

## Pastoral Code Review Report.

### Outcome 1

Te Heru Māpara has completed and uploaded the organisations Strategic Plan and Summary Report to our website. Also added is the Maru Ora 6 Pou our framework for Pastoral Support. Our review system includes feedback from Staff, learners, and Stakeholders. We believe in continuous improvement and will look for ways to further extend and engage with learners and stakeholders.

### Outcome 2

We foster an environment to encourage and support learners to use their voice, express opinions, share ideas and work to provide a supportive, inclusive environment. We work with learners to build their confidence in communicating with each other, staff and stakeholders.

Maru Ora team provide opportunities for learners to communicate in a range of situations in the community and support team building within our learners.

Te Heru Māpara will continue to work with learners to provide opportunities for them to have a say within the organisation and feel safe and listened to.

### Outcome 3

The Safety and Wellbeing of our learners is at the forefront of our organisation. Te Heru Māpara fosters understanding and acceptance of individual differences to providing a safe and inclusive environment. Our rooms are small with 10 – 15 learners, learners have input into the classroom guidelines and working spaces.

Te Reo Māori & Tikanga Māori is embedded into THM's philosophy and learning. We encourage learners to share their identity and culture.

We have an open door policy for learners, whānau and stakeholders to provide feedback, discuss any concerns or improvements for our organisation.

The Maru Ora team provide activities to engage learners into a healthy and active lifestyle. They provide support, cultural connection and experiences for the learner to engage with. The team work with learners to overcome barriers, provide support, locate appropriate services available in the community for learners. They work closely with learners to identify their individual future direction, support learners for up to 2 years after graduation to ensure the learners can achieve their plans.

### Outcome 4

Our staff proactively monitor learners and address any concerns for their health and wellbeing. Our Maru Ora team and facilitators work closely with learners to identify any concerns and work with local community and support services to provide solutions and support. Our team advocate for our learners to ensure that they receive the assistance they need to ensure their safety and wellbeing.

Critical Incidents	No critical incidents occurred
Formal Complaints	No formal complaints received