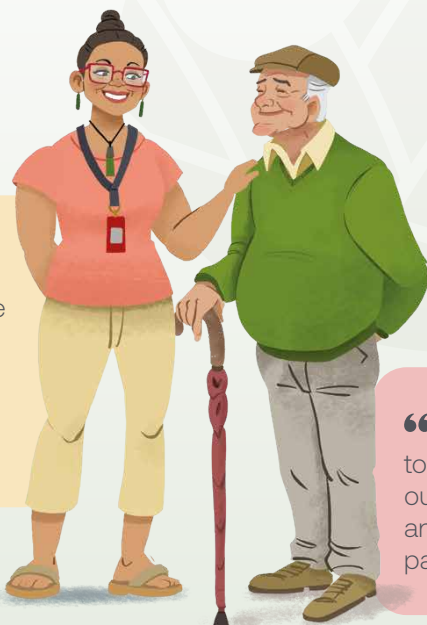


“As support workers the skills are essential for our role, particularly on how to engage with people to protect their mana and support them to make decisions.

“Using the framework means all kaimahi can work in a way in which they may feel comfortable applying a te ao Māori worldview.



“In HR we work closely with project managers to use the People tool to make sure we onboard a workforce with the right values, skills and attitudes.



“Our whole workforce came together to talk about the values that underpin our mahi. We decided that kotahitanga and optimistic, two of the five values, are particularly important for us.

The seven Real Skills

The seven skills in the framework describe what we do when we are working effectively alongside tāngata whai ora and their whānau. Each skill is divided into sub-topics. The skills are interrelated and are not intended to be used in isolation of each other or from the values and attitudes or Te Tiriti o Waitangi principles.

Real Skill	Descriptor	Expected outcome	Subheadings
Working alongside tāngata whai ora	Everyone working in health engages meaningfully with tāngata whai ora and focuses on their strengths, to support self-determination and equitable wellbeing outcomes.	Tāngata whai ora have their mana protected and enhanced and experience respect. They are informed of their options, receive support to make decisions, and achieve their wellbeing goals.	Aotearoa context; Engagement; Diversity; Kotahitanga including supported decision-making; Assessment, planning, and support; Trauma-informed approach
Working alongside tāngata whenua	Everyone working in health contributes to tino rangatiratanga, ōritetanga (equity), hauora, and whānau ora for tāngata whai ora and whānau Māori.	Tāngata whai ora and whānau Māori experience respect and are supported to access options informed by te ao Māori to achieve hauora goals.	Te reo and tikanga Māori; Whakawhanaunga; Manaaki; Wairua; Tuakiri tangata; Hauora Māori
Working alongside whānau	Everyone working in health supports whānau wellbeing and ensures that whānau, including children, have access to information, education, and support options.	Whānau receive support to achieve their health and wellbeing goals, as determined by them.	Whānau engagement; Self-determination and kotahitanga; Supporting parents and their children; Trauma-informed approach
Working within communities	Everyone working in health recognises that tāngata whai ora and whānau are part of communities.	Tāngata whai ora and whānau have meaningful connections to communities of their choice, to support and enhance their wellbeing.	Community concepts; Community connection; Promotion and prevention
Challenging discrimination	Everyone working in health actively challenges discrimination and promotes a valued place and ōritetanga for tāngata whai ora and whānau.	People working in health are strong advocates for the elimination of discrimination relating to addiction, mental health challenges, racism, and all other forms of discrimination.	Human rights; Addiction and mental-health related discrimination; Self-stigma and associative stigma; Inequality and intersectionality; Language
Applying law, policy, and standards	Everyone working in health implements legislation, regulations, standards, codes, and policies relevant to their role in a way that actively protects the rights of and supports tāngata whai ora and whānau.	Rights, autonomy, and self-determination of tāngata whai ora and whānau are promoted and upheld.	Te Tiriti o Waitangi; Legislation, regulations, standards, codes, and policies; Rights; Ethics; Record-keeping and use of technology; Quality
Maintaining learning and kaimahi wellbeing	Everyone working in health participates in ongoing learning, reflecting on their work and seeking ways to develop themselves, their teams, and services.	People working in health are reflective and enabled to work effectively alongside tāngata whai ora and whānau.	Professional development; Wellbeing; Communication; Teamwork

Resources to support learning

The Keeping it Real | Kia Pono te Tika resources are designed to support learning and development at all levels of *essential*, *enhanced* and *leadership*. Use of these resources can contribute to:

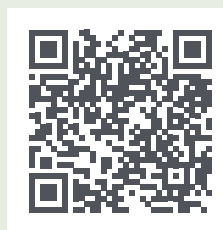
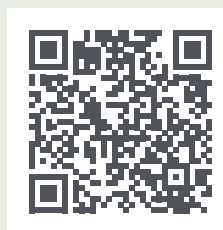
- › information for training and education programmes
- › reviewing current curricula
- › development of consistent and appropriate language use
- › engagement with diverse communities
- › adding to portfolios
- › gaining professional development points
- › bringing diverse teams together
- › development of individual learning pathways
- › maintaining a trauma-informed approach
- › improving workplace culture
- › provision for kaimahi wellbeing.

Keeping it Real | Kia Pono te Tika resources

There are a range of resources across the three levels of essential, enhanced, and leadership available to support organisations to apply the framework. Many of the resources are under the *Let's get a real* name while the brand evolves into Keeping it Real | Kia Pono te Tika.

- › Values and attitudes
- › Tātou tātou: being with people and whānau
- › More Skills for Working with Older People in Mental Health and Addiction Services
- › Seven Real Skills + online assessment tool
- › Arataki: Tools for leaders
- › Tools for educators
- › Trauma-informed approaches

Words can heal provides guidance to people on how to use language to uplift, validate, and tautoko people.

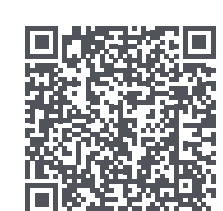
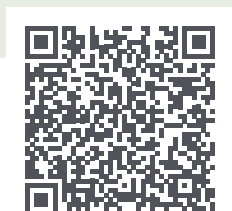
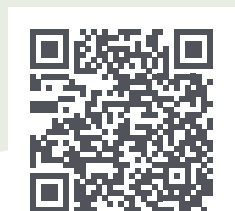


Resources from other workforce development centres in Aotearoa

Le Va works alongside services and people who deliver mental health, addiction, public health, suicide prevention and general health and wellbeing services to develop flourishing Pasifika communities who are reaching their full potential.

Te Rau Ora Kaupapa Māori Mental Health and Addiction Services: Best Practice Framework is an indigenous response to effectively meeting the mental health and/or addiction needs of tangata whaiora and their whānau.

Whāraurau Real Skills Plus ICAMH | AOD competency framework identifies the skills and knowledge needed to work with tamariki and taiohi who are experiencing mental health and/or alcohol and other drug issues.



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