

Te Rourou Iti O Haere Sustenance For Your Auditing Journey

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He Paerewa me Ana Paearu me Ona Tikanga Maori – Criteria and Their Maori Values and Practices

Introduction

During a preliminary look at Nga Paerewa Health and Disability Services Standards NZS 8134:2021, it was not difficult to see some real changes from previous standards. For example, against the realities of inequity suffered by some people, there is a strong emphasis on achieving equity for Maori who receive health services. Moreover, there is a focus that health processes should be an equity vehicle to bring about better health outcomes for Maori. What do those changes mean for health providers, their human capital, their processes and for auditors of those health services?

Discussion

To better understand the standards and their criteria I found it valuable to uncover the values i.e. the tikanga or system of values embedded within each criterion. That is the crux, the ngako. There is at least one tikanga or value inside each criterion. Furthermore, one can gain a much deeper appreciation of tikanga or values by looking through two lenses. One lens is from te ao Maori. The beauty of that lens is that it opens up a Pakeha lens by show-casing what each value means in English. In te ao Maori, tikanga originated as potential within te kore, through te po, and into te ao marama where through various machinations and personages they gained their substances, life forces, and existence. That means that on one hand you get the hohonutanga, the depth, and the mauri or life force of the kupu Maori. On the other hand, you get the clarity and meaning of the English word. Indeed, a richer understanding emerges from the depth of two lenses, rather than from a single lens. For example, a rahui is a temporary restriction or prohibited access to a place or something. So, if a place, or something is found to carry potential harm to persons or place, then a “keep out notice” or rahui is put in place until it is made safe. Traditionally, a rahui was also used as a conservation measure especially during spawning seasons.

In table 1 below the new standards and their related criteria are shown in the second column. In the third column is a tikanga or a value associated with the criteria. In column four are comments about what the tikanga mean in relation to the criteria. In column five is the evidence one could seek to confirm the criteria and tikanga. Many associations to tikanga are clear and deep. For others they are better described by way of whakatauki or proverbs, and pepeha and these are shown in columns three and four. The sources of the whakatauki and pepeha are referenced into footnotes.

Conclusion

Column three is not an exhaustive list of tikanga. Other values can be ascribed and to which you can apply from your own knowledge. In column five you can apply other evidence that you would seek while on audit. Appendix A contains definitions of tikanga used in table 1. In conclusion, I trust that this kete, this food basket becomes part of what nourishes and sustains you during your auditing journeys.

Ahakoia iti, ko te rourou iti o haere. Although small it is the traveller’s necessary ration. ¹

¹ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 13 number 14. In other words, despite the amount it is essential.

Table 1. Standards, Criteria, Tikanga Values, Whakamarama, Evidence

#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
1	O Tatou Motika: Our Rights			
1.1	Pae Ora: Healthy Futures			
1.1.1	My service provider shall embed and enact Te Tiriti o Waitangi ³ within all its work, recognising Maori, and supporting Maori and their aspirations, whatever they are (that is, recognising mana motuhake ⁴).	Te Tiriti o Waitangi Rangatiratanga See 2.1.10 below	Te Tiriti is the Maori version which talks about rangatiratanga or sovereignty. In the Treaty or English version kawanatanga or governorship is used. Both have opposite meanings to Maori. ⁵	Policy for Te Tiriti Patapatai = interviews
		Mana motuhake	Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori ⁶	Policy for mana motuhake Patapatai
1.1.2	My service provider shall ensure my services are operating in ways that are culturally safe	Tapu	Tapu is the strongest force in Maori life. It is an ancient, spiritual, and social code that was central to traditional Maori society. It was about the sanctity of, and respect for people, natural resources and the environment. ⁷	Policy for tikanga Maori Patapatai

² At Appendix A is a list of tikanga, values, procedures, customs, principles, plans, practices, roles. Here columns 2 and 3 include whakatauki that illustrate tikanga. Whakatauki (proverbs) play a large role within Maori culture. They are used as a reference point in speeches and also as guidelines spoken to others day by day. It is a poetic form of the Maori language often merging historical events, or holistic perspectives with underlying messages which are extremely influential in Maori society.

³ Ministry of Health Te Tiriti o Waitangi Framework. <https://www.health.govt.nz/system/files/documents/pages/whakamaua-tiriti-o-waitangi-framework-a3-aug20.pdf>

⁴ Ibid, page 2

⁵ Tikanga Whakaaro Key concepts in Maori culture, Cleve Barlow, 2002. Pages 132 - 136

⁶ Nga Paerewa: Health and Disability Services Standard NZ 8134:2021. Page 7

⁷ <https://nzplaces.nz/tags/Wahi-Tapu>. Most New Zealanders have an intrinsic, if basic, acknowledgment of tapu

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
		Kawa whakaruruhau See 2.1.10 below	KW is a NZ experience of working with people whose life experiences and cultures differ from those of the practitioner ⁸	Policy for my rights Patapatai
		Cultural safety	Service providers and health care workers must address their own bias, attitudes, prejudices, structures that may affect the quality of service provided ⁹	Policy for cultural safety Patapatai
1.1.3	My service provider shall actively recruit and retain a Maori Health workforce across all organisational roles	Matanga hauora Maori	A person who identifies as Maori and is registered as a health practitioner ¹⁰	Organisational chart Patapatai
		Te toia, te haumatia Mahere tangata mahi	Metaphor based on the traditional way to launch a large canoe. Nothing can be achieved without a plan, a workforce and a way of doing things ¹¹ Maori at Board, management, service and back room roles	Organisational chart shows roles occupied by Maori Patapatai
		Ringa ngaio Mana Maori	A consistent message from health hui is the priority for well-trained, highly qualified Maori health professionals ¹²	Human Resource plans Patapatai
1.1.4	To facilitate equity approaches, my service provider shall be Maori centred	Mana taurite See 2.1.10 below	Equity is defined as 'In Aotearoa New Zealand, people have differences in their health that are not only avoidable but unfair and unjust.	Strategic and annual plans Patapatai

⁸ NZ Journal of Occupational Therapy. Cultural Safety: Kawa Whakaruruhau. Kaja Jungersen, 2002, pages 4 – 9

⁹ Nga Paerewa: Health and Disability Services Standard NZ 8134:2021. Page 5

¹⁰ Ibid. Page 7. Adapted

¹¹ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 392 number 2453. Careful planning

¹² Whaiora. Maori Health Development, Mason Durie, 1994. Page 209

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
			Equity recognises that people with different levels of advantage require different approaches and resources to get equitable health outcomes. ¹³	
		Kaupapa Maori	A Maori approach, topic, customary practice, institution, agenda, principles, ideology ¹⁴	Policy for kaupapa Maori
		Ihi me te mana	Prestige, authority, power, control, influence in a person, place or thing, mana enhancing ¹⁵	Organisational plans Patapatai
		Tikanga	Tikanga is the right or correct way of doing things within Māori society. It is a system comprised of practice, principles, process and procedures, and traditional knowledge. ¹⁶ Tikanga is a guiding value “the Maori way of doing things.”	Values’ statement
1.1.5	My service provider shall work in partnership with iwi and Maori organisations within and beyond the health sector to allow for better service integration, planning, and support for Maori	Mana Whenua	There are working relationships with local Iwi who have authority over the land and territory and are mana whenua ¹⁷	Policy with mana whenua Partnership agreement Patapatai

¹³ Ministry of Health Te Tiriti o Waitangi Framework. Equity is both inherent to Article 3 and an important Treaty principle.

¹⁴ Nga Paerewa: Health and Disability Services Standard NZ 8134:2021. Page 7

¹⁵ Ibid. Page 7

¹⁶ <https://www.lawsociety.org.nz/news/lawtalk/lawtalk-issue-943/tikanga-maori-in-nz-common-law/>

¹⁷ Author’s note. Local iwi of the area.

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
		Maataa Waka	A group of Maori people with iwi affiliations from outside of the local area ¹⁸ They have working relationships with mana whenua.	Partnership agreement Patapatai
		Roopu Hapori	Local community groups and may be operating as a kaupapa Maori service ¹⁹ They too have cooperations with mana whenua.	Partnership agreement Patapatai
1.2	Ola manuia of Pacific peoples in Aotearoa			
1.2.1	My service provider shall ensure cultural safety for Pacific peoples ²⁰ and that their worldviews, ²¹ cultural, and spiritual beliefs are embraced	Pacific Peoples' protocols	Pacific Peoples have their protocols to guide how service providers can best meet their peoples' needs	
1.2.2	My service provider shall focus on achieving equity and efficient provision of health and disability services for Pacific peoples			
1.2.3	My service provider shall design a Pacific plan in partnership with Pacific communities underpinned by Pacific voices and Pacific models of care			
1.2.4	My service provider shall actively recruit, train, and retain a holistic Pacific health and wellbeing workforce that is responsive to the Pacific population's health and disability			

¹⁸ Author's note. Group of iwi who are from outside of the local area

¹⁹ Ibid. A Maori organisation that is pan-tribal

²⁰ Nga Paerewa: Health and Disability services standard NZ 8134:2021. Page 8. Term used to refer to people from Tonga, Samoa, Fiji, Cook Islands, Tokelau, Tuvalu, Niue, and Kiribati

²¹ Ibid. Page 7 Determines how Pacific peoples address their daily lives

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	needs. This will include Pacific peoples in leadership and training roles			
1.2.5	My service provider shall work in partnership with Pacific communities and organisations, within and beyond the health and disability sector, to enable better planning, support, interventions, research, and evaluation of the health and wellbeing of Pacific peoples to improve outcomes			
1.3	Aku motika i te wa e tukuna ana nga ratonga: My rights during service delivery			
1.3.1	My service provider shall know and understand my rights and ensure that I am informed of my rights	Ou Tika	The Code is to protect the rights of a health consumer who is Maori ²²	Rights' posters Personal records
1.3.2	My services shall be provided in a manner that complies with my rights	Manaakitanga Whare tapa wha	Literally means to care for a person's mana. In a holistic sense, physically, mentally, emotionally and extends beyond the whanau and involves all people ²³	Policies for service deliveries Personal records Patapatai
1.3.3	My service provider shall provide opportunities for discussion and clarification about my rights	Whakamarama Oranga ngakau	Fact finding hui usually carried out under tikanga Maori ²⁴	Hui records Personal records Patapatai

²² Code of Health and Disability Services Consumer Rights

²³ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 187

²⁴ Author's note. A meeting where full explanations and discussions are employed

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
1.3.4	My service provider shall facilitate support for me in accordance with my wishes including independent advocacy	Tautoko Taku wawata	Tautoko = to support, help or assist ²⁵	Hui records Personal goals and records Patapatai
1.3.5	My service provider shall recognise Maori mana motuhake	Mana motuhake See 1.1.1 and 1.1.4 above	Control over one's identity ²⁶	Policy for mana motuhake Personal records Patapatai
1.4	E whakautetia ana ahau: I am treated with respect			
1.4.1	I shall be asked and shall have opportunities to share, what is important to me	Kura korero See 1.4.2 below	My valuable stories which are also tied into who I am ²⁷	Hui records Personal records Patapatai
1.4.2	My service provider shall be responsive to my identity, which could include my values and beliefs, culture, religion, disabilities, gender, sexual orientation, relationship status, and other social identities or characteristics	Whanaungatanga Pepeha	Ko wai ahau? So that you know who I am, this is me, my relationships and connections. Oku pepeha = who and where do I come from? Korero taha atu = recent happenings to, for, and by me that are important ²⁸	Hui records Patapatai My story books My whanau photos My waiata
1.4.3	My services shall be provided in a manner that respects my dignity, privacy,	Mana	Whakamanahia e te Ratonga = cause Service Provider to be respectful of me and all my rights and choices ²⁹	Ou tika posters Policy for my rights Personal records

²⁵ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 173

²⁶ Nga Paerewa: Health and Disability services standard NZ 8134:2021. Page 7

²⁷ Author's recollection. This is part of whakawhanaungatanga. Many times, I heard kaumatua open hui/wananga by saying, tell us who you are.

²⁸ Nga Paerewa: Health and Disability services standard NZ 8134:2021. Page 12

²⁹ Ibid. Page 7. Prestige, authority, control, power, influence, status, spiritual power, charisma, or a supernatural force in a person, place, or thing

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	confidentiality, and preferred level of interdependence			Patapatai Complaints files
1.4.4	Te reo Maori and tikanga Maori shall be actively promoted throughout organisations and incorporated through all activities	Te reo Maori Whakamana See 5.2.12 below	Opportunities are taken to use te reo easily and comfortably in all settings of the organisation by everyone ³⁰	Policy for te reo Reo pamphlets Patapatai Te reo goals in personal records
1.4.5	Services shall ensure health care and support workers receive Te Tiriti o Waitangi training and this is reflected in day-to-day service delivery	Te Tiriti Whakangungu	Tiriti training is a foundation to cultural competency ³¹	Performance appraisals Patapatai
1.4.6	Service providers shall respond to tangata whaikaha needs and enable their participation in te ao Maori	Whakamana Te ao Maori	Kia mau ki to Maoritanga = hold fast to your Maori heritage and tikanga ³²	Whaikaha records and daily schedules Patapatai
1.5	E whakahaumarutia ana ahau i nga mahi tukino: I am protected from abuse			
1.5.1	I shall receive services free of discrimination; coercion; harassment; physical; sexual or other exploitation; abuse; or neglect	Whakaruruhau Haumaru	Kia marutau = be safe. ³³ Me ua e te ua = let the rain fall. A statement of reassurance that nothing will touch you, other than the rain and so you are safe ³⁴	Policy for discrimination free Patapatai Personal records

³⁰ Tikanga Whakaaro Key concepts in Maori culture, Cleve Barlow, 2002. Pages 112-115. To Maori their language is sacred because it was given to their tupuna by the gods. Language is the vehicle by which thoughts, customs, desires, hopes, frustrations, history, prayers and dreams are communicate from one to another.

