

**TE WHATU MANAWA MĀORITANGA O REHUA**

***"Te Kaupapa Here me Nga Tikanga"***

**(Best Practice Manual)**

**Version 2.0**

**October 2015 – October 2018**

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## **INTRODUCTION**

### **PURPOSE OF TE KAUPAPA HERE ME NGA TIKANGA (BEST PRACTICE MANUAL)**

Te Whatu Manawa Māoritanga o Rehua policies are the guiding principles by which our organisation is run. This document sets out our kaupapa and tikanga (the core values and principles) policies and procedures by which we govern and operate the marae and its related business activities: Marae Hire Services, Te Kaitaka Tupuna o Rehua (Kaumātua Services) and Property (Kaumātua Flats and Office Premises).

These policies and procedures:

- Clarify our mission, values and strategic direction
- Provide restrictions and instructions for appropriate and consistent decision making and direction
- Provide a consistency to commonly occurring events
- Designed to become integrated into the routine operations of Te Whatu Manawa Māoritanga o Rehua.

### **Quality Management Objectives**

- Ensure staff and people in Te Whatu Manawa Māoritanga o Rehua have a framework for action that helps them get on with their jobs in an efficient and consistent manner.
- Ensure that Te Whatu Manawa Māoritanga o Rehua has clear customer focus and the ability to monitor customer satisfaction of services provided.
- Ensure that Te Whatu Manawa Māoritanga o Rehua has an internal communication process to provide information about the quality management system and its effectiveness.
- To comply with legal requirements and accreditation standards.
- To keep improving the quality of Te Whatu Manawa Māoritanga o Rehua service and delivery.

### **ORGANISATION OF TE KAUPAPA HERE ME NGA TIKANGA (BEST PRACTICE MANUAL)**

Te Kaupapa Here me Ngā Tikanga is organised into following sections:

1. Vision, Mission Statement, Ngā Uaratanga – Guiding Values and Principles, Strategic Plan Summary, Organisational Structure
2. Trust Board Charter
3. Operational – General, Marae Hire, Financial, HR
4. Te Kaitaka Tupuna o Rehua (Kaumātua Services)
5. Related Forms

## 01.0 Vision

*"To be a vibrant and accessible inner city marae upholding our valued traditions, tikanga and strong community relationships"*

## 02.0 Mission Statement

*To provide a welcoming culturally unique environment for community activities and operate a sustainable marae"*

## 03.0 Ngā Uaratanga – Guiding Values and Principles

The principles of Nga Tikanga Maori which sets the foundation for the core values of Te Whatu Manawa Māoritanga o Rehua are:

a.	Rangatiratanga (Leadership)	We will demonstrate strong leadership, good governance and transparent decision-making. We will work together as a team to represent and service Rehua Marae whānui to the best of our abilities
b.	Kotahitanga (Unity)	We will foster unity amongst iwi and whānau by managing Rehua Marae and its Related businesses and activities, in a way that reflects the collective interests of Rehua Marae whānui.
c.	Kaitiakitanga (Guardianship)	Our trustees, managers and staff accept the responsibility to as as guardians. This means we will seek to balance the interests of all our stakeholders and act sustainably, looking after marae resources and taonga for the benefit of future generations.
d.	Whanaungatanga (Kinship and Connections)	We will encourage old and grow new intergenerational associations with the marae
e.	Wairuatanga (Spirituality)	We will create an environment that encourages the well-being and celebrates the spiritual identity and beliefs of our community.
f.	Manaakitanga (Hospitality)	We will always show respect and hospitality to manuhiri thus upholding the mana of Rehua Marae

## **STRATEGIC PLAN SUMMARY**

### **Fit for Purpose Environment**

We will provide a culturally unique environment that acknowledges its position as an inner city Marae, and will continue to contribute to the cultural, environmental, educational, and economic and hauora needs of its community. We also see a further where technology can be increasingly influential in the way our Marae is used and enjoyed.

### **Staying Connected**

Is critical to our Vision and Mission Statement. We can achieve this through maintaining our linkages with the whānau, people and groups who have historically been associated with the marae. We also need to grow future connections with a generation of new users. Staying connected requires us to communicate better with all of our stakeholders, in all ways that they like to communicate.

### **People Capability**

People are central to our Vision. Rehua Marae is committed to setting, overseeing, monitoring and achieving our Vision, Mission Statement and Strategic Objectives underpinned by our Uaranga. We will employ capable, committed, enthusiastic staff to implement approved strategy.

### **Sustainable Services**

We define success as the ability to forward plan and evaluate options to grow/deliver sustainable services that will add to the appeal of the Marae. We need good information to enable us to make these decisions. At times, it may be more feasible for other groups and organisations to deliver appropriate services.

