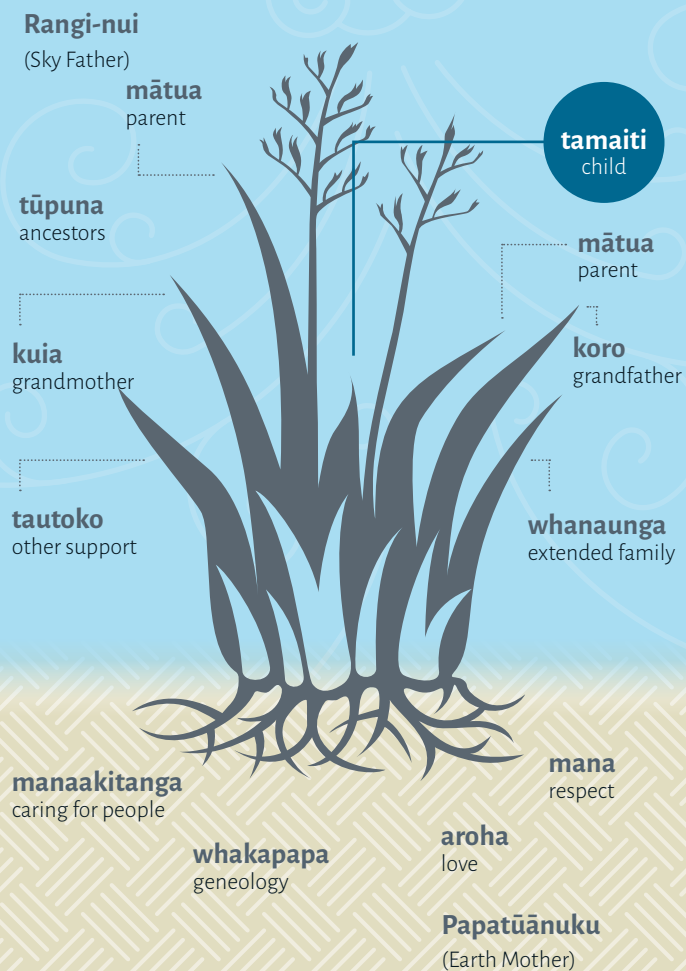


## TE ARA WHĀNAU THE HARAKEKE

The harakeke (flax) is an important symbol for Family Works. It symbolises the wellbeing of family and whānau.

The new leaf at the centre of the harakeke represents the tamaiti (child), and larger leaves on the outside symbolise the mātua (parents), whanaunga (extended family) and other tautoko (support). The tamaiti (child) is always at the centre of our work, just like the harakeke plant.



## MAKING A REFERRAL

Thanks to the support from the government and our local community, Family Works is often able to offer subsidised or even free services. We want to help. Please contact us to discuss your individual situation.

**Free call:** 0800 FAM WORKS  
(that's 0800 326 967)

**Email:** [familyworks@psc.org.nz](mailto:familyworks@psc.org.nz)

Family Works Central has centres in Taranaki, Whanganui, Manawatu, Wairarapa, Hutt Valley and Wellington.



For more information visit:  
[www.familyworkscentral.org.nz](http://www.familyworkscentral.org.nz)

## TE ARA WHĀNAU THE FAMILY SOLUTIONS MODEL HE PŪ HARAKEKE, HE PĀ HARAKEKE



# FAMILY WORKS

# TE ARA WHĀNAU

## THE VISION

At Family Works our vision is for Aotearoa New Zealand to be the best place in the world to grow up - a place where all tamariki (children) are safe, families and whānau are strong and communities are connected.

### Our services include:

- Social work
- Counselling
- Family therapy
- Play therapy for children
- Parenting education and support
- Safety programmes for adults and children who have experienced family violence
- Mediation and dispute resolution
- Youth mentoring

He aha te mea nui o tēnei Ao? **Māku e kī atu he tangata, he tangata, he tangata!**

Ask me what the most important thing in the world is, **I will tell you – it is people, it is people, it is people!**

## THE FAMILY SOLUTIONS MODEL

Te Ara Whānau, the Family Solutions Model is Family Works' unique way of working with whānau facing significant and complex challenges. It's different, because it engages the whole whānau and provides a wide range of services which are tailored to the needs to the individuals and whānau as a whole.

Family Works staff are not only qualified and professional, but also respectful, approachable and non-judgemental. They work with the whānau to work out what help and support is needed, and to build on existing strengths and resources. Support is usually intensive at first, reducing over time to match the needs of the whānau.

**Ko te kāhui ringawera nāna te Te Ara Whānau i whakarere, kua urua paitia ki te hōtaka akoranga tikanga taketake, ngungū rakau ā hāpori, ā whānau i te pā ō Rātana, 17-18 Mei 2017.**

The staff who deliver Te Ara Whānau are required to successfully complete the Family Works Cultural Competency programme launched at Rātana Pā on 17-18 May 2017.



**FamilyWorks**  
CENTRAL

0800 FAM WORKS

[www.familyworkscentral.org.nz](http://www.familyworkscentral.org.nz)

## TE ARA WHĀNAU VALUES

### Mana

Retaining the mana (respect and integrity) of all involved.

### Whakapapa

Drawing energy from whānau, tūpuna (ancestors) and others.

### Aroha

Comes from a place of caring, compassion and love.

### Manaakitanga

Support that encompasses hospitality, respect, generosity and care for tamariki, families and whānau.

## TE ARA WHĀNAU WAY OF WORKING

### He kaimahi whakaponono ki te mahi, ki te whānau.

Family workers are dedicated and committed to each whānau.

### He ringa raupā te tautoko.

We provide practical hands on support.

### He kāhui whānau whānui te eke.

We consider the whānau as a whole.

### He kaupapa herenga wairua, herenga hinengaro, herenga tinana. He kaupapa herenga tangata.

Having a common purpose and being clear about what we are all doing together.

### Eke panuku, eke tangaroa.

We will be strong, tireless and honest.