³¹ [https://members.mauriora.co.nz/ Courses by Mauriora Health Education Research](https://members.mauriora.co.nz/Courses%20by%20Mauriora%20Health%20Education%20Research)

³² <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>

³³ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 308 number 1918. Being safe

³⁴ Ibid. Page 308 number 1918. Adapted. Personal safety

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
1.5.2	My service provider shall have effective safeguards to protect me from abuse and revictimisation	Whakaruruhau Ngakau aroha	Be my shelter and my protector = me he whai haumarū. The service provider must behave in a similar way as the kuia act on a marae ³⁵	Policy for free from abuse Patapatai Complaints files
1.5.3	My property shall be respected, and my finances protected within the scope of the services provided	Hautaonga Whakaruruhau	Manaaki hautaonga aku, aku rawa me aku tonuitanga = look after my property, my wealth, my prosperity	Policy for my property Patapatai Complaints files Personal records and inventory
1.5.4	Health care and support workers shall maintain professional boundaries with me and refrain from acts or behaviours that could negatively impact on my wellbeing	Ringa ngaio Ngakaunui	Be professional in your role lest you become unprofessional = kei taka koe ki te he ³⁶	Policy for staff behaviours, ethics Patapatai Complaints files
1.5.5	My service provider shall promote an environment in which it is safe to ask the question ‘how is institutional and systemic racism acting here?’	Kaikiri Whakarangatira	Ko te kairapu, ko ia ka kite = he who seeks will find the issue ³⁷ Taku patai me pewhea te kaikiri? = my question is how is racism here?	Policy for discrimination free Personal records Patapatai Complaints file
1.5.6	My service provider shall prioritise a strengths-based and holistic model ensuring wellbeing outcomes for Maori	Rangatiratanga Kaupapa Maori	Tama tu, tama ora = he who stands, lives. Tama noho, tama mate = he who sits, perishes ³⁸	Service plans Personal goals and records Patapatai

³⁵ Author’s recollection. Back in the day and several times I heard kaumatua praise kuia for their knowledge and positive behaviours as protectors of the people.

³⁶ Be professional, efficient, educated, experienced, and a team player

³⁷ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 227 number 1388.

³⁸ <https://www.maorilanguage.net/maori-words-phrases/proverbs-nga-whakatauki-nga-whakatauki/>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
1.6	Ka kitea nga whakawhitiwhitinga whai hua: Effective communications occur			
1.6.1	I shall receive information in my preferred format and in a manner useful for me	Mohiotanga Oranga ngakau	Tuku parongo = give information. Korero mai i aku reo = talk to me in my way, because I may not understand your way; furthermore, I may not ask for clarification because I am too embarrassed to ask	Personal records Patapatai
1.6.2	My service provider shall communicate with other agencies involved with my care	Hapai Hononga	Korero atu, korero mai = let's talk ³⁹ Korua ko te pokapu = your service provider and the agency must talk, inter-agency communication	Personal records Patapatai Service records
1.6.3	My service provider shall practise open communication with me	Awhi mai Whai mohio	Kia pono rawa to taua korero = you and I must talk openly and honestly ⁴⁰	Personal records and plans Patapatai Service records
1.6.4	I shall be provided with the time I need for discussions and decisions to take place	Taka te wa Whakamana	The time has come to talk, and was an often-said statement by koroua	Service records Personal records and plans Patapatai
1.6.5	An appropriate interpreter services shall be provided to me	Tautoko mai	To support me, give me an interpreter = he reo whakamarama	Service records Personal records
1.6.6	My service provider shall make communication and information easy for all	Maramatanga Pono	Te parongo = make it easy, make the information simple, available, and understandable = kia marama mai te korero	Service policies on communication Patapatai

³⁹ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 153. To uphold or support

⁴⁰ Ibid. Page 173. Nurturing, sheltering, protecting and caring for others

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	people to access; understand; and use, enact, or follow			Service records
1.7	Kua whai mohio, a, ka taea e au te mahi whiringa: I am informed and able to make choices			
1.7.1	I shall have the right to make an informed choice and give informed consent	Maramatanga Mana motuhake	Mā te rongo, ka mōhio, Mā te mōhio, ka mārama Mā te mārama, ka mātau, Mā te mātau, ka ora” = From listening comes knowledge, from knowledge comes understanding, from understanding comes wisdom, from wisdom comes well-being. ⁴¹ Make information clear enough for me to make an informed choice = taku kowhiri	Policy informed consent Hui records Patapatai Personal records Care or support plan
1.7.2	I shall be empowered to actively participate in decision making	Whakamana Mana motuhake	Ma tatou ano tatou e korero = we talk for ourselves ⁴² Ko toku mana = on my authority, my control	Policy informed consent Hui records Patapatai Personal records
1.7.3	I shall have the right to supported decision making	Tautoko Hapai	Nga huruhuru o oku waewae = support. I am the hairs on the legs of the Kingitanga. Often heard to describe supporters of the Kingitanga ⁴³	Policy informed consent Patapatai Hui records Personal records

⁴¹ <https://www.twswa.org.nz/blog/post/52239/SWRB-Chief-Advisor-Maori-Responsiveness/>

⁴² <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>

⁴³ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 322 number 1998. Supporters

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
1.7.4	My whanau shall be included in decision making with my consent and shall be enabled to do so through access to quality information, advice, and resources	Whanaungatanga Whakamana	Kahikatea tu i te uru = I have strength in numbers with whanau by my side ⁴⁴	Policy informed consent Hui records Patapatai Personal records Care or support plan
1.7.5	I shall give informed consent in accordance with the Code of Health and Disability Consumers' Rights and operating policies	Amine Tika	Ka amine ahau ki te mana o te Ture = I agree to follow the Code and give my informed consent	Policy informed consent Code of Rights Patapatai Personal records
1.7.6	My legal representative shall only make decisions on my behalf in compliance with the law. If my legal representatives make decisions for me, I shall have the right to be included	Kirimana Wawata	He kirimana ta maua = we have an agreement. Ka whiriwhiri maua ko toku pou ture = my legal representative and I have agreed	Personal records Patapatai
1.7.7	My advance directives (written or oral) shall be followed wherever possible	Tono Whakarangatira	Me tuturu ki taku tono = my directives are fixed, recorded, and followed. Kia pono ki toku reo = believe what I have said	Policy advance directives Patapatai Personal records
1.7.8	The service providers shall have processes and policies to gain my consent and respect my wishes regarding the storage, return, or	Whanau ora	Tutuki mai ki taku hiahia mo toku tinana = under tikanga Maori, my wishes would accord with my whanau. My service provider should agree with our instructions	Policy informed consent Personal records Hui records

⁴⁴ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	disposal of my body parts, tissues and bodily substances	Tapu me noa	In te Ao Maori = because of tapu and noa tikanga the decisions around body parts are usually made from whanau korero	Patapatai Policy tikanga Maori Policy human tissue management
1.7.9	Service providers shall follow the appropriate best practice tikanga guidelines in relation to consent	Whakatika Whai tikanga	Wahaia i nga tikanga mo taku amine = both my service provider, my whanau, and I pursue best practice tikanga guidelines about how healthcare is delivered to me: and records should show that	Policy informed consent Policy tikanga best practice Patapatai Hui records
1.8	Noku te mana ki te tuku amuamu: I have the right to complain			
1.8.1	My right to make a complaint shall be understood, respected, and upheld by my service provider	Whakapono Pono	Kia whakapono mai ki ahau me taku amuamu = both I, and my complaints should be treated with respect. Believe me ⁴⁵	Ou Tika, Your Rights Policy making a complaint Complaints file Personal records
1.8.2	I shall be informed about and have easy access to a fair and responsive complaints process that is sensitive to, and respects my values and beliefs	Whai mohio Noa	He hemo kai ka puta tenei kupu = people complain about things they are deprived of ⁴⁶ Hou mai rawa = I ask for fair treatment and it is easy for me to make a complaint	Ou Tika, Your Rights Policy making a complaint Patapatai Complaints file Personal records
1.8.3	My complaint shall be addressed and resolved in accordance with the Code of	Hohou rongo	Me mau ki te Tika = hold fast to the Code	Ou Tika, Your Rights

⁴⁵ Your Rights. HDC

⁴⁶ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Adapted. Page 69 number 380. Complaints

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	Health and Disability Services Consumers' Rights	Awhi		Policy making a complaint Complaints file Personal records
1.8.4	I am informed of the findings of my complaint	Whai mohio Totika	Whakahoki mai kia wawe = reply to me early Be appropriate and correct	Ou Tika, Your Rights Policy making a complaint Patapatai Complaints file Personal records
1.8.5	The Code of Health and Disability Services Consumers' Rights and the complaints process shall work equitably for Maori	Oritetanga Whakamana	Kia tuturu ki te mana taurite = remain fixed upon the process of equity	Ou Tika, Your Rights Policy making a complaint Policy tikanga best practice
1.9	Te hauora me te oranga o nga tamariki ka whanau mai, hei hua o nga ratonga hangarau whakaputa uri, a, me te whakaurunga ki enei e te tangata: Health and wellbeing of children born as a result of, and people accessing, reproductive technology services			
1.9.1	Service provision shall be designed to mitigate the risks of assisted reproductive technology treatment	Haumaruru Mahere turaru	Haumaruhia te rongoa o te whakaputa uri = keep safe the treatment of assisted reproduction	Quality and risk plan Service records Patapatai
1.9.2	Service providers shall submit information to agencies appointed by the Ministry of Health	Whakaatu Whakamohio	Tukua nga parongo tika ki nga roopu awhina a te Manatu = submit full information as and when required to appropriate agencies	MoH directives Service records
1.9.3	Service providers shall ensure that people are aware of their rights and obligations	Mohiotanga	Whakamohio ki te iwi i nga mana me nga herenga katoa = ensure that communications	Policy for rights and obligations

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	under the Human Assisted Reproductive Technology Act 2004	See 1.7.1 above	are clear and understandable to the people concerned.	Service records Patapatai
1.9.4	People shall be informed of available treatment options	Whai mohio See 1.7.1 above	Kua ea te iwi mo te whakamarama ki nga rongoa katoa = people are satisfied that all options have been discussed and understood with regard to treatment options	Policy communications and treatment Patapatai Service records
1.10	Nga whakaritenga o te tuku tatea/hua me te kopu Taurima: Requirements of donation and surrogacy.			
1.10.1	Service providers shall encourage and support people to inform offspring of their genetic and gestational origins and shall store information to enable access	Whanaungatanga Refer 1.4.1 above Whakapapa	Ka manawanui nga kaiwhakahaere Ratonga ki nga uri = service providers support informing descendants. Te tuku whekau = organ donation https://www.ccdhb.org.nz/our-services/a-to-z-of-our-services/maori-health/43875-tikanga-maori-web.pdf	Policy information Hui records Patapatai Personal records
1.10.2	Donors shall be aware of their rights and responsibilities and shall be encouraged to exercise them	Mohiotanga Mana	Ka mohio te kaituku ki ona tika me ona mana kia mahia = donors know their rights and responsibilities and exercise them	Policy for donors Personal records Patapatai Service records
1.10.3	Gametes, embryos, or reproductive tissue shall be screened and safe for donation	Haumaruru Ira tangata	Te putau hema, kikiri hoki, kia tuku atu = ensure safety of donations	Policy for screening Service records Patapatai
1.10.4	Service providers shall have a policy that limits the number of families created from an individual donor	Araihia Whakamohio	Kia arai te whanuitanga o nga whanau = restrict numbers of families i.e. limit the numbers of families from an individual donor	Policy for limitations Service records Patapatai

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
1.10.5	Service providers shall ensure that people participating in donation or surrogacy receive counselling from a person who is eligible to be an Australian and New Zealand Infertility Counsellors Association (ANZICA) approved counsellor	Whakamahere Kaiwhakamahereora	He kaiwhakamahereora ki te kaituku = ensure that a counsellor and donor can talk to each other	Policy for counselling Service agreements with counsellors Patapatai
2	Hunga Mahi me te Hanganga: Workforce and Structure			
2.1	Mana Whakahaere: Governance			
2.1.1	Governance bodies shall ensure compliance with legislative, contractual, and regulatory requirements with demonstrated commitment to international conventions ratified by the New Zealand government	Rangatiratanga Whai ture See 2.2.6 below	Kia mau ki nga tikanga-a-ture, a-kirimana, a-paeroa me nga kirimana-a-tawahi i whakaaetia e te Kawanatanga = comply to the law, contracts, regulations and international agreements by the government ⁴⁷	Government Acts and Regulations Contracts and agreements with organisation Governance policies Patapatai
2.1.2	Governance bodies shall ensure service providers' structure, purpose, values, scope, direction, performance, and goals are clearly identified, monitored, reviewed, and evaluated at defined intervals	Mahere rautaki Whakamahere	Ki te kahore he whakakitenga ka ngaro te iwi = without foresight or vision the people will be lost. ⁴⁸	Organisation chart Strategic, annual and business plans Board minutes Patapatai Monthly and required reports to the Board

⁴⁷ <https://teara.govt.nz/en/kingitanga-the-maori-king-movement/page-3>. As King Pōtatau was nearing death he gave Tāwhiao and his people some advice. 'I muri, kia mau ki te whakapono, kia mau ki te aroha, ki te ture. Hei aha te aha, hei aha te aha.'⁴ (After I am gone, hold fast to faith; hold fast to love; hold fast to law. Nothing else matters now – nothing.)