### **Financial & Operational Control**

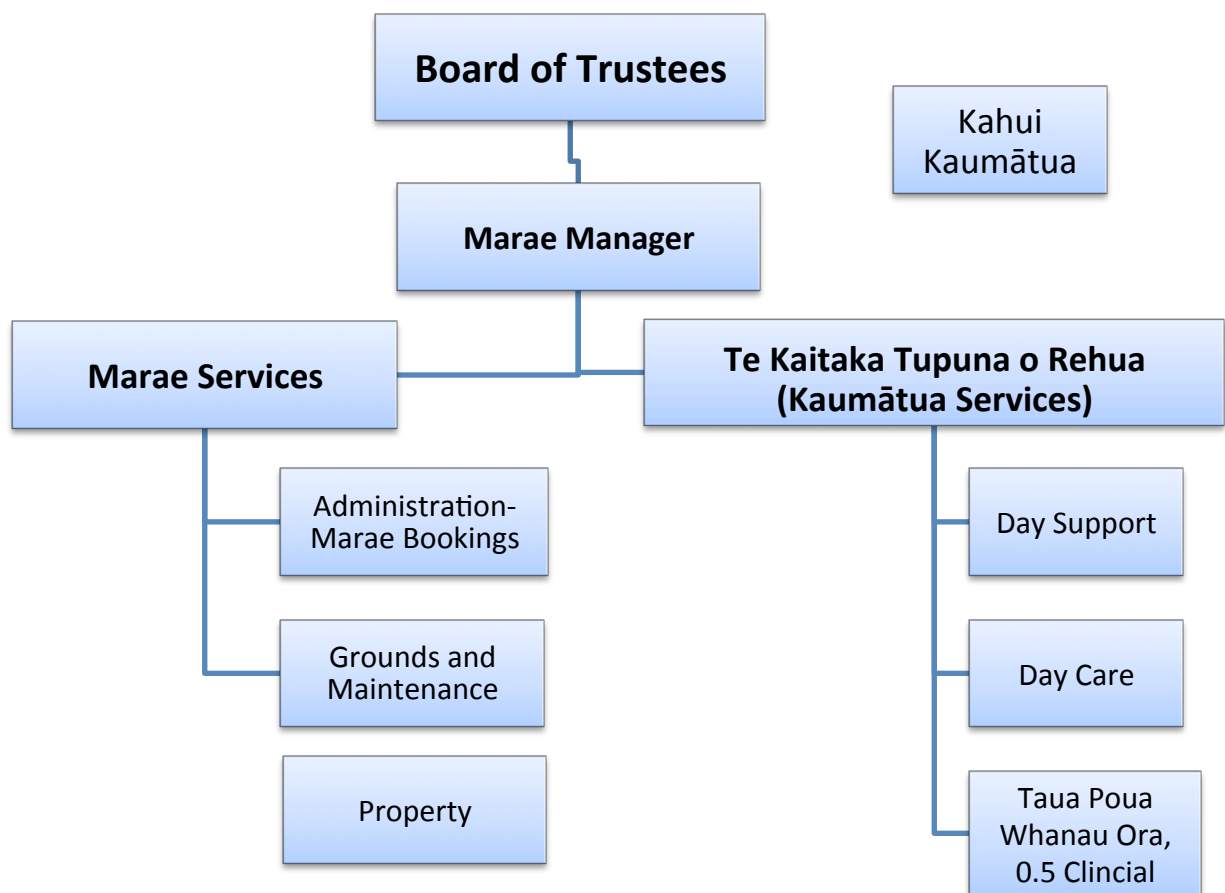
Rehua Marae is committed to achieving financial and operational success through building strong frameworks, systems, processes and policies.

Each strategic focus area will provide a changing set of objectives, actions and measures, which are aligned with our Uaranga, Vision and Mission Statement. An Operational Plan will provide detail on our measures that will be approved and measured on a yearly basis.

## ORGANISATIONAL STRUCTURE

### Board of Trustees

Phil Tumataroa	Chairperson
David Ormsby	Treasurer
Paula Rigby	Secretary (Old Boys and Girls Rep)
Catherine Stuart	Trustee
Bill Bush	Trustee
Maania Farrar	Trustee
Ruawhitu Pokaia	Trustee (Kahui Kaumautā Rep)





## TRUST BOARD CHARTER

### Purpose

This Board Charter ('Charter') focuses on the *values, principles and practices* that underpin the function of the Board of Trustees ('Board') of Te Whatumanawa Māoritanga o Rehua Trust Board which is a Charitable Trust, ('Rehua Marae') and identifies the principles of governance that assist Trustees in performing their duties.

The Charter does not attempt to provide a complete record of all formal and informal rules relevant to the Board.

The Charitable Purpose of Rehua Marae is as follows:

To administer the properties as a Māori Reservation for the purposes of a marae, meeting place, building site and place of cultural and historical interest for the common use or benefit of the members of the Māori community and their invitees.

The erection, maintenance and supervision of the Meeting House and associated marae buildings that constitute the marae complex and other buildings on the properties.

To carry out all matters and do all things as may be incidental to or connected with, in the opinion of the Board, any or all of the foregoing purposes including without limitation: the provision of [social] services.

Structure and composition of the Board

The Board consists of up to seven Trustees including one Kahui Kaumātua and one Ex- Old Boys and Girls appointee's. The Board shall only appoint Independent Trustees.

