

Te Huringa o Te Ao service design approach

Service design is about working with whānau, families and communities to strengthen services and improve outcomes.

It means listening deeply, building on what’s already strong, exploring ideas for change and testing in practice. Our service design approach puts whānau voice at the centre. It’s flexible, so community providers use their own models and ways of working where they fit best. The goal is locally-led support that leads to positive change for tāne, whānau and communities.

Design phases

Listen and learn

Understand the needs, strengths and aspirations of tāne, whānau and your community. Explore ideas for change by focusing on what matters most to them.

Design and test

Shape your service concept with a clear focus on the outcomes you want to achieve. Build on what’s already strong, or try something new by testing ideas in practice.

Deliver and refine

Put your service into action within your community. Stay responsive by tracking what matters to tāne and whānau, continuously refining as you learn.

Strengthen and grow

Use evidence and whānau voice to strengthen what’s working, measure the impact of your service and adjust as needed to improve outcomes for tāne and whānau.