⁴⁸ <https://www.maori.cl/Proverbs.htm>. King Tawhiao said this to show the urgency of unification and strong Maori leadership

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.1.3	Governance bodies shall appoint a suitably qualified or experienced person to manage the service provider with authority, accountability, and responsibility for service provision	Haututanga Ringa ngaio See 5.2.1 below	Ki nga whakaheke haumi = connect those who can join sections of a canoe. Seek leaders who are able to weld together diverse groups into a successful combination. ⁴⁹	Employment contract Role description Performance appraisals Annual plans Patapatai
2.1.4	Governance bodies shall evidence leadership and commitment to the quality and risk management system	Whakaatu mai ⁵⁰ Ngakaunui See 2.2.4 below	Tana mana ki nga tikanga kounga me te whakamaru = show leadership in the quality and risk system. Haututanga = leadership, commitment = manawanui	Quality and risk plan Role descriptions of leaders Patapatai Minutes of Q&R
2.1.5	Governance bodies shall ensure service providers deliver services that improve outcomes and achieve equity for Maori	Mana taurite See 2.1.6 below Me oho	Ki a koe tetehi kiwai, ki ahau tetehi kiwai = for you one handle of the kete, for me the other handle. ⁵¹ A burden shared. Let the right outcomes and equity be forthcoming.	Strategic and annual plans Patapatai Evaluations
2.1.6	Governance bodies shall ensure service providers deliver services that improve outcomes and achieve equity for tangata whaikaha people with disabilities	Whakawhanake Whai mana Refer to 2.1.5 above	Kia whakaputa mai nga hua tika me te mana taurite ki Ngai Maori whaikaha = right outcomes and equity emerge for people with disabilities.	Strategic and annual plans Service delivery measures Patapatai

⁴⁹ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 221 number 1351. Leadership

⁵⁰ Ibid. Page 146 number 890. Ina te mahi, he rangatira. See how he does that, he is a leader indeed

⁵¹ Ibid. Page 212 number 1295. Sharing

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.1.7	Governance bodies shall ensure service providers identify and work to address barriers to equitable service delivery	Araikore Whakamahere	Kia tae ki Rangiatea = let me reach Rangiatea ⁵² Kia makere te arai i te ratonga orite = remove barriers to equitable service	Strategic and annual plans Service delivery measures Patapatai
2.1.8	Governance bodies shall support people receiving services and whanau to participate in the planning, implementation, monitoring, and evaluation of service delivery	Mahere mahinga Hononga	Nau i whatu te kakahu, he taniko taku = you wove the cloak, I made the border. You did the heavy work; I did the fine work. You did the less skilled input of the project but I polished it up. ⁵³ Me oho = cooperation	Quality and risk plan Outcome reports Patapatai Board minutes
2.1.9	Governance bodies shall have meaningful Maori representation on relevant organisational boards, and these representatives shall have substantive input into organisational operational policies	Kotahitanga Whakarangatira	He waka eke noa = we are all in this together. Working in unity and leaving no one behind ⁵⁴	Board minutes Partnerships with iwi Patapatai
2.1.10	Governance bodies shall have demonstrated expertise in Te Tiriti, health equity, and cultural safety as core competencies	Te Tiriti See 1.1.1 and 1.1.2 and 1.1.4 above	Treaty of Waitangi = expertise has become a vital requirement for each board member Mana taurite = equity Kawa whakaruruhau = cultural safety	Board policies Board performance appraisals Patapatai
2.1.11	There shall be a clinical governance structure in place that is appropriate to the size and complexity of the service provision	Mana whakahaere Ringa ngaio	Whakatu te hanga haumanu = build clinical governance	Clinical board minutes Board minutes Patapatai

⁵² Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 217 number 1327. Adapted. Rangiatea the homeland in Hawaiki and seen as a refuge from all troubles

⁵³ Ibid. Page 319 number 1979. Acknowledging cooperation and support

⁵⁴ Ibid Page 136, number 826. A whakatauki, literally a canoe to be used without restriction, everyone is free to use it. Community ownership

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.2	Kounga me te Morearea: Quality and risk			
2.2.1	Service providers shall ensure the quality and risk management system has executive commitment and demonstrates participation by the workforce and people using the service	Kotahitanga Ngakaunui	Ka kino to pounamu he kino pounamu onamata = your pounamu is awesome; its quality comes from ancient times. Very old taonga have a mana derived from their great age ⁵⁵ He ohu kotahi = cooperating as one moving forward	Q&R Committee and minutes Q&R framework Quality and risk plan Patapatai
2.2.2	Service providers shall develop and implement a quality management framework using a risk-based approach to improve service delivery and care	Mahere kounga Mahere turaru	Maku ano e hanga toku whare = I will build my house. Its ridgepole will be hinau, its posts will be mahoe. ⁵⁶ Hanga ai he kounga me te haumaruru = building quality and managing risk	Q&R framework Quality and risk plan Minutes Patapatai
2.2.3	Service providers shall evaluate progress against quality outcomes	Aromatawai	Evaluate and improve on findings	Evaluations Patapatai
2.2.4	Service providers shall identify external and internal risks and opportunities, including potential inequities, and develop a plan to respond to them	Haumaruru Also see 2.1.4 above	Kia mataara = be vigilant, stay awake Haere atu, mahi kai mau = go, get food for yourself i.e. build on your opportunities ⁵⁷	Risk management plan Quality plan Patapatai
2.2.5	Service providers shall follow the National Adverse Event Reporting Policy for internal and external reporting (where required) to reduce preventable harm by supporting systems learnings	Whai tikanga Whakamahere	Follow protocols I reira ko tetahi huanui = there is the pathway to follow	Policy for adverse event reporting Quality improvement plans Patapatai

⁵⁵ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 162 number 984. In this context kino means awesome

⁵⁶ <https://teara.govt.nz/en/kingitanga-the-maori-king-movement/page-3>. King Tawhiao declared to rebuild Waikato after the land confiscations

⁵⁷ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Adapted. Make opportunities

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.2.6	Service providers shall understand and comply with statutory and regulatory obligations in relation to essential notification reporting	Whakaruruhau Whai ture See 2.1.1 above	Kia mau ki te aroha, <i>ki te ture</i> , me te whakapono = King Potatau implored his people to hold fast to love, <i>to the law</i> and to the faith ⁵⁸	Relevant legislations Essential reporting to agencies Patapatai
2.2.7	Service providers shall ensure their health care and support workers can deliver high quality health care for Maori	Ringa manaaki Ngakau aroha	Ko te rourou ma tena, ma tena, ka ora = many small contributions provide the necessary amount of care ⁵⁹	Service plans Performance appraisals Patapatai
2.2.8	Service providers shall improve health equity through critical analysis of organisational practices	Arohaehae Mohiotanga	Arohaehae i nga mana taurite = analyse equity outcomes	Evaluations Patapatai Service records
2.3	Whakahaerenga ratonga: Service management			
2.3.1	Service providers shall ensure there are sufficient health care and support workers on duty at all times to provide culturally and clinically safe services	Mahere mahi Ngakau pono	Te toia, te haumatia = not dragged, not shouted, for nothing can be achieved without a plan, a workforce, commitment and a way of doing things ⁶⁰	Organisation chart HR plan Role descriptions Annual plan Service records Patapatai
2.3.2	Service providers shall ensure their health care and support workers have the skills, attitudes, qualifications, experience, and attributes for the services being delivered	Ringa manaaki Ngakaunui	He iti kahikatoa = a person or group who have all the attributes necessary to do the job ⁶¹	Recruitment processes Patapatai

⁵⁸ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 246 number 1507. Unity

⁵⁹ Ibid. Page 259 number 1593. Adapted. All contributions help

⁶⁰ Ibid. Page 392 number 2453. Adapted. A plan, a workforce and system all working together.

⁶¹ Ibid. Page 75 number 417. Adapted. Although the tree is small it has strong materials

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.3.3	Service providers shall implement systems to determine and develop the competencies of health care and support workers to meet the needs of people equitably	Mahere tangata Whai tikanga	Whakairohia te matautau me tangata maraurau = identify the competencies and the qualified people	HR plan Role descriptions Patapatai
2.3.4	Service providers shall ensure there is a system to identify, plan, facilitate, and record ongoing learning and development for health care and support workers so that they can provide high-quality safe services	Mahere ako Whakangungu	Ano me he whare pungawerewere = like a spiderweb, a fine piece of work. ⁶² whakangungu = training	HR education and training plan Performance appraisals Patapatai
2.3.5	Service providers shall assist with training and support for people and service providers to maximise people and whanau receiving services participation in the service	Whakangungu Tautoko	Whaiwhia te kete matauranga = from an informative, thought provoking workshop fill the collective basket of knowledge, ⁶³ He ika kai ake i raro = successful completion depends upon planning and the necessary groundwork ⁶⁴	HR education and training plan Patapatai
2.3.6	Service providers shall establish environments that encourage collecting and sharing high-quality Maori health information	Pataka parongo Whakamohio	Kohia he raraunga me te parongo kia tuku ki te pataka = collect data and information put it all into a storehouse of information; from which you can draw and partake	Policy collecting information Service plan and minutes Patapatai

⁶² Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 17 number 46. A compliment

⁶³ <https://inspiringcommunities.org.nz/wp-content/uploads/2018/09/Inspiring-Communities-%E2%80%93-Whakatauki-information-sheet.pdf>.

⁶⁴ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 73 number 405. Developing skills

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.3.7	Service providers shall invest in the development of organisational and health care and support worker health equity expertise	Tangata mohio ⁶⁵ Mahere tangata See 1.1.4 above	I akona ki te whare, tunga ki te marae e tau nei = one who has learned in the house and on the marae, stands with dignity. After formal training one may hope to become an outstanding orator on the marae Awhi mai te mana taurite = help achieve equity	Service plans Personnel records HR education and training plan Patapatai
2.3.8	Support systems promote health care and support workers and wellbeing and a positive work environment	Whakapai Whakarangatira	I nga ra o te pai, he pai = in times of prosperity be agreeable ⁶⁶ Whakapai te wahi mahi = have a positive work environment	Leadership Rewards and benefits Patapatai
2.3.9	Service providers demonstrates people with lived experience of the service participate in the planning, implementation, monitoring, and evaluation of service delivery	Whakamana Hononga See 2.3.10 and 2.3.11 below	Ko oku waewae kainga = my feet have walked here before. I am familiar with the services delivered ⁶⁷ Tangata whaikaha e whakanui = people with lived experience participate	Service plans Service records Patapatai
2.3.10	Service providers ensure people with lived experience of the service who are involved in the planning, implementation, monitoring, and evaluation of service have a clear term of reference or position description	See 2.3.9 above Mahere tangata	My feet have walked here before. Kia tu he mahi whakaatu = let job descriptions stand	Service plans Service records Terms of reference Role description Patapatai

⁶⁵ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 120 number 720. Formal training

⁶⁶ Ibid. Page 147 number 892. Adapted. In peace times you are treated well.

⁶⁷ Ibid. Page 240 number 1463. I know the place.