Apart from the Kahui Kaumātua appointee and Ex-Old Boys and Girls appointee all other Trustees are appointed to the Board for three-year terms after which they will retire or put themselves forward for re appointment.

As a collective group, the Board will be of the size and competence required to meet and discharge its responsibilities.

The Board will ensure it has the right balance of skills, knowledge, experience, diversity and abilities to discharge such responsibilities, efficiently and economically.

The Board shall require Trustees to meet on appointment, and continue to meet the Independence Standard.

### Independence Standard

In order for a Trustee to be considered independent, the Board must consider and affirmatively determine:

That the Trustee has no direct or indirect interest or relationship that could reasonably influence, in a material way, the Board's decision-making

That the Trustee does not have a material relationship (other than solely as a consequence of being a Trustee). A material relationship includes any relationship where the Trustee:

Is employed by Rehua Marae

Has a material contractual or business relationship with Rehua Marae other than as a Trustee

Is a partner, Trustee or senior employee of a provider of material professional services to Rehua Marae

Has close family ties with any person who falls within any of the categories described above

Has not been a Trustee for such a period that his or her independence is considered to be compromised.

### Materiality

Materiality remains a major issue for the Board to assess when determining independence. The Board may from time to time determine and disclose relevant materiality thresholds for the purposes of independence.

### **Assessing Independence Standard**

The Board will assess the independence of Trustees on nomination for election, or other appointment, and will regularly review the independence of Trustees.

Each independent Trustee must regularly, and as circumstances change, provide the Board all information regarding his or her interests that is relevant to his or her independence having regard to the Independence Standard.

Trustees acknowledge that a change in the status of a Trustee's material relationships must be disclosed immediately.

### **Disclosure of Independence**

All candidates for election as a Trustee shall disclose all interests, positions, associations and relationships that may bear on his or her independence.

The Board shall disclose this information in the materials provided to support the Trustee's election.

The Board shall disclose in the annual report:

That the Chairperson, Secretary, Treasurer and all Trustees meet the Independence Standard

The Board's reasons for considering a Trustee to be independent

Where the independence standard is not met, the Board's reasons for considering a Trustee to be independent despite the existence of other interests, positions, associations, relationships, or length of office of the Trustee.

Any materiality thresholds that apply to Trustee interests, positions, associations or relationships

### **Role of the Board**

The Board is responsible for the governance, proper direction and control of the activities of Rehua Marae. The primary function of the Board is to act in a manner that Trustees believe is in the best interests of Rehua Marae, thereby enhancing the long term value of Rehua Marae, while having appropriate regard to the interests of its employees, consumers, funders and other stakeholders.

The Board operates in accordance with; all applicable laws and regulations and the rules set out in the constitution of Rehua ('Constitution').

A copy of the Company's Constitution can be obtained from the Rehua Marae office.

### **Code of Conduct and Ethics**

The Board has approved and adopted a Code of Conduct and Ethics for Rehua Marae which is a formal statement acknowledging the commitment of the Board, management and staff to maintaining the highest standards of honesty, integrity and ethical conduct in day-to-day behaviour and decision-making at Rehua Marae.

A copy of the Code of Conduct and Ethics is available on request from the Rehua Marae office

### **Board Functions and Responsibilities**

The Board's responsibilities include the following:

Approve the strategic direction for Rehua Marae and the corresponding business strategies and objectives that give effect to Rehua Marae's strategic direction.

Oversee the operation of Rehua Marae's business and ensure that it is being managed appropriately.

Review and approve Rehua Marae's budgets, business plans and financial forecasts, and monitor the management of the Marae's capital, including the progress of any significant capital expenditure, acquisition or divestments.

Monitor the financial performance of Rehua Marae.

Monitor the integrity of reporting and establish procedures to ensure the timely and accurate reporting of financial results, consistent with all legal and regulatory requirements.

Delegate day-to-day operation of Rehua Marae to the Rehua Marae Manager subject to specific limits of authority.

Approve and regularly review the Rehua Marae's internal decision-making and any strategic policies and procedures, including the Code of Conduct and Ethics, this Charter, any Board committee charters and the delegated financial authority levels.

Establish appropriate systems and processes designed to formalise Rehua Marae's business being conducted in an honest, ethical, responsible and safe manner.

Oversight and review of Rehua Marae's health, safety and wellbeing framework and strategy, centred around the Board's commitment to a goal of zero harm to employees and other people who may be affected by the marae's operations.

Implement effective audit, risk management and compliance systems to protect Rehua Marae's assets and minimise the possibility of the marae operating beyond legal requirements or beyond acceptable risk parameters.

Safeguard the reputation of Rehua Marae and the Rehua Marae brand.

Manage the appointment and succession of the Rehua Marae Manager, and review their remuneration and performance consistent with the strategic direction.

Monitor the appointment, performance and remuneration of other senior management roles.

Review succession and development plans for key senior management roles within the Rehua Marae.

Report to and communicate with shareholders.

### **Accountability & Delegation**

The Board is responsible, for the management of Rehua Marae. It empowers the Rehua Marae Manager to operate the day-to-day business of the Trust through the delegation of certain powers to the Rehua Marae Manager and a comprehensive policy framework.

