**Interview Transcript 4:**

**Interviewer**: How well do you feel the services you received supported your child’s overall wellbeing, including their physical, emotional, and spiritual needs?

**Interviewee 3**: They did a good job with the basics—making sure my child was physically safe and that we had food and shelter. But when it came to emotional and spiritual support, there was a lot missing. My child went through a really tough time emotionally, and while they offered counseling, it didn’t feel like enough.

**Interviewer**: In what ways could the support have been better?

**Interviewee 3**: I think they needed to look at the whole picture, not just one part. My child’s emotional wellbeing was closely tied to our culture and our identity, but the services didn’t seem to recognize that. They didn’t really offer any support that was specific to our cultural background or our beliefs. It felt like they were treating the symptoms but not the cause.

**Interviewer**: Were there any services that supported your child’s cultural and spiritual identity?

**Interviewee 3**: Not directly. I had to reach out to our own community for that. I think if they worked more closely with Māori health providers or spiritual leaders, it would’ve been better. My child needed someone who understood where we were coming from, not just someone checking boxes.