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
2.3.11	Service providers have policies and procedures related to people with lived experience participating in service delivery. These are used to maximise their involvement and ensure their collective feedback is sought	See 2.3.9 above Hononga	My feet have walked here before in a lived experience Whakakaupapa here = make the policies	Policies for employing people with lived experience Service records Patapatai
2.3.12	Service providers demonstrate whanau and community participate where relevant, in the planning, implementation, monitoring, and evaluation of service delivery	Kotahitanga Whanau ora	Whanau me te haponi, he rau ringa e oti ai = with many hands the job will be finished ⁶⁸	Service plans Service minutes Patapatai
2.3.13	Service providers shall ensure whanau who participate in an advisory capacity have clear terms of reference or position description	Kaitohutohu Mahere	Kia mau ki te kupu a tau matua = hold fast to the words of your father. The parent is experienced and wishes the best for the child. This makes the advice reliable ⁶⁹	Terms of reference Role description Patapatai
2.3.14	Service providers shall have policies and procedures relating to whanau participation. These are used to maximise whanau involvement in the service and ensures their collective feedback is sought	Me oho Whanaungatanga	Ma pango, ma whero ka oti te mahi = if workers, bosses and whanau work together the job will be done ⁷⁰	Policy for whanau participation Service minutes Patapatai
2.4	Nga Kaimahi tiaki hauora me nga kaimahi tautoko: Health care and support workers			
2.4.1	Service providers shall develop and implement policies and procedures in	Whai tikanga Mahere tangata	Kia tika nga kaupapa here = employment policies that ensure compliance with all legislation and best practices	Policy for employment,

⁶⁸ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 115 number 684. Many hands

⁶⁹ Ibid. Page 215 number 1312 Adapted. Advice is reliable

⁷⁰ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>. Adapted

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	accordance with good employment practice and meet the requirements of legislation			recruitment and retention HR plans Patapatai
2.4.2	Service providers shall ensure the skills and knowledge required of each position are identified and the outcomes, accountability, responsibilities, authority, and functions to be achieved in each position are documented	Whakatika Maramatanga	Tena te ringa tango parahia = this is the hand that pulls up the weeds, an industrious worker ⁷¹ Me pewhea nga whakataunga = what will be the outcomes from each role?	HR plans Evaluations of plans Role descriptions Patapatai
2.4.3	Professional qualifications shall be validated prior to employment, including evidence of registration and scope of practice for health care and support workers	Ringa ngaio Matanga hauora	He rei nga niho, he paraoa nga kauae = whale's tooth in a whale's jaw. One must have the right qualifications for big enterprises ⁷² E matatau ana nga matanga hauora = health professionals employed to their practice requirements, professionalism	Policy for professional qualifications Personnel records Patapatai
2.4.4	Health care and support workers shall receive an orientation and induction programme that covers the essential components of the service provided	Mahi ahunga Kitenga	E kore e mau i a ia, he wae kai pakiaka = training and experience can be expected to win ⁷³ Kia rite te ahunga = arrange orientation	Orientation and induction process Personnel records Patapatai
2.4.5	Health care and support workers shall have the opportunity to discuss and review performance at defined intervals	Arotake Mahi tika	Tukua he wahanga korero = let them speak	Performance appraisals Service minutes

⁷¹ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 381 number 2373. An industrious person

⁷² <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>

⁷³ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 32 number 149 Adapted. Training and experience

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
				Patapatai
2.4.6	Information held about health care and support workers shall be accurate, relevant, secure and confidential. Ethnicity data shall be collected, recorded, and used in accordance with Health Information Standards Organisation (HISO) requirements	Pataka korero Mohiotanga	Tika te raraunga me te parongo = ensure all correct data and information is collected in their appropriate records keeping	Policy for collection of information Service records Patapatai
2.4.7	Health care and support workers shall have the opportunity to be involved in a debrief and discussion, and receive support following incidents to ensure wellbeing	Wananga Tautoko	Ma tatou ano tatou e korero, tukua he wahanga korero = we can talk for ourselves and let them speak ⁷⁴	Service minutes Patapatai
2.5	Mohiohio: Information			
2.5.1	Service providers shall maintain quality records that comply with the relevant legislation, health information standards, and professional guidelines, including in terms of privacy	Whakatika Whai ture	Whaowhia te pataka parongo = fill the storehouse of information ⁷⁵ Korowaitia e nga ture = be covered by the law and standards	Policy on gathering information Service records Personal records Patapatai
2.5.2	Service providers shall maintain an information management system that: (a) Ensures the captured data is collected and stored through a centralised system to reduce multiples copies or versions, inconsistencies, and duplication (b) Makes the information manageable	Pataka korero Manaaki	Whakatu he pataka parongo me te raraunga = build a storehouse of data and information	Information management plan Measurements Patapatai

⁷⁴ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>

⁷⁵ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 424 number 2659. Adapted. Importance of learning

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	(c) Ensures the information is accessible for all those who need it (d) Complies with relevant legislation (e) Integrates an individual’s health and support records			
2.5.3	Service providers responsible for National Health Index registration of people receiving services shall meet the recording requirements specific by the Ministry of Health	Whakatika See 2.1.1 above	Kia mau ki nga ture o te Manatu Hauora = adhere to the registration requirements of the Ministry of Health	Policy information Reviews of data collection system
3	Nga Huarahi ki te Oranga: Pathways to Wellbeing			
3.1	Te urunga me te whakakore urunga: Entry and declining entry			
3.1.1	During the initial engagement prior to service entry, service providers shall ensure: (a) There is accurate information about the service available in a variety of accessible formats (b) There are documented entry criteria that are clearly communicated to people, whanau, and, where appropriate, local communities and referral agencies	Whai mohio Whakaatu	He korero i whakataruna umu kai = talk which delays food preparation suggests they are so interesting that other matters are delayed. ⁷⁶ Kati, whakawhanuia te parongo katoa = ensure information given is full	Powhiri Pamphlets Website Service records Patapatai
3.1.2	There shall be clearly documented processes for determining a person's entry into a service	Tuhinga tomo Mahi ahunga	The process is clear and there is a map of decision making	Policy for entry to the service Process map

⁷⁶ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 87 number 505. Adapted. When things get really interesting, and make other kaupapa late.

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
				Patapatai Service minutes
3.1.3	The entry process: (a) Respect the rights and identity of the person entering services (b) Allow for ongoing consultation with whanau (c) Where entry to the service is delayed, ensure the person receives timely updates	Whanaungatanga Whakamohio	Whanaungatanga is an integral part of decision-making in traditional Maori society ⁷⁷ Haumaruhia te whanau = keep whanau safe	Hui minutes Patapatai
3.1.4	There shall be clear processes for communicating the decisions for declining entry to a service	Mohiotanga Maramatanga	Ka mate kainga tahi ka ora kainga rua = as one door closes, another opens ⁷⁸ Map of decision making, kia ariari = clearly show the process	Policy for entry to the service and decline Service records Patapatai
3.1.5	Service providers demonstrate routine analysis to show entry and decline rates. This must include specific data for entry and decline rates for Maori	Arohaehae Mana taurite	Clear and regular analysis of entry and decline rates	Service records Report to Board Patapatai
3.1.6	Prior to a Maori individual and whanau entry, service providers shall: (a) Develop meaningful partnerships with Maori Communities and organisations	Roopu Maori Hononga	Partnerships will influence the process in communicating with Maori communities ⁷⁹	Partnership agreements Policy for tikanga Patapatai

⁷⁷ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

⁷⁸ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>.

⁷⁹ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	to benefit Maori individuals and whanau (b) Work with Maori health practitioners, traditional Maori healers, and organisations to benefit Maori individuals and whanau (c)	Te ao Maori	Noho tahi ki te Iwi = reach out and work together with the iwi	
3.2	Taku huarahi ki te oranga: My pathway to wellbeing			
3.2.1	Service providers shall engage with people receiving services to assess and develop their care and support plan in a timely manner. Whanau shall be involved when the person receiving services requests this	Whakawhanake Mahere manaaki	Nau tou rourou, na toku rourou, ka ora ahau = with your food basket and mine, I can live. ⁸⁰ Let's prepare my care plan together = mahere manaaki	Policy service delivery Personal records Patapatai
3.2.2	Care and support plans shall be developed within the service provider's model of care	Take manaaki Mahere mahinga	He aha te mea nui o te Ao? He tangata! = the most important thing in the world is people, (and their support plan) ⁸¹	Care and support plan Patapatai Service records
3.2.3	Fundamental to the development of a care or support plan shall be that: (a) Informed choice is an underpinning principle (b) A suitably qualified, skilled, and experienced health care or support worker undertakes the development of the care or support plan	Mana taurite Ringa ngaio	Whanau act together under the wisdom of kaumatua ⁸³ The plan is built around competent staff, cultural imperatives, and goals = he take manaaki e te ringa ngaio, nga take-a-iwi, me te hiahia	Care and support plan Service records Patapatai Policy tikanga Maori Tikanga guidelines

⁸⁰ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>. Adapted

⁸¹ Ibid. Adapted

⁸³ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	<p>(c) Comprehensive assessment includes consideration of people’s lived experience</p> <p>(d) Cultural needs, values, and beliefs are considered</p> <p>(e) Cultural assessments are completed by culturally competent workers and are accessible in all settings and circumstances. This includes traditional healing practitioners as well as rakau rongoa, mirimiri, and karakia</p> <p>(f) Strengths, goals, and aspirations are described and align with people’s values and beliefs. The support required to achieve these is clearly documented and communicated</p> <p>(g) Early warning signs and risks may adversely affect a person’s wellbeing are recorded, with a focus on prevention or escalation for appropriate intervention</p> <p>(h) People’s care or support plan identifies wider service integration as required</p>	<p>Tapu and noa</p> <p>Ha aha te mea nui ⁸²</p>	<p>Separation of profound from ordinary</p> <p>O te ao? He tangata, he tangata, he tangata = this talks about the importance of relationships. It values people, not money, not success, not a job or a thing – it is people</p>	

⁸² <https://inspiringcommunities.org.nz/wp-content/uploads/2018/09/Inspiring-Communities-%E2%80%93-Whakatauki-information-sheet.pdf>. The importance of community and people

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
3.2.4	<p>In implementing care or support plans, service providers shall demonstrate</p> <p>(a) Active involvement with the person receiving services and whanau</p> <p>(b) That the provision of service is consistent with, and contributes to, meeting the person’s assessed needs, goals, and aspirations. Whanau require assessment for support needs as well. This supports whanau ora and pae ora, and builds resilience, self-management, and self-advocacy among the collective</p> <p>(c) That the person receives services that remove stigma and promote acceptance and inclusion</p> <p>(d) That needs and risks assessments are an ongoing process and that any changes are documented</p>	<p>Kotahitanga</p> <p>Mahere manaaki</p>	<p>The collective nature of Maori society requires the collective group to take responsibility for the actions of the individual ⁸⁴</p> <p>Ma te huruhuru ka rere te manu = adorn the bird with feathers so it may soar. Old or young there are new skills to learn. The more strengths you have the higher your soar ⁸⁵</p> <p>Mahi tahi = work as one</p>	<p>Care and support plan</p> <p>Personal records</p> <p>Service records</p> <p>Patapatai</p> <p>Daily goals, duties</p>
3.2.5	<p>Planned review of a person’s care or support plan shall</p> <p>(a) Be undertaken at defined intervals in collaboration with the person and whanau, together with wider service providers</p> <p>(b) Include the use of a range of outcome measurements</p>	<p>Arotake</p> <p>Mahere manaaki</p>	<p>Ata arotake = the reviews are carried out with care</p> <p>The strength and closeness of family groups means difficulties and problems can be shared with everyone ⁸⁶</p>	<p>Care and support plan</p> <p>Personal records</p> <p>Patapatai</p> <p>Service records</p>

⁸⁴ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

⁸⁵ <https://www.thetereomaoriclassroom.co.nz/2019/07/whakatauki-wisdom-te-reo-maori/>

⁸⁶ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	<p>(c) Record the degree of achievement against the person’s agreed goals and aspirations as well as whanau goals and aspirations</p> <p>(d) Identify changes to the person’s care or support plan, which are agreed collaboratively through the ongoing re-assessment and review process, and ensure changes are implemented</p> <p>(e) Ensure that, where progress is different from expected, the service provider in collaboration with the person receiving services and whanau responds by initiating changes to the care and support plan</p>	Mana	Kei ou ringaringa te ao = the world is yours. What do you want, what makes you happy, your aspirations? Make the most of all opportunities, dream and pursue. The world is yours ⁸⁷	
3.2.6	<p>Service providers shall</p> <p>(a) Together with tangata whaikaha, develop policies and procedures that ensure tangata whaikaha and whanau participate in service development</p> <p>(b) Deliver services that give tangata whaikaha choice and control over their supports</p> <p>(c) Remove barriers that prevent tangata whaikaha and whanau from independently accessing information</p>	<p>Whakawhanake</p> <p>Whakarangatira</p>	<p>Whanake tahi i nga kaupapa here = developing policies and removing barriers</p> <p>Traditionally, Maori society is seen as a collective unit, meaning everyone within that unit has a responsibility of working together ⁸⁸</p>	Service records Agreements and partnerships with iwi Patapatai

⁸⁷ <https://www.thetereomaoriclassroom.co.nz/2019/07/whakatauki-wisdom-te-reo-maori/>.