Delegations and governance policies are monitored and reviewed regularly by the Board.

The Board may delegate responsibility to any committee or individual Trustee but the Board retains collective responsibility for all decisions.

### **Implementation of the Strategic Plan**

The Board is responsible for overseeing implementation of the strategic plan by using the strategic objectives or key result areas within the plan to:

Develop both the Board's annual work plan and the annual operation's plan.

Monitor all operational activities against the strategic objectives or key result areas (this is achieved through the annual operations plan and by ensuring all Board decisions clearly link to the strategic plan)

Developing new ventures or initiatives in accordance with the strategic objectives or key result areas

Agreeing key performance indicators with the Marae Manager and monitoring the Marae Managers performance against these.

### **Annual Board Work Plan**

The Board will approve an annual work plan that will guide the Board's monthly meetings and key governance functions and responsibilities. The annual work plan will include:

Board meeting dates (monthly)

Board committee meeting dates

Strategic planning activities (where applicable)

Strategic plan review (annual review)

Other membership activities or meetings

Funder liaison

Financial reporting requirements (date for approval of budget. financial year end, annual report, audit etc).

The Board will review its performance against the annual work plan as part of its evaluation process each year.

### **Annual Operations Plan**

The Marae Manager will prepare an annual operations plan prior to the start of each financial year for Board approval.

The annual business plan shall be clearly linked in with the strategic goals of Rehua Marae strategic plan.

The operations plan must include the annual budget and is blueprint from which the Marae Manager guides the activities of the organisation.

The operations plan enables ongoing effective monitoring of income and operational expenditure.

### **Reporting against Strategic Plan**

The Marae Manager is required to report monthly against:

The strategic plan

Annual business plan

Achievement of targets

### **Trustee Appointment and Rotation**

Except for the Kahui Kaumātua appointee and the ex-Old Boys and Girls appointee, where a vacancy exists on the Board, new members are to be appointed by the Trust Board. The Trust Board will decide what process to follow when making an appointment to the Board as they consider appropriate.

Board members are appointed for up to three- year terms after which they shall retire (except for the Kahui Kaumātua appointee and the Ex-Old Boys and Girls appointee). Any retiring member shall be eligible for re-appointment.

### **Kahui Kaumātua Appointee**

The Kahui Kaumātua is entitled to appoint (and remove) one person to the Board by giving notice in writing to the Board. The role of the Kahui Kaumātua Appointee is to represent the interests of Rehua Kaumātua and Te Haahi on the Board.

The Kahui Kaumātua Appointee is not bound by the three-year term of independent Trustees.

### **Ex-Old Boys and Girls appointee**

The Ex-Old Boys and Girls are entitled to appoint (and remove) one person as a Board member by giving notice to the Board in writing. The role of the Ex-Old Boy and Girl Appointee is to represent the interests of Ex-Old Boys and Girls.

The Ex-Old Boys and Girls Appointee is not bound by the three-year term of independent Trustees.

### **Chairperson**

The Chairperson is elected by the Board.

The Chairperson of the Board will be an independent Trustee and will not be the same person as the Marae Manager.

A former Marae Manager may not become the Chairperson of the Board unless there has been a period of at least three years between ceasing employment with Rehua Marae and appointment to the Board.

The Chairperson's responsibilities are to:

Provide effective leadership in formulating strategic direction.

Promote the integrity and effectiveness of the governance process of the Board, and the efficient and ethical conduct of Board meetings.

Provide Trustees with the opportunity to discuss contrasting views, explore ideas and generate the collective views and contribution of knowledge necessary for the effective operation of the Board and the Rehua Marae.

Maintain regular dialogue with the Rehua Marae Manager on operational issues and financial performance and, where required, escalate matters to all Trustees for consideration and resolution.

Be responsible for the compilation of the Annual Report.

Represent the Board with key stakeholders.

In the event of a tied vote, the Chairperson shall have the casting vote.

In the absence of the Chairperson, an Interim Chairperson shall be elected from the quorum.

### **Rehua Marae Board Secretary**

Is responsible for:

Providing administrative support in respect of Board policy, procedure

Coordinating the timely distribution of agendas, minutes, reports and such information as required by the Board in the preparation for Board meetings

Seek advice on any legal matters affecting the Board's decisions or the operation of the business, assisting the Chairperson with Member communication

Maintain all official Board and Rehua Marae records and statutory registers.

The Rehua Marae Secretary is accountable to the Board, through the Chairperson, on all governance matters. The appointment and removal of the Rehua Marae Secretary should be a matter for the Board as a whole.

### **Rehua Marae Board Treasurer**

Is responsible for:

Preparation of Financial Statements for the Board's approval and inclusion in the annual report

Liaison with the Trust's accountant and auditor; and

Maintaining all official Board and Rehua Marae financial records and statutory registers.

The Rehua Marae Treasurer is accountable to the Board, through the Chairperson, on all governance matters.

