



**He aha te mea nui o te ao?  
He tangata, he tangata, he tangata**

**What is the most important thing in the world?**

**It is people, it is people, it is people**



**System so CONFUSING**

Plans set without consumer/whanau

## Unconscious Bias

No communication

No plan provided to consumer/whanau

**BAD IDEA**

No support with transitioning

working in silos

No follow up

No Cultural support





# GOOD IDEA



Whakarongo  
Listen



Person/ whanau  
centered  
not  
System centered



Partnership  
Community



Communication  
working together



- Whanauntanga
- Manaakitanga
- Awhinatanga
- Kotahitanga





**GET STARTED**

All Together

"Ma te kothitanga e whai kaha ai tatou"

In unity we have strength