⁸⁸ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
3.2.7	Service providers shall understand Maori constructs of oranga and implement a process to support Maori and whanau to identify their own pae ora outcomes in their care or support plan. The support required to achieve these shall be clearly documents, communicated and understood	Rangatiratanga Te ao Maori	Whanau support at hui strengthens the sense of either reciprocal group obligations or responsibilities, or both ⁸⁹ Matau katoa ki te Ao Maori = identifying the Maori ways	Partnerships with iwi Policy for tikanga Maori Care and support plan Patapatai Service records Personal records
3.3	Nga mahi takitahi: Individualised activities			
3.3.1	Meaningful activities shall be planned and facilitated to develop and enhance people’s strengths, skills, resources, and interests, and shall be responsive to their identity	Whakarangatira Mana motuhake	Song ⁹⁰ You raise me up so I can stand on mountains You raise me up to walk on stormy seas I am strong when I am on your shoulders You raise me up to more than I can be He mahi to te tangata = activities for the person	Personal records Patapatai Care and support plan
3.3.2	People receiving services shall be supported to access their communities of choice where possible	Na tou rourou See 3.2.1 above	With mine and your baskets, I can reach out into the community = tomo atu ki te hapori	Partnership agreements Personal records Patapatai Care or support plan
3.3.3	Service providers shall encourage their workforce to support community initiatives	Roopu hapori	It is a way of bonding based on a common cause and can extend beyond initiatives ⁹¹	Service records Care and support plan

⁸⁹ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 132

⁹⁰ Song sung by Josh Groban, written by Rolf Lovland and Brendan Joseph Graham. Strong theme of God and message of power and strength through faith

⁹¹ He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 132

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	that meet the health needs and aspirations of Maori and whanau	Mahere tangata	Tautokongia i te hāpori = support the community	Patapatai
3.3.4	Service providers shall facilitate opportunities for Maori to participate in te Ao Maori	Te Ao Maori Whakamana	It is important to maintain kinship ties for the enhancement of whanaungatanga both in the present and the future = Uru ki te Ao Maori i.e. the importance of connections ⁹²	Policy tikanga Maori Care and support plan Patapatai Personal records
3.4	Aku rongoa: My medication			
3.4.1	A medication management system shall be implemented appropriate to the scope of the service	Whakatinana Mahere rongoa	Whakatu he punaha rongoa i runga i te manaakitanga = i.e. establish a medicine management system	Policy medicine management Implementations of medicine Patapatai
3.4.2	The following aspects of the system shall be performed and communicated to people by registered health professionals operating within their role and scope of practice, prescribing, dispensing, reconciliation, and review	Manaakitanga Matanga hauora	Kia taea te mahi-a-ringā ngaio = the essential processes by which health professionals can do their roles	Staff files Service records Patapatai
3.4.3	Service providers ensure competent health care and support workers manage medication including, receiving, storage, administration, monitoring, safe disposal, or returning to pharmacy	Atawhai Tikanga rongoa	Nga whakahaere-a-ringā- manaaki = essential processes of care and support workers to manage medication	Staff files Training records Medicine records Patapatai

⁹² He Hinatore ki te Ao Maori. A Glimpse into the Maori World, Ministry of Justice, 2001. Page 133

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
3.4.4	A process shall be implemented to identify, record, and communicate people’s medicine-related allergies or sensitivities and respond appropriately to adverse events	Totika Awhi	Kia tika te punaha-to-ia-tangata = be accurate with medication records	Persona records Service records Medicine management records Patapatai
3.4.5	Based on prescriber instructions, service providers shall provide ongoing support for people’s understanding of their medication	Mohiotanga Tautoko	Whakamohio te tangata = people be supported to understand their medication	Personal records Patapatai
3.4.6	Service providers shall facilitate safe self-administration of medication where appropriate	Mana Motuhake Atawhai	Ma te tangata ano e mahi tona rongoa = where appropriate people are supported to self-administrate	Personal records Medicine management Patapatai
3.4.7	Where standing orders are used, the relevant guidelines shall be consulted to guide practice	Arataki Whai tikanga	Kia mau ki nga tono = abide by standing orders	Personal records Medicine management records Patapatai
3.4.8	Over-the-counter medication and supplements shall be considered by the prescriber as part of the person’s medication	Rongoa Mana	No waho kia mau tahi = prescriptions sourced over the counter are part of medicine	Personal records Medicine management records Care or support plan Patapatai
3.4.9	Service providers shall identify cases in which there are difficulties accessing medication, and support people to access it.	Tautoko Ngakau pono	Kia mohio ko wai ma te tino awhi whakatutuki i nga hiahia = know who needs lots of help	Personal records

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	Service providers support Maori and whanau to access medication			Medicine management records Service records Care or support plan Patapatai
3.4.10	Service providers shall provide appropriate support, advice, and treatment for Maori	Hononga Mana taurite	Whakarata ki te Maori = Give right support There are disparities in the use of medicines by Maori ⁹³ Māori have fewer prescriptions dispensed for pharmaceuticals to treat a number of key conditions.	Service records Medicine management records Patapatai
3.4.11	People shall receive their blood components in safe and timely manner that complies with current legislative requirements and safe practice guidelines	Whai tikanga Mahere rongoa	Tukua he waehanga toto = give right blood components	Personal records Medicine management records Service records Patapatai
3.4.12	Where applicable, people shall receive their fractionated plasma products in a safe and timely manner that complies with current legislative requirements and safe practice guidelines	Whakamana Whakaruruhau	Kia whiwhi tika he wetoto = ensure that people receive plasma products in a proper and safe manner	Personal records Medicine management records Service records Patapatai
3.5	Taioranga kai hei tautoko i te oranga: Nutrition to support wellbeing			

⁹³ <https://bpac.org.nz/BPJ/2012/August/disparities.aspx>.

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
3.5.1	Menu development that considers food preferences, dietary needs, intolerances, allergies, and cultural preferences shall be undertaken in consultation with people receiving services	Whiringa kai Mahere manaaki	Whiringa kai = diet ⁹⁴ He kai mariu = preferred. E whakaaraha a tatou ngakau = dietary changes for an individual may have to be adopted by the whole whanau to be successful. Preparing separate meals is unrealistic	Service records Service menu Weekly menu Personal records Care or support plan Patapatai
3.5.2	People and whanau shall have the opportunity to be involved in preparation of food as appropriate to the service	Whakamana Manaakitanga	Mahia te tunu kai, ka timu te tai ka pao te torea = work at getting food while the tide is ebbing and the oyster catcher will strike ⁹⁵	Weekly activities chart Care or support plan Patapatai
3.5.3	Service providers shall ensure people’s dining experience and environment is safe and pleasurable, maintains dignity and is appropriate to meet the needs and cultural preferences	Whakapai Manaakitanga	Whakapai i te wharekai = a tradition that the eating area is always made ready to meet the responsibility and tikanga of manaaki = hospitality Sharing food is an important tikanga of hospitality, and for nurturing relationships. Not offering food or running out attracts embarrassment ⁹⁶	Service records Patapatai Sighting
3.5.4	The nutritional value of menus shall be reviewed by appropriately qualified personnel such as dietitians	Amine Matanga whiringa kai	He kai kei aku ringa = there is nutritional kai prepared by me ⁹⁷ Taioranga te kai = nutritional values Ko Maru kai atu, kai mai, ka ngohe ⁹⁸ Maru eats out, Maru eats in, all is agreeable	Service menu Agreement with nutritionist Patapatai

⁹⁴ <https://bpac.org.nz/BPJ/2008/August/tikanga.aspx>. Healthy kai

⁹⁵ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 278 number 1713. When opportunity presents, act

⁹⁶ <https://bpac.org.nz/BPJ/2008/August/tikanga.aspx>. Manaakitanga

⁹⁷ <https://www.maori.cl/Proverbs.htm>. Adapted

⁹⁸ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 234 number 1428. Adapted. Importance of hospitality

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
3.5.5	An approved food control plan shall be available as required	Whai tikanga Mahere manaaki	Me tu he mahere kai tika = to have an approved menu	Service menu Service records Patapatai
3.5.6	All aspects of food procurement, production, preparation, storage, transportation, delivery, and disposal shall comply with current legislation and guidelines	Whai tikanga Mahere haumaruru	Kohia i nga kakano whakaritea te parekereke, kia puawai nga hua = gather the seeds, prepare the seedbed carefully and you will be gifted with an abundance of food. ⁹⁹ Haumaruru kai i te ture = follow food safety rules	Food safety legislation Service records Patapatai
3.5.7	Service providers adopt a holistic approach to menu development that ensures nutritional value, respecting and supporting cultural beliefs, values, and protocols around food. Maori and whanau shall have menu options culturally specific to te ao Maori	Nga wawata Te ao Maori	Cultural preferences. Some foods have special meaning. Rather than advocating removal discuss how they can be prepared to minimise salt and fat content. For example, for a healthier boil up, trim fat off meat. ¹⁰⁰ Whakawhanui ai te tunu kai = take in all aspects of good food preparation	Service menu Service records Patapatai
3.6	Te takatau, whakawhiti, me te whakaputa: Transition, transfer and discharge			
3.6.1	Service providers shall implement a process to support a safe, timely, seamless transition, transfer, or discharge	Tautoko Tuhinga wehe	Ko te pae tawhiti whaia kia tata; ko te pae tata, whakamaua kia tina = seek out distant horizons and cherish those you attain ¹⁰¹ He whakawhiti, he takatau me te whakaputa = the transfer, your transition, your leaving	Policy to exit service Service records Patapatai

⁹⁹ <https://www.tepunataiao.org.nz/whakatauki>. Te Puna Taiao for healthy, resilient tamariki and communities

¹⁰⁰ <https://bpac.org.nz/BPJ/2008/August/tikanga.aspx>. Healthy kai

¹⁰¹ <https://www.twinkl.co.nz/resource/nz-mfl-250-te-reo-maori-whakatauki-flashcards-te-reo-maori-english>.

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
3.6.2	Service providers shall discuss and document reasons for transition, transfer, or discharge with the person and their whanau including any expressed concerns	Wananga Maramatanga	Ehara taku toa i te toa takitahi, engari he toa takitini = my strength is not as an individual, but as a collective ¹⁰² Tuhia nga take = full documentation	Personal records Service hui Patapatai
3.6.3	People and whanau shall be advised of their options to access other health and disability services and social support or kaupapa Maori agencies where indicated or requested	Whakamohio Maramatanga	Te whanau i nga kowhiringa = advise options to person and whanau	Service hui Service records Patapatai Personal records
3.6.4	A documented transition, transfer, or discharge plan, including current needs and risk mitigation, shall be developed in collaboration with the person and whanau and the accepting service provider	Whakawhanake Mahere manaaki	Ma pango, ma whero ka oti te mahi = if the accepting provider, person and whanau work together the job will be done ¹⁰³ Tuhia tahi te mahere whakaputa = joint writing of the exit plan	Personal records Service records Exit plan Patapatai
3.6.5	Service providers shall ensure people obtain the support they need, and that this is documented in the transition, transfer, or discharge plan	Tautoko Mahere manaaki	Ma te huruhuru, ka rere te manu = Adorn this bird with feathers so it can fly ¹⁰⁴ Tautoko te whakaputa = support the leaving	Service records Personal records Patapatai
3.7	Haumanu whakahikororo: Electroconvulsive therapy			
3.7.1	Electroconvulsive therapy (ECT) shall be provided according to legislation and current national guidelines	Whakahikororo Whai tikanga	Whai whakahikororo i te ture = follow the law for electroconvulsive use	Legislation National guidelines Policy on tikanga Maori

¹⁰² Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 24 number 93. A collective effort

¹⁰³ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>.

¹⁰⁴ <https://www.thetereomaoriclassroom.co.nz/2019/07/whakatauki-wisdom-te-reo-maori/>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
			Staff need to be aware of tikanga of tapu for the head and whanau for relationships	
3.7.2	There shall be monitoring processes in place to ensure all assessments, consents, and application of ECT comply with the current national guidelines and legislation and service provider’s policies and procedures	Aroturukihia Whai ture	Aroturuki ki te ture = important to monitor according to the law	Policies for use of ECT Legislation National guidelines Personal records Patapatai Service records
3.7.3	People receiving services and whanau shall be given specific information on the benefits, risks, and known side effects of ECT. Information shall also include alternative treatment options	Mohiotanga Whakaatu	Tukua parongo mo te whakahikororo = give full information on ECT use and alternatives and the person has agreed to ECT treatment Whanau involved in decisions	Policy on communications Literature on alternative options Personal records Patapatai
3.7.4	For Maori, service providers shall recognise the role of whanau and community in a person’s illness and treatment, and particular beliefs, such as the sacredness of the head, as essential	Whakawatea Tapu	The head is regarded as tapu in te ao Maori. Karakia and water may be used to reduce impact of tapu at the time of treatment, and then tapu reapplied afterwards. ¹⁰⁵	Policy on tikanga Maori Patapatai Personal records Service records
3.8	Te whiwhi me te tiaki i nga putau hema me nga kikiri: Obtaining and caring for gametes and embryos			
3.8.1	Service providers shall implement policies and procedures to accurately identify	Ira Tane	The male essence personified in the celestial being named Hani the Questing One ¹⁰⁶	Policy to identify Service records Patapatai

¹⁰⁵ Tikanga Whakaaro Key concepts in Maori culture, Cleve Barlow, 2002. Page 125 – 129. Adapted

¹⁰⁶ King Potatau, An Account of the Life of Potatau Te Wherowhero the First Maori King, by Pei Te Hurinui, 1959. Page 247

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	people, gametes, embryos, and other biological samples	Ira wahine	Kaupapa herehia mo te tautuhi putau hema me nga kikiri = policy to identify gametes and embryos	
3.8.2	Service providers shall ensure safe preparation, performance, and discharge for obtaining and transferring gametes, embryos, and other biological samples. This covers procedures that fall under the day-stay label as well as those that do not, such as intrauterine and in-vitro insemination and embryo transfer	Ira Wahine Mahere mahi	The female essence personified under the name Puna the Spring-well ¹⁰⁷ Haumaruhia te oranga ira = safe care of life principle	Policy to ensure safety Service records Patapatai
3.8.3	Service providers shall ensure a suitable environment for optimising embryo culture conditions	Kaitiakitanga Haumaruru	As a traditional Maori world view means taking care of, and behaving as custodians of an environment ¹⁰⁸ Haumaruhia te ao putau = care of gametes	Policy for safe environment Service records Patapatai
3.8.4	Service providers shall ensure the safe storage, manipulation, and use of cryopreserved biological materials in accordance with New Zealand legislation and best practice	Mauri Whai ture Whai tikanga	Ensure that the mauri or life force of the taonga are healthy and strong ¹⁰⁹ Haumaruhia te pataka putau = safe storage of gametes	Policy for safe storage Service records Patapatai Sighting
3.8.5	Service providers shall ensure there are contingency plans in place to minimise the	Haumaruhia Mahere mahi	He mahere tuarua kia haumaruru = secondary plans of safety to minimise impacts of adverse outcomes	Policy risk management Service records

¹⁰⁷ King Potatau, An Account of the Life of Potatau Te Wherowhero the First Maori King, by Pei Te Hurinui, 1959. Page 247

¹⁰⁸ <https://www.sciencelearn.org.nz/resources/2544-understanding-kaitiakitanga>.