The Treasurer is expected to keep true and fair account of funds received and expended and will provide written monthly reports to be distributed to the Board prior to monthly meetings.

The appointment and removal of the Rehua Marae Treasurer is a matter for the Board as a whole.

### **Rehua Marae Minute Taker**

The Minute Taker is responsible for taking minutes at Board meetings and liaising with the Secretary to ensure that minutes and written reports are distributed to the Board members 7 days prior to meetings.

### **Marae Manager**

The Marae Manager is accountable to the collective Board and is a non-voting member of the Board.

The Marae Manager will enable management and staff to:

Give effect to Rehua Marae's values

Comply with Rehua Marae's founding documents (Constitution)

Operate within the law, and

Comply with all delegations, company policies, and procedures as set by the Board.

The Board expects the Rehua Marae Manager to advise it immediately if a policy, or a regulation, law, or process has been breached by any person, or if the organisation becomes involved in any legal action.

The Marae Manager is to act in the best interests of Rehua Marae, and in line with the vision, mission and values and the strategic direction as set by the Board.

The Marae Manager is expected to recommend to the Board suitable and appropriate strategy, business plans, budgets, and delegations' that fit with the day-to-day operations and objectives of Rehua Marae.

The Marae Manager is expected to ensure that no practice or action occurs within Rehua Marae without taking into account the health, safety, environmental and political consequences and their effect on the long-term sustainable value of Rehua Marae.

The Marae Manager will maintain and support the kawa and tikanga of Rehua Marae, and accepts advice from Kahui Kaumātua in the integration of kaupapa Māori principles with the business aspects of the marae.

### **Marae Manager Financial Management**

The Marae Manager is responsible for the day-to-day financial management of the organisation and shall carry out this duty in a manner that shall in no way threaten the organisation's financial strength.

To ensure the affairs of Rehua Marae are managed on a prudent basis, the Marae Manager shall:

- Ensure the company does not incur unauthorised indebtedness;
- Utilise any organisational funds for purposes and priorities as approved by the Board
- Ensure ordinary operating expenses do not become undischarged debts beyond a three-month period from when incurred
- Only use restricted or 'tagged' contributions for designated purposes
- Ensure that more than one person has authority for the organisation's financial transactions at any time
- Operate within an approved budget and within the terms of any financial delegations or policies
- Settle pay-roll debts in a timely manner
- Only approve expenditure that is within the organisation's ability to meet, using budgeted resources
- Report any significant variances from budget figures
- Operate in accordance with generally accepted accounting standards.

### **Separation of Roles**

This Charter is designed to facilitate a constructive relationship between the Board and management. The Board endorses the separation of the roles of Chairperson and the Rehua Marae Manager. The Board reviews its relationship with the Marae Manager Manager annually.

### **Board Committees**

The Board may establish committees for any purpose. Committees are formally constituted with Board-approved Terms of Reference, and these are reviewed regularly. Current standing committees include:

Audit, Finance & Risk

Appointment & Remuneration Committee

Committees make recommendations to the Board and unless mandated by Board resolution or entered into that committee's terms of reference it may not make decisions on behalf of the Board.

The Board is collectively responsible for all decisions made or recommended by committees of the Board.

The Board reviews the performance of each committee against their terms of reference, and reviews membership of such committees on an annual basis.

Audit, Finance and Risk Committee

Assists the Board in providing oversight of all matters relating to risk management, financial management and controls, financial accounting, audit and the external reporting requirements of Rehua Marae.

### **Appointment & Remuneration Committee**

Appointment: Assists the Board in succession planning for the Board and ensuring the Board has the appropriate balance of skills, experience, independence and knowledge to enable it to effectively discharge its duties and responsibilities. Oversees the selection and appointment of the Marae Manager.

Remuneration: Assists the Board in the discharge of its responsibilities and oversight relative to the remuneration and performance of the Marae Manager, remuneration of Trustees and human resources policy and strategy.

### **Ad Hoc Committees**

The Board may from time to time form an Ad-Hoc committee for a specific project or purpose. The Board will establish formal Terms of Reference for such committees, which are generally disbanded

upon completion of that purpose. A post project review is conducted by the Board for any major project aided by an Ad-Hoc Committee.

### **Board Meetings and Proceedings**

Board meetings and proceedings are primarily governed by the Constitution.

Outside these requirements, Board meetings and proceedings operate on the following basis:

Frequency - The Board meets on a monthly basis.

Additional meetings may be scheduled at the discretion of Trustees, as deemed necessary to discharge their obligations.

Trustees also participate in strategy and professional development workdays.

Quorum – The Constitution requires that a quorum is three Trustees present and entitled to vote.

Board Material - To enable appropriate review by Trustees, the information and approval papers for Board meetings are sent to Trustees approximately one week in advance of Board meetings, in paper and/or electronic form (except in the case of a special meeting, for which the time period may be shorter due to the urgency of the matter to be considered). The content, presentation and delivery of papers to Trustees for each meeting is produced according to the guidelines agreed by the Board and as deemed necessary to enable the Board to effectively discharge its duties.