¹⁰⁹ Ibid. Adapted

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	risk of adverse outcomes following a disaster			Patapatai
3.8.6	Service providers shall ensure the design of facilities is appropriate for assisted reproductive treatment and the people who use it	Tika te hanga Whakatika	Ko te whare e hanga te tangata, ko te tangata e hangaia e te whare = the whare builds the people and the people build the whare ¹¹⁰ Whakatu te hanga o te whare = design the facility appropriately	Policy for builds Service records Patapatai
3.8.7	On closure of a fertility service, there shall be ongoing safe storage and accessibility to gametes, embryos, tissues, and medical records	Kaitiakitanga Mahere mahi	Katia te wahi, kia ngawari te tukunga atu ki tetehi atu = if facility ceases to function, make the records available to another service	Policy for closure of facilities Service records
3.8.8	Service providers shall ensure the design of the facility and the delivery of service are culturally and clinically safe for Maori who visit and use the service	Whanau ora Tikanga Maori	Whakatutuki ki nga ahua Maori = meet the needs of Maori	Policy for builds Service records Patapatai
4	Te Aro ki te Tangata me te Taiao Haumarua: Person-Centred and Safe Environment			
4.1	Te whare haumanu: The facility			
4.1.1	Buildings, plant, and equipment shall be fit for purpose, and comply with legislation relevant to the health and disability service being provided. The environment is	Manaakitanga ¹¹¹ Tikanga ture	Adopting manaakitanga within an organisation requires appropriate hospitality providing a welcoming workplace environment and allowing opportunities for cultural identity expression	Policy for health and safety Legislation Policy tikanga Maori Policy for mobility

¹¹⁰ <https://www.tandfonline.com/doi/full/10.1080/1177083X.2021.1920984>

¹¹¹ <http://www.maramatanga.co.nz/sites/default/files/14INT05%20-%20Monograph%20Internship%20UC.pdf>. Page 12. and means that the organisation can benefit from employee affective commitment behaviour, including pro-social behaviours and loyalty

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	inclusive of people’s cultures and supports cultural practices		Tautoko nga rauemi katoa = ensure all resources comply with legislation	Patapatai
4.1.2	The physical environment, internal and external, shall be safe and accessible, minimise risk of harm, and promote safe mobility and independence	Mauri Noa	An energy, internal element, a sustaining life force ¹¹² Haumaruhia nga wahi roto me waho = all physical environs are safe	Policy for purchases Policy for maintenance Service records Sighting
4.1.3	There shall be adequate personal space that is safe and age appropriate, and has accessible areas to meet relaxation, activity, lounge, and dining needs	Whakatika Mana tangata	Correct, appropriate and proper. Whakarahi i nga aputa noho = make enough living space	Policy for health and safety Patapatai Sighting
4.1.4	There shall be adequate numbers of toilet, showers, and bathing facilities that are accessible, conveniently located, and in close proximity to each service area to meet the needs of people receiving services. This excludes any toilet, showers, or bathing facilities designated for service providers or visitors using the facility	Noa Manaaki	Make it normal and natural. Kia tika nga wahi whakapai tinana = have enough places to attend to bodily functions	Policy for health and safety Policy for maintenance Service records Sighting
4.1.5	There shall be adequate space to allow people to move safely around their personal space and bed area	Whakanui Manaaki	Hangahia nga aputa i te ruma moe nuku haere = create enough space in the bedrooms to move around	Policy for health and safety Policy for maintenance

¹¹² https://www.landcareresearch.co.nz/uploads/public/Discover-Our-Research/Environment/Sustainable-society-policy/VMO/Indigenous_Maori_knowledge_perspectives_ecosystems.pdf. Page 284. An energy, internal element, a sustaining life force or spirit, a soul, in all living and non-living things

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
				Service records Sighting Patapatai
4.1.6	Each person’s room shall have at least one external window, providing natural light, and appropriate ventilation and heating	Hanga tika Tikanga whare	Me hanga he matapihi i te ruma moe = one window at least	Policy for health and safety Policy for maintenance Service records Sighting
4.1.7	When services design new buildings there shall be consultation and co-design of the environments, to ensure that they reflect the aspirations and identity of Maori	Hanga whare Te ao Maori	Me mau ki nga ahua Maori = new builds adhere to te ao Maori	Policy for health and safety Policy tikanga Maori Service records Patapatai
4.2	Te haumarū o nga tangata me te hunga mahi: Security of people and workforce			
4.2.1	Where required by legislation, there shall be a Fire and Emergency New Zealand-approved evacuation plan	Tiaki tangata Mahere mahi	Mahere whakawatea whare = evacuation plan	Fire evacuation plans Disaster plan
4.2.2	Service providers shall ensure there are implemented fire safety and emergency management policies and procedures identifying and minimising related risk	Tiakitanga Mahere turaru	Haumarū ahi = fire safety	Service records Fire evacuation plans Trial evacuations Patapatai
4.2.3	Health care and support workers shall receive appropriate information, training,	Hapainga	Anei au, tou pou whirinaki = I’m here, I’ll support you ¹¹³	Training records Staff records

¹¹³ <https://www.thetereomaoriclassroom.co.nz/2019/07/whakatauki-wisdom-te-reo-maori/>.

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	and equipment to respond to identified emergency and security situations. This shall include for safety and emergency procedures	Whakangungu	Whakangunguhia nga kaimahi = train workers	Service minutes Patapatai
4.2.4	Service providers shall ensure health care and support workers are able to provide a level of first aid and emergency treatment appropriate for the degree of risk associated with the provision of the service	Atawhai Mahere rongoa	Tuku awahi tuatahi = give first aid	First aid training Staff records Patapatai
4.2.5	An appropriate call system shall be available to summon assistance when required	Karangaranga Whakaatu	Kia pai te paho ki te awhina = make the call strong when calling for assistance	Maintenance records Service records Patapatai Sighting
4.2.6	Service providers shall identify and implement appropriate security arrangements relevant to the people using services and the setting, including appropriate identification	Haumaruhia Mahere tangata	Whakahaumaru ki te iwi = security arrangements for the people	Security plan Service records Patapatai
4.2.7	Alternative essential energy and utility sources shall be available, in the event of the main supplies failing	Pou tautoko Whakamahere	Whakatu he taupua me nga rawa tautoko me te pungao ke = establish temporary supports and back up energy sources	Asset records Service records Sighting Patapatai
4.2.8	Service providers will explain emergency and security arrangements to all people using the services	Whakamohio Manaaki	Whakamohio nga tikanga putanga me te tiaki = explain rules to exit and security	Service records Patapatai

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
5	Te Kaupare Pokenga me te Kaitiakitanga Patu Huakita: Infection Prevention and Antimicrobial Stewardship			
5.1	Mana whakahaere: Governance			
5.1.1	The governance body shall identify the IP and AMS programmes as integral to the service provider’s strategic plans (or equivalent) to improve quality and ensure the safety of people receiving services and health care and support workers	Mahere rautaki Mahere kounga	Te toia, te haumatia, nothing can be achieved without a plan, workforce and a way of doing things. ¹¹⁴ Whakaritenga, he arai pokenga tika = arrange the right infection prevention programme	Board minutes Organisation chart Infection prevention plan Patapatai
5.1.2	There shall be a formally agreed mechanism for accessing appropriate IP and AMS expertise that assists with defining the strategic direction and provides advice to the governing body	Kaitohutohu Mohiotanga	Ko koutou hei pou mo taku kupenga = You are the supporters for this project. ¹¹⁵ Te huarahi whai arai pokenga = pathway to get IP information	Infection prevention plan Service records Board minutes Patapatai
5.1.3	There shall be a documented pathway for IP and AMS issues to be reported to the governance body at defined intervals, which includes escalation of significant incidents	Whakairohia Mahere tuhinga	Carve out a pathway, he ara tuhinga mo nga raru = documented pathway for issues	Infection prevention plan IP committee records
5.1.4	Significant IP events shall be managed using a stepwise approach to risk management and receive the appropriate level of organisational support	Kia ata haere Mahere turaru	Go carefully, he ara ata haumaruhia = careful approach to managing risk	Infection prevention plan IP committee records Service records\ Patapatai

¹¹⁴ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 392 number 2453. Planning, people and effort coming together

¹¹⁵ Ibid. page 233, number 1419. Adapted. Supporting the leader

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
5.2	Te Hotaka Kaupare pokenga me te whakatinanatanga: The infection prevention programme and implementation			
5.2.1	<p>There is an IP role, or IP personnel, as is appropriate for the size and the setting of the service provider, who shall;</p> <p>(a) Be responsible for overseeing and coordinating implementation of the IP programme</p> <p>(b) Have clearly defined responsibility for IP decision making</p> <p>(c) Have documented reporting lines to the governance body or senior management</p> <p>(d) Follow a documented mechanism for accessing appropriate multidisciplinary IP expertise and advice as needed</p> <p>(e) Receive continuing education in IP and AMS</p> <p>(f) Have access to shared clinical records and diagnostic results of people</p>	<p>Matanga arai pokenga</p> <p>See 2.1.3 above</p> <p>Whakamahere</p>	<p>Ki nga whakaheke haumi = seek leaders who are able to weld diverse groups into a successful combination ¹¹⁶</p> <p>He turanga arai pokenga = an IP role</p> <p>Kaiarai pokenga = IP personnel</p>	<p>Organisation chart</p> <p>Role description</p> <p>IP committee minutes</p> <p>Service records</p> <p>Patapatai</p>
5.2.2	<p>Service providers shall have a clearly defined and documented IP programme that shall be:</p> <p>(a) Developed by those with IP experience</p> <p>(b) Approved by the governance body</p> <p>(c) Linked to the quality improvement programme; and</p> <p>(d) Reviewed and reported annually</p>	<p>Ringa ngaio</p> <p>Mahere kounga</p>	<p>Tena ano kei ona roratanga = difficult obstacles can be surmounted if one perseveres and all avenues are explored ¹¹⁷</p> <p>He hotaka tika mo te arai pokenga = document an IP programme</p>	<p>Policy for IP</p> <p>IP plan</p> <p>IP committee minutes</p> <p>Board minutes</p> <p>Patapatai</p>

¹¹⁶ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 221 number 1351. Leadership

¹¹⁷ Ibid. Page 49 number 257. Adapted. Overcoming obstacles

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
5.2.3	<p>Service providers shall develop written IP policies with input from suitably qualified personnel, which comply with relevant legislation and accepted best practice. The suite of policies shall include:</p> <ul style="list-style-type: none"> (a) Hand hygiene and standard precautions (b) Aseptic technique (c) Transmission based precautions (d) Prevention of sharps injuries (e) Prevention and management of communicable infectious diseases in service providers and users (f) Management of current and emerging multi-drug resistant organisms (g) Outbreak management (h) Decontamination and reprocessing of reusable medical devices and equipment (i) Single-use items (j) Health care-associated infection (HAI) surveillance (k) The built environment 	<p>Arataki</p> <p>Whai ture</p>	<p>Ko koutou hai pou mo taku kupenga = those who support a leader and the project will adopt correct policies ¹¹⁸</p> <p>He kaupapa here mo te arai pokenga = policies for infection prevention</p>	<p>Policy for IP</p> <p>Patapatai</p>
5.2.4	<p>Service providers shall ensure that there is a pandemic or infectious disease response plan in place, that is tested at regular intervals, and that there are sufficient IP resources including personal protective equipment (PPE) available or readily</p>	<p>He kawa arai</p> <p>Whakamahere</p>	<p>Whakatu he mate uruta mo te arai pokenga = establish a pandemic plan</p>	<p>Ip pandemic plan</p> <p>IP committee minutes</p> <p>Service minutes</p> <p>Board minutes</p> <p>Patapatai</p>

¹¹⁸ Nga Pepeha a Nga Tupuna, Mead & Grove, 2020. Page 233 number 1419. Support

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	accessible to support this plan if it is activated			
5.2.5	IP personnel shall have input into other related clinical policies that may impact on HAI risk	Whakaruruhau Tikanga	Ma te kaiarai pokenga e titiro ki nga kaupapa here orite katoa = the IP person has oversight into other policies	Service records Patapatai
5.2.6	Infection prevention education shall be provided to health care and support workers and people receiving services by a person with expertise in IP. The education shall be: (a) Included in health care and support workers orientation, with updates at defined intervals (b) Relevant to the service being provided	Matanga hauora Mahere ahunga	Whakangungu i nga kaimahi i nga mohio mo te arai pokenga = training staff on infection prevention	IP training for staff Personal records Patapatai
5.2.7	A person with IP expertise shall be involved in procurement processes for equipment, devices, and consumables used in the delivery of health care	Haututanga Rawa	Whakatu he kaiarai pokenga = appoint a person with IP expertise. Hei arahi hei whiwhi i nga rauemi = ensure IP person involved in procurements decisions	IP plan Service records Patapatai
5.2.8	Service providers will demonstrate a clear process for early consultation and involvement from the IP personnel or committee during the design of any new building or when significant changes are proposed to an existing facility	He hanga whare Whai tikanga	Ma te kaiarai pokenga e korero = IP person is consulted	Board minutes Service records Patapatai
5.2.9	Service providers shall ensure that reusable medical devices and shared equipment is	Parakore	Ki nga rauemi me nga purere = decontaminate devices	Policy on single use IP plan

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	appropriately decontaminated and reprocessed appropriately based on recommendations from the manufacturer and best practice guidelines. There shall be written policies for both manual and automated decontamination of reusable medical devices	Kaupapa here	Tuhia kaupapa here = write appropriate policies	IP committee minutes Service records Patapatai
5.2.10	There shall be evidence of audit and corrective actions, if applicable, of the appropriate decontamination of reusable medical devices based on recommendations of the manufacturer and best practice standards	Whakamana Arotake	Tuturutia i nga arotake = show audits records	Audit reports Patapatai
5.2.11	Single-use medical devices shall not be reused or remanufactured unless a formal risk assessment process has been followed and documented and approved by the governance body	Marutau Tikanga	Kia tupato = be careful. Kua e mau ano ki nga purere = don't reuse single use devices unless	Policy on single use Risk assessment Patapatai
5.2.12	Service providers shall provide educational resources that are available in te reo Maori and are accessible and understandable for Maori accessing services	Ko te reo See 1.4.4 above	Te mauri o te mana Maori = the language is the heart and soul of the Mana of Maoridom ¹¹⁹ Whakamatautau i te reo Maori = use test resources in te reo.	Policy tikanga Maori Service records Patapatai

¹¹⁹ <https://hail.to/breens-intermediate/publication/LBfnG29/article/IMf6Rbl>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
5.2.13	IP personnel and committees shall participate in partnership with Maori for the protection of culturally safe practices in IP, and thus acknowledging the spirit of Te Tiriti	Hononga Te Tiriti	Waihi i te toipoto, kua i te toiroa = let us keep close together, not far apart ¹²⁰ Hono atu ki te iwi kia haumaruru tahi = use tikanga Maori for safe practices	Policy tikanga Maori Board minutes Service records Patapatai
5.3	Hotaka kaitiaki patu huakita (AMS) me te whakatinanatanga: Antimicrobial stewardship (AMS) programme and implementation			
5.3.1	Service providers shall have a documented AMS programme that sets out to optimise antimicrobial use and minimising harm. This shall be: (a) Appropriate for the size, scope, and complexity of the service (b) Approved by the governance body (c) Developed using evidence-based antimicrobial prescribing guidance and expertise (which included restrictions and approval processes where necessary and access to laboratory diagnostic testing reports)	Mahere mahinga Mahere turaru	Whakatu he hotaka i te patu huakita = programme for resisting infection ie. antimicrobial use	Policy for AMS AMS programme Service records Board minutes Patapatai
5.3.2	Service providers shall have policies and guidelines in place, appropriate to the size, scope, and complexity of the service, which will comply with evidence-informed practice	Whakatika Kaupapa here	Whakarahi i nga hotaka mo te ratonga = adopt a programme appropriate for the service	Policy for AMS Service records AMS implementation plan Patapatai

¹²⁰ <https://www.massey.ac.nz/student-life/m%C4%81ori-at-massey/te-reo-m%C4%81ori-and-tikanga-resources/te-reo-m%C4%81ori-pronunciation-and-translations/whakatauk%C4%AB-m%C4%81ori-proverbs/>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
5.3.3	Service providers, shall evaluate the effectiveness of their AMS programme by: (a) Monitoring the quality and quantity of antimicrobial prescribing, dispensing, and administration and occurrence of adverse effects (b) Identifying areas for improvement and evaluating the progress of AMS activities	Aromatawaia Mahere kounga	Aromataia te pai o kaitiaki patu huakita me te whakatinanatanga = evaluate the programme	Evaluation records Service records Improvement plan Patapatai
5.4	Te ata tiro tiro mo te pokenga e pa ana ki te tiakinga hauora: Surveillance of health care-associated infection (HAI)			
5.4.1	Surveillance activities shall be appropriate for the service provider and take into account the following: (a) Size and complexity of the service (b) Type of service provided (c) Acuity, risk factors, and needs of the people receiving the service (d) Health and safety risk to, and of, the workforce (e) Systemic risk to health and safety system as a whole	Whakamana Manaaki	Whakarahi i te wahanga tutei = enact appropriate surveillance activities	Policy for surveillance of HAI Health and safety records Service records Patapatai
5.4.2	Service providers, through their IP role or personnel, shall determine the type of surveillance required and the frequency with which it is undertaken, taking into account the size and setting of the service and national and regional surveillance programmes and guidelines	Whai tikanga Whai ture	Ma te kaiarai pokenga e ki me pewhea te tutei = the IP personnel to determine the surveillance activities	Policy for surveillance of HAI Health and safety records Service records Patapatai

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5.4.3	Surveillance methods, tools, documentation, analysis, and assignment of responsibilities shall be described and documented using standardised surveillance definitions. Surveillance includes ethnicity data	Whakamana Tutei	Tuhia i nga tikanga o te tutei = describe the types and methods of the surveillance	Documentations Service records Patapatai
5.4.4	Results of surveillance and recommendations to improve performance where necessary shall be identified, documented, and reported back to the governance body and shared with relevant peoples in a timely manner	Mohiotanga Kaitiaki poari	Tukua nga hua whakamohio ki te poari = send results to the board	Reports of surveillance activities Patapatai Board minutes
5.4.5	There shall be clear, culturally safe processes for communication between service providers and people receiving services who develop or experience HAI	Whai mohio Maramatanga	Kia ngawari nga ara korero ki te iwi = have a clear process to fully inform	Service records Patapatai
5.5	Taiao: Environment			
5.5.1	Service providers shall ensure safe and appropriate storage and disposal of waste and infectious or hazardous substances that complies with current legislation and local authority requirements. This shall be reflected in a written policy	Whakaruruhau Mahere turaru	Whakatu he pataka me te horomiti pakopako mo nga rawa pokenga = have a storage for waste disposal and infectious products	Legislation Council regulations Policy for storage and disposal of waste Service records Patapatai
5.5.2	Service providers shall ensure that people, visitors and the workforce (both paid and	Haumaruhia	Whakahaumaru i nga iwi i nga morearea = keep people safe from hazardous products	Policy health and safety Policy for visitors

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	unpaid) are protected from harm when handling waste or hazardous substances	Rahui		Sign in register Sighting
5.5.3	Service providers shall ensure that the environment is clean and there are safe and effective cleaning processes appropriate to the size and scope of the health and disability service that shall include: (a) Methods, frequency, and materials used for cleaning processes (b) Cleaning processes that are monitored for effectiveness and audit, and feedback on performance is provided to the cleaning team (c) Access to designated areas for safe and hygienic storage of cleaning equipment and chemicals This shall be reflected in policy	Whakatika Whai tikanga	Kia ma i nga wahi, rauemi katoa = keep everything clean	Policy for cleaning facility Service records Cleaning contract Sighting Patapatai
5.5.4	Service providers shall ensure there are safe and effective laundry services appropriate to the size and scope of the health and disability service that include: (a) Methods, frequency, and materials used for laundry processes (b) Laundry processes being monitored for effectiveness (c) A clear separation between handling and storage of clean and dirty laundry	Whakapai Mahere mahi	Te wahi horoi kakahu me te horoi kakahu = keep the right place and ways for laundry	Policy for laundering Cleaning schedule Service records Patapatai Sighting

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	(d) Access to designated areas for the safe and hygienic storage of laundry equipment and chemicals This shall be reflected in written policy			
5.5.5	Service providers shall ensure that the IP role has – or IP personnel have- oversight of the facility testing and monitoring programmes for the built environment	He kitenga Arotake	To te kaiarai pokenga i nga arotake me te aroturuki = IP personnel oversees reviews and monitoring	Role description Monitoring reports Patapatai
6	Here Taratahi: Restraint and Seclusion			
6.1	He tukanga here: A process of restraint			
6.1.1	Governance bodies shall demonstrate commitment toward eliminating restraint	Ngakaunui Kawa	Kia ngakaunui ki te parairekore = commit to restraint elimination	Policy for restraint elimination Board minutes Service records Patapatai
6.1.2	Service providers shall demonstrate a commitment to ensuring the voice of people with lived experience Maori and whanau, is evident on the restraint oversight groups	See 2.3.9 above Mohiotanga	My feet have walked here before, I have been through this Kia ngakaunui ki te iwi i parairehia = listen to people who were restrained	Policy for involving Maori Patapatai Service records
6.1.3	There shall be an executive leader who is responsible for ensuring the commitment to restraint minimisation and elimination is implemented and maintained	Haututanga Tikanga	Whakatu he kaiwhakahaere mo te tikanga parairekore = appoint a leader responsible for minimisation and elimination progress	Role description Service records Patapatai

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
6.1.4	Executive leaders shall report restraint used at defined intervals and aggregated restraint data, including the type and frequency of restraint, to governance bodies. Data analysis shall support the implementation of an agreed strategy to ensure the health and safety of people and health care and support workers	Maramatanga Arohaehae	Ma te Tumuaki e tuku ripoata o ia mahi paraire = leaders report all uses of restraint	Service records Board minutes Patapatai
6.1.5	Service providers shall implement policies and procedures underpinned by best practice that shall include: (a) The process of holistic assessment of the person’s care and support plan. The policy or procedure shall inform the delivery of services to avoid the use of restraint (b) The process of approval and review of de-escalation methods, the types of restraint used, and the duration of restraint used by the service provider (c) Restraint elimination and use of alternative interventions shall be incorporated into relevant policies, including those on procurement processes, clinical trials, and use of equipment	Haumaru Kaupapa here	Tukua he kaupapa here mo nga tikanga paraire = policies for the use of restraint	Policy for restraint elimination Policy for alternatives Personal records Service records Care or support plan Patapatai
6.1.6	Health care and support workers shall be trained in least restrictive practice, safe practice, the use of restraint, alternative	Whakangungu Manaakitanga	Whakangungu i nga kaimahi mo nga tikanga paraire me te kore = train staff in use of restraint and other interventions	Role descriptions Training schedules Training records

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	cultural-specific interventions, and de-escalation techniques within a culture of continuous learning			Staff records Service records Patapatai
6.2	Herenga haumarū: Safe Restraint			
6.2.1	The decision to approve restraint for a person shall be made: (a) As a last resort, after all other interventions or de-escalation strategies have been tried or implemented (b) After adequate time has been given for cultural assessment (c) Following assessment, planning, and preparation, which includes available resources able to be put in place (d) By the most appropriate health professional (e) When the environment is appropriate and safe	Manaaki Aromatawai Matanga hauora Haumarū	Ata whiriwhiri ki te tuku paraire = decide that restraint is the last resort	Care or support plan Service records Patapatai
6.2.2	The frequency and extent of monitoring of people during restraint shall be determined by a registered health professional and implemented according to this determination	Haututanga Matanga hauora	Aroturukihia e te ringa ngaio = monitor by a health professional	Care or support plan Service records Patapatai
6.2.3	Monitoring restraint shall include people's cultural, physical, psychological, and psychosocial needs, and shall address wairuatanga	Whare Tapa Wha Te ao Maori	Aroturukihia ki nga tikanga katoa = monitor to all the needs	Care or support plan Patapatai Service records

#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
6.2.4	<p>Each episode of restraint shall be documented on a restraint register and in people’s records in sufficient detail to provide accurate rationale for use, intervention, duration, and outcome of the restraint, and shall include:</p> <ul style="list-style-type: none"> (a) The type of restraint used (b) Details of the reasons for initiating the restraint (c) The decision-making process, including details of de-escalation techniques and alternative interventions that were attempted or considered prior to use of the restraint (d) If required, details of any advocacy and support offered, provided, or facilitated: <p>NOTE – an advocate may be whanau, friend, Maori services, Pacific services, interpreter, personal or family advisor, or independent advocate</p> <ul style="list-style-type: none"> (e) The outcome of the restraint (f) Any impact, injury, and trauma on the person as a result of the use of restraint (g) Observations and monitoring of the person during restraint (h) Comments resulting from the evaluation of the restraint (i) If relevant: a record of the person-centred debrief, including a debrief by someone with lived experience (if appropriate and agreed to by the 	<p>Mohiotanga</p> <p>Pataka korero</p> <p>Tautoko</p>	<p>Ata tuhia ia paraire kia marama te take = record full details of restraint episodes</p>	<p>Restraint register Care or support plan Service records Patapatai</p>