Minutes - Proceedings of all Board and Committee meetings are minuted and signed by the Chairperson of the relevant meeting, subject to prior circulation to Trustees and approval by the Board or relevant Committee. All discussions at Board meetings and the meeting minutes remain confidential unless there is a specific direction from the Board or disclosure is required by, law.

Agenda: The Rehua Marae Secretary, in conjunction with the Rehua Marae Manager and Chairperson, establishes the agenda for each Board meeting. Each month there are regular standing items and Trustees are free to introduce additional agenda items for discussion outside the formal agenda.

In-committee (Closed Session) - The Board may elect to meet without the Marae Manager and/or management present, for a closed discussion on any Rehua Marae issue. Trustees of the Board may meet separately from management.

Invitees – Trustees and the Rehua Marae Manager (with the prior consent of the Chairperson) may invite members of management and/or advisors to attend Board meetings as deemed

Appropriate to discuss or obtain further information on any matter.

Annual General Meeting (AGM)

The Board sets the date for the AGM at the end of the financial year – 30 June. The AGM should take place no later than 31 October each year.

The AGM must be advertised by the Chairperson 21 days prior to the meeting, taking place. The annual report and audited accounts must be distributed to Board members seven days prior to the AGM.

The quorum for the AGM is five members.

Minutes will be taken by, the Rehua Marae Board Secretary or a nominee in their absence.

### **Trustee Development**

The Board is committed to ongoing professional development to enable Trustees to maintain the knowledge and skill set required for the office of Trustee and to provide Trustees with any specific industry new knowledge.

Trustees visit Rehua Marae sites and operations, attend member, stakeholder, funder and whanau, hapū and iwi engagement events and attend management or industry briefings.

### **Induction**

Each new Trustee will receive a letter of appointment setting out the key terms and conditions of their appointment.

New Trustees are provided with an induction pack containing the Constitution, Board Charter and other governance information, key policies and all relevant information necessary to prepare new Trustees for their role.

Trustees also participate in an induction programme.

### **Evaluation**

Trustees conduct an annual performance review and evaluation of the Board as a whole, with Trustees' views sought on issues relating to Board process, efficiency and effectiveness, for discussion by the full Board.

The Chairperson engages with individual Trustees to evaluate and discuss performance and professional development requirements.

### **Board Development Policy**

The Board shall be as good at governance as it expects the Marae Manager to be at management.

The Board should set a process of continuous performance improvement for itself and its individual directors and will make every reasonable effort to facilitate training for all directors to maximize the value-adding contribution to Rehua Marae.

#### **Conflicts of Interest**

Each Trustee is required to disclose all actual or potential conflicts of interest, including all relationships he or she has with Rehua Marae and all material private or other business interests to the Board so the Board may assess the Trustee's independence (see Independence Standard).

All disclosures of interest (including the nature and extent of any interest) are recorded in the Interests Register, by the Rehua Secretary and tabled at each Board meeting.

Trustees will be sensitive to actual and perceived conflicts of interest that may arise and they are expected to give ongoing consideration to this issue.

Trustees will minimise the possibility of a conflict of interest by restricting their involvement in, or related associations with businesses that could lead to a conflict of interest.

Where conflicts of interest do exist, Trustees shall excuse themselves from discussions in respect of those interests and shall not exercise their right to vote in such matters.

Trustees are not permitted to provide business or professional services to Rehua Marae.

### **Remuneration**

Trustees do not receive remuneration for their role as a member of the Trust Board.

Trustees will not use for personal gain, opportunities that are discovered through the use of Rehua Marae property or information disclosed to Trustees by virtue of their position as a Trustee.

Trustees will not accept gifts or personal benefits of any value from any external party, if it would or could be perceived that this could compromise or influence any decision of the Company.

Under no circumstances will Rehua Marae Trustees accept cash gifts.

Trustees will not offer gratuities or other personal rewards designed to influence business transactions.

All Trustees' expenses, including, the Chairman's expenses are approved by Board.



**Inconsistency with Constitution**

Where there is any inconsistency between this Board Charter and the Constitution, the Constitution will prevail.

**Board Charter Review**

This Charter was approved by the Board in September 2015 and will be reviewed annually thereafter.

# **OPERATIONAL**

<b>DOCUMENT CONTROL POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

## **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua is committed to providing an environment, which maintains control over the: distribution, review, storage and maintenance, of Te Whatu Manawa Māoritanga o Rehua documents and to ensure that staff has access to the latest references and information necessary for service delivery.

Affirms the right of kaumātua/customers to have their information controlled and managed in an effective and efficient manner

## **PURPOSE**

The management of all documents and data as defined by Te Whatu Manawa Māoritanga o Rehua requires appropriate procedures that ensure that the objectives of the document control policy are achieved and maintained. Document Control applies to all services and processes within Te Whatu Manawa o Rehua.