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	person). This shall document any support offered after the restraint, particularly where trauma has occurred (for example, psychological or cultural trauma)	Kura korero		
6.2.5	A person-centred debrief shall follow every episode of emergency restraint. Participation in this debrief shall be determined by the person when they feel ready	Ngakau aroha Taka te wa	Wananga ki te tangata = debrief	Care or support plan Service records Personal record Patapatai
6.2.6	Service providers shall consider who is the most appropriate member of the workforce to debrief the person	Tuakana/Teina Manaaki	Whakawhirihia ki te tangata tika = find the most appropriate person	Service records Patapatai
6.2.7	Each episode of restraint shall be evaluated, and service providers shall consider: (a) Time intervals between the debrief process and evaluation processes shall be determined by the nature and risk of the restraint used (b) The type of restraint used (c) Whether the person’s care or support plan, and advance directives or preferences, where in place, were followed (d) The impact the restraint had on the person. This shall inform changes to the person’s care or support plan, resulting	Maramatanga Ngakaunui	Aroturukihia rawa ki nga take katoa o te paraire = evaluate the full circumstances of the restraint episode	Service records Service minutes Personal record Care or support plan Patapatai

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	whether health care and support workers were culturally competent).			
6.2.8	Health care and support workers shall have the opportunity to be involved in a timely debrief following seclusion or restrain events	Wananga Kura korero	Tukua ki nga kaimahi he wahanga korero = let the workers speak	Service records Staff records Patapatai
6.3	Arotake kounga o te herenga: Quality review of restraint			
6.3.1	Service providers shall conduct comprehensive reviews at least six-monthly of all restraint practices used by the service, including: (a) That a human rights-based approach underpins the review process (b) The extent of the restraint, the types of restraint used, and any trends (c) Mitigating and managing the risk to people and health care and support workers (d) Progress towards eliminating restraint and development of alternatives to using restraint (e) Adverse outcomes (f) Compliance with policies and procedures, and whether changes are required (g) Whether the approved restraint is necessary, safe, of an appropriate duration, and in accordance with the person's and health care and support	Mohiotanga Ngakau aroha	Arotake ia marama tuaono me arotakehia ki nga paraire katoa = 6 monthly reviews of all restraint practices	Policy for restraint elimination Reviews of restraint use Service records Board minutes Patapatai

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	<p>workers' feedback and current evidence-based best practice</p> <p>(h) If the person's care or support plans identified alternative techniques to restraint</p> <p>(i) The person and whanau perspectives are documented as part of the comprehensive review</p> <p>(j) Consideration of the role or whanau at the onset and evaluation of restrain</p> <p>(k) Data collection and analysis (including identifying changes to care and support plans and documenting and analysing learning from each event</p> <p>(l) Service providers initiatives and approaches support a restraint-free environment</p> <p>(m) The outcome of the review is reported to the governance body</p>	<p>Oranga ngakau</p> <p>Mahere manaaki</p> <p>Arohaehae</p>		
6.4	Taratahi: Seclusion			
6.4.1	Service providers shall work towards being seclusion free	<p>He taratahikore</p> <p>Manaakitanga</p>	Kia taratahikore te ratonga = let the service be seclusion free	<p>Policy for seclusion free</p> <p>Board minutes</p> <p>Service records</p> <p>Patapatai</p>
6.4.2	Seclusion data shall be provided to governing bodies on a monthly basis, and strategies to support the elimination of seclusion shall be agreed and implemented	Mohiotanga	Tuku ripoata ia marama whakamohio ki te poari nga take mutu taratahi = each month advise board of strategies to eliminate seclusion	<p>Reports to Board</p> <p>Board minutes</p> <p>Service records</p>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
6.4.3	Service providers have policies and procedures that are based on national guideline and aligned to the current legislation	Whakakaupapa here Kotahitanga	Whakakotahi nga kaupapa here ki nga ture = align policies to the law	Legislation Policy for seclusion free Service records
6.4.4	Seclusion shall only take place in a designated and approves room	He ruma motuhake Motuhake	Mahia ki tetehi wahi motuhake = seclude in one place only	Service records Sighting
6.4.5	A person-and whanau-centred debrief shall follow every seclusion event, according to best practice. A person-and whanau-centred approach involves reflections of the event (including opportunities to input strategies to prevent seclusion being used again). Service providers shall apply what they have learnt from events and make changes to current safety care or support plans to add what is required to avoid seclusion	Wananga Arotakenga	Me aro ki te ha o te tangata = be aware of those around you and the air they breathe – to remind us to respect them, their ideas or processes ¹²¹ Wananga ki te tangata me te whanau i muri mai i te taratahi = debrief with the person and whanau	Service records Patapatai
6.4.6	Each seclusion event shall be evaluated as soon as possible after the event. The evaluation is undertaken by registered health professionals from at least two different disciplines and a Maori or Pacific cultural advisor and lived experience advisor, where available, and shall consider: (a) Whether the person’s care or support plan and advance directives and	Arotake rawa Mohiotanga	Aromatawaia te taratahi e te ringa ngaio me te kaitohutohu = full evaluation by a health professional and advisor	Evaluation reports Service records Patapatai

¹²¹ <https://www.tetramap.com/he-whakarite-ki-te-taiao-nature-as-a-metaphor/>

He Paerewa me Ana Paearu me Ona Tikanga Maori – Standards, Criteria, and Their Maori Values and Practices

#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	<p>preferences, where in place, were followed</p> <p>(b) The impact the seclusion had on the person, other people using the service, and health care and support workers</p> <p>(c) The duration of the seclusion event and whether this was the least amount of time required</p> <p>(d) What alternative interventions were considered, why any were not used, and therefore why seclusion was the option of last resort</p> <p>(e) Whether appropriate advocacy or support was sought, provided, or facilitated</p> <p>(f) Whether the observations and monitoring or support was sought, provided, or facilitated</p> <p>(g) Future options to eliminate seclusion</p> <p>(h) Any suggested changes or additions to seclusion education for health care and support workers</p> <p>(i) The outcomes of the person-centred and whanau-centred debrief</p> <p>(j) Review and modification required to the person’s care or support plan in collaboration with the person</p>	<p>Ngakau aroha</p> <p>Tautoko</p> <p>Kura korero</p>		
6.4.7	Service providers shall conduct comprehensive reviews at least six-monthly of all seclusion events, to determine how	Aromatawai	Arotakehia rawa atu nga taratahi ia marama tuaono = carry out six monthly reviews of all seclusion episodes	Review reports Board minutes Service records

#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	<p>the service is working towards or maintaining zero seclusion, to determine:</p> <ul style="list-style-type: none"> (a) That a human rights-based approach underpins the review process (b) The number of people secluded, the number of episodes of seclusion, their duration, demographics, and any trends (c) Mitigating and managing risk to the person, other people in the environment and health care and support workers (d) Progress towards eliminating seclusion, and development of the many alternatives to using seclusion (e) Adverse outcomes (f) Compliance with policies and procedures, and whether changes are required (g) Where there are additional education or training needs, or changes require to existing seclusion-elimination education (h) Service provider initiatives, and approaches that support and will achieve zero seclusion <p>The outcome of the review shall be reported to the governance body</p>	<p>Maramatanga</p> <p>Kaupapa here</p>		Patapatai
6.4.8	Health care and support workers have opportunity to be involved in a wider debrief or discussion flowing significant	<p>Wananga</p> <p>Arotake</p>	Tukua ki te kaimahi he wahanga korero = let the workers speak	<p>Service records</p> <p>Care or support plan</p> <p>Patapatai</p>

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#	Criteria	Tikanga/Values ²	What it Means – He Whakamarama	Evidence to Seek
	incidents supporting wellbeing to maximise learning from the evaluation of the seclusion event and to ensure safety for all in an environment of zero seclusion			
6.4.9	Night safety orders shall be recognised as a restrictive practice	Mohiotanga	Nga taratahi to te po he ahua herenga = let it be known that night orders are restrictive	Service records Patapatai

Appendix A. He Paerewa me Ana Paearu me Ona Tikanga Maori – Criteria and their Maori Values, Principles, Protocols, Procedures, Customs, Plans, Practices, and Roles

Amine	agree, approve	Kaitiaki-tanga	looking after environs, guardianship, stewardship
Arai-hia	obstruct, hinder, forbid, prevent, block out	Kaitohutohu	adviser
Arataki	lead, guide	Kaiwhakamahereora	counsellor, practitioner
Aroha	love, compassion, sympathy, benevolence	Kaumatua	elderly man, woman of status within whanau
Arohanui	deep affection	Kaupapa here	policy
Arohaehae	analyse, critique, appraise	Kaupapa Maori	Maori approach, customary practice, principles
Aromatai	evaluate	Kawa	protocol
Aromatawai	to assess, assessment	Kirimana	written agreement, contract
Arotake-nga	evaluate, review, audit	Kitenga	observation, oversight, view
Aroturuki-hia	monitor	Kotahi-tanga	unity
Atawhai	care for, hospitable	Kura korero	valuable story
Ata whiriwhiri	choose carefully, decide, negotiate	Maataa waka	iwi from outside of the mana whenua
Awhi	cherish, embrace	Mahere	plan, chart. map
Hanga-hia	build, make, create, fashion	Mahere ako	learning and development plan
Hapai	support, elevate	Mahere kounga	quality management plan
Haumarua-hia	be safe, risk-free	Mahere mahinga	implementation plan
Hautaonga	property, goods, products	Mahere manaaki	care plan
Hautu-tanga	leadership	Mahere rautaki	strategic plan
Hohou rongo	capacity to bring resolution out of conflict	Mahere tangata mahi	human resource plan
Hononga	connection, union, relationship, bond	Mahere turaru	risk management plan
Ihi	essential force, magnetism, excitement, power	Mahi ahunga	orientation, induction
Ira	life principle, gene	Mana	prestige, authority, influence, power, control
Ira tane	male essence	Manaaki-tanga	support, protect, hospitality, respect
Ira tangata	mortals, human element, human genes	Mana motuhake	self-determination, independence
Ira wahine	female essence	Mana tangata	autonomy, self-government, self-determination
Kaiarai pokenga	infection prevention person	Mana taurite	equity, commonality, matching
Kaiawhina	helper, assistant, counsellor, advocate	Mana whakahaere	governance, authority, power, mandate
Kaikiri	racist	Mana whenua	local iwi

He Paerewa me Ana Paearu me Ona Tikanga Maori – Standards, Criteria, and Their Maori Values and Practices

Marama-tanga	understanding	Tika	correct, right, withstand scrutiny
Marutau	be safe	Tikanga	procedure, custom, habit, lore code, plan, practice, system of values
Matanga hauora	health expert, practitioner	Totika	correct, right, suitable, appropriate
Mauri	life principle, life force, vital essence	Tono	request, order, bid, command, demand
Me oho	cooperation	Tuakana	older brother male, older sister female
Mohio-tanga	sharing information	Tuakana/Teina	taking care of, and being assisted by
Ngakau aroha	consideration, kind-heartedness, caring	Tuhinga tomo	entry process
Ngakau-nui	enthusiastic, dedication, commitment	Tuhinga wehe	exit process
Ngakau pono	sincere, dependable, integrity	Tutei	surveillance
Noa	ordinary, unrestricted	Wawata	aspire, yearn for, desire
Oranga ngakau	comfort, reassurance, relief	Whai mohio	fully informed
Orite-tanga	equality, equal opportunity	Whai tikanga	follow the rules, protocols, procedures
Parakore	uncontaminated	Whai ture	follow the law
Pataka korero	storehouse of talks	Whakaatu	inform, point out, call attention to
Pono	true, valid, honest, integrity	Whakairo-hia	carve out, design
Rahui	restricted access, temporary prohibition	Whakamahere	to plan
Rangatira-tanga	right to exercise authority	Whakamana	authorise, confirm, endorse, empower, validate
Ringa manaaki	helpers, support workers	Whakanui	celebrate, commemorate, expand
Ringa ngaio	professional	Whakarangatira	honour, dignify
Roopu hapori	community group	Whakapai	make better, improve
Taka te wa	it is time	Whakaruruhau	protection, refuge, shelter
Take manaaki	support plan	Whakatika	correct, prepare
Tapu	sacred, prohibited, set apart	Whakatu	appoint, elect, establish, construct
Taratahikore	seclusion free	Whakawhanake	develop, move on, improve
Tautoko	support, advocate, verify	Whanaunga-tanga	relationship, kinship
Teina	younger brother male, younger sister female	Whanau ora	whanau wellbeing
Te Kore	realm of potential being	Whiringa kai	diet, selection of food
Te Tiriti	Maori version of the Treaty of Waitangi		
Tiaki tangata	caring for people		