Objectives of the Policy

- To determine authority for approval of documents and data in both electronic and hard copy format
- To establish periodic review processes of documents
- To ensure management of documents and data is monitored and controlled
- To establish criteria for formatting, recording and storing documents and data

The Quality Management Systems incorporates documents that provide direction and instruction by informing the reader, what is to be done. These are primarily internal documents which includes:

- Quality Management Policy
- Procedures
- Flow-Charts
- Job descriptions and
- External documents which includes
- Legislative Acts
- Regulations

Quality Management Processes incorporates

- Organisational Structure
- Management Responsibility
- Consumer Focus
- Review of Systems and Processes.

## **PROCEDURES**

Quality Document Approval and Issue

To avoid using documents that are incorrect, out-dated or inadequate, only authorised personnel shall be responsible for document approval and issue

### **Control of Quality Records**

The Marae Manager or delegated staff member shall maintain a Quality Control Register to record:

- Assigned number for each policy manual
- Location of each manual
- Signed by responsible Team Leader
- Checked at each internal review
- Maintain a master-copy of all controlled documents, their location and storage facility
- Monitor document changes or modifications using the appropriate review forms

- Ensure that quality records that are no longer “current” are promptly removed from all points of issue or use

And:

- Shred all obsolete documents FIVE (5) YEARS after their expiry
- Archive Client Files TWO (2) YEARS after services to those have been completed.
- Archive the MASTER-COPY Document which should clearly stamped as OBSOLETE

The Marae Manager or delegated staff member shall maintain and control all internal and external documents. All Policies and Procedures shall contain the following information

- Name of the Trust and authorised Logo
- Document Title
- Policy Number
- Document Page Number
- Date document issued
- Trust Approval
- Document Review date.
- Stamped “MASTER COPY” on the header page of each document and signed by a Management Representative

#### Control of Records Management Services

The Administrator shall maintain

- (a) Current hard-copy Customer files
- (b) A Master List of controlled historical documents that should contain the following information.
  - Document Title
  - Date of publication
  - Location of publication
  - Archival Location

#### Control of Customer Information

- (c) The Administrator shall maintain the electronic and hard copy files.

#### **RELATED LEGISLATION**

Privacy Act 1993

Public Records Act 2005

Electronic Transaction Act 2002

Official Information Act 1982

Home and Community Support Sector Standard

NZS8158:2012

#### **PLEASE NOTE:**

ONLY AUTHORISED PERSONNEL MAY ALTER, CHANGE, REMOVE OR DELETE ANY COMPONENT OF THIS POLICY AND PROCEDURAL MANUAL.

<b>QUALITY REVIEW POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua is committed to quality improvement by ensuring the continual suitability, adequacy and effectiveness of its management systems.

### **PURPOSE**

Te Whatu Manawa Māoritanga o Rehua will review and evaluate its Quality Management system at least annually unless indicated or recommended otherwise by the Marae Manager in liaison with the Board of Trustees.

An external audit carried out on Te Whatu Manawa Māoritanga o Rehua

### **PROCEDURES**

- The Marae Manager will oversee the Quality Management System review to ensure continual suitability, adequacy and effectiveness of the system. This includes but is not limited to
- Its continuing relevancy as currently written
- Its current practice matched with the policy's ideals
- Its conformance / equivalence to all quality standards as stated
- Its quality legislation, accreditation requirements
- Marae Services will review their systems with the view to improving the efficiency and effectiveness of their service delivery to kaumātua/customers. The review results will provide input to improving their systems.

### **Internal Reviews**

Each business unit (Marae Services, Property and Te Kaitaka Tupuna o Rehua (Kaumātua Service) will be responsible for completing at least one review bi-annually under the supervision of the Marae Manager.

The Marae Manager in consultation with the Board of Trustees will determine the policies, procedure or systems to be reviewed.

The outcome of reviews shall be discussed and considered for improvement by the Board of Trustee's and Marae Manager.

### **RELATED LEGISLATION**

Home and Community Sector Standards  
DHB Contract Agreement

<b>RISK MANAGEMENT AND CONTROL POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

To ensure Te Whatu Manawa Māoritanga o Rehua kaumātua/consumers receive services that reflect continuous quality improvement principles through having an established, documented and maintained quality and risk management system.

### **POLICY PURPOSE**

Rehua Maraе is committed to developing and implementing organisational policies and procedures that are aligned with current good practice and service delivery, meet the requirements of legislation, and are reviewed at regular intervals as defined by the organisational review policy.

Rehua Maraе will take responsibility to establish, maintain and operate an appropriate quality and risk management system.

The collection, analysis and evaluation of quality improvement data is implemented and communicated to service providers, and, where appropriate, consumers

The development and implementation of corrective actions plans that address areas identified for improvement.

### **PROCEDURAL GUIDELINES**

Rehua Maraе has identified the following Key Risk Areas that has a significant impact on the organisation and is not limited to, Kaumātua Services. It also includes an overview of the planned strategies to manage identified and potential risks.

1. Commercial & Financial Risk Management
  - Comprehensive Insurance Coverage
  - Contingency Financial Reserves
  - Financial Management
2. Information Technological Risks
  - Preventative & Troubleshooting Maintenance Contracts
  - Document or Electronic Access Control
  - Comprehensive Insurance Coverage
  - Scheduled Electronic Backup systems
  - Record-keeping and Archives
3. Economic, Political & Environmental Risk
  - Comprehensive Insurance Coverage
  - Contingency & Financial Reserves
  - Strategic & Business Planning
4. Occupational Health and Safety
  - Comprehensive Insurance Coverage
  - On-going Staff Training and Development
5. Professional and Clinical Risk Management
  - Organisational Health Plan
  - Comprehensive Insurance Coverage
  - Highly specialized & qualified staff
  - Individual Client Risk Assessment, Plan and Evaluation
  - On-going Monitoring and Review of Plan

6. This is achieved by, but is not limited to, recording/reporting
  - Accidents and incidents
  - Adverse clinical events
  - Complaints and suggestions
  - Infectious/notifiable diseases
  - Other events as indicated by law, regulation or professional practice standards
7. Open disclosure
  - Affirms consumers and where appropriate their family/whanau of rights
  - Fosters open and honest professional relationships
  - Enables processes to change to improve service quality and consumer safety, and
  - Includes guidance and support for service providers to implement the policy

### **RELATED LEGISLATION**

Home and Community Sector Standards

Financial Reporting Act

Health Act

Coroners Act

Mental Health Act

Births, Deaths, Marriages and Relationships Reg Act

Health and Safety in Employment Act

Health and Disability Services (Safety) Act

NZ Public Health and Disability Act

Health Practitioners Competence Assurance Act

Building Act 2012

Reporting requirements of the NZ Fire Service as  
specified in the Fire and Safety and Evacuation of  
Buildings Regulations

## RISK MANAGEMENT IDENTIFICATION TEMPLATE

**What is the source of the risk? (Select from below)**

**Key risks and consequences**

- |                                       |   |
|---------------------------------------|---|
| 1. Commercial and legal relationships | i.e. <i>Contracts not renewed</i>                                       |
| 2. Economic / Environmental           | i.e. <i>Cost increases petrol/food</i>                                  |
| 3. Human / Individual Behaviour       | i.e. <i>Operational disruption</i>                                      |
| 4. Political Circumstances            | i.e. <i>Legislation changes, Change of Government</i>                   |
| 5. Technology issues                  | i.e. <i>Computer crash or virus</i>                                     |
| 6. Management Activities/controls     | i.e. <i>Conflict of interest</i>  |
| 7. Clinical & Health Related          | i.e. <i>Major illness of Kaumātua while visiting, abuse and neglect</i> |
| 8. Infection control                  | i.e. <i>Pandemic</i>  |
| 9. Emergency                          | i.e. <i>Natural Disaster eg earthquake</i>                              |

**Why is Te Whatu Manawa Māoritanga o Rehua organisation at risk? (Select from below)**

**Te Whatu Manawa Māoritanga o Rehua operations that could be at risk**

Asset Resource, People, Community, Performance, Timing & Schedules, Environment, Intangibles, Organisational behaviour, Revenue, Costs, Abuse and Neglect, other

**How urgent is the risk? (Select from below)**

**Urgency      Timeframe**

- |            |  |
|------------|--|
| NEGLIGIBLE | Requires no additional action                                |
| LOW        | Plan to rectify within agreed timeframe                      |
| MODERATE   | A plan required in order rectifying within 6 months.         |
| HIGH       | Requires a plan to rectify within 6 – 8 weeks                |
| CRITICAL   | Requires immediate corrective action to rectify within 48hrs |

**What should Te Whatu Manawa Māoritanga o Rehua do (Mitigation)?**



INCIDENT AND ACCIDENT POLICY			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

To ensure that there are procedures in place, which describes appropriate methods that maximises the health and safety of kaumātua/clients, staff and visitors.

### **POLICY PURPOSE**

Te Whatu Manawa Māoritanga o Rehua is committed to providing an environment, which affirms the right of kaumātua/clients, staff and visitors to be protected from unplanned, adverse events causing accidents, serious injury or death during service delivery.

All accidents resulting in fatal or serious injury must be recorded in the OSH Accident Register and OSH notified as soon as possible. A written report is required within 7 days of the accident.

All accidents resulting in minor injury must also be recorded using the appropriate OSH forms within the Accident Register.

### **KEY DEFINITIONS**

**Injury:** Workplace injury or illness – in other words ‘harm’ as defined in the Health and Safety in Employment Act.

**Harm:** (a) Means illness, injury, or both; and (b) Includes physical or mental harm caused by work related stress.

**Serious Harm:** Any of the following conditions that amounts to or results in permanent loss of bodily function, or temporary severe loss of bodily function: respiratory disease, noise-induced hearing loss, neurological disease, cancer, dermatological disease, communicable disease, musculoskeletal disease, illness caused by exposure to infected material, decompression sickness, poisoning, vision impairment, chemical or hot-metal burn of eye, penetrating wound of eye, bone fracture, laceration, crushing.

- Amputation of body part.
- Burns requiring referral to a specialist medical practitioner or specialist outpatient clinic.
- Loss of consciousness from lack of oxygen.
- Loss of consciousness, or acute illness requiring treatment by a medical practitioner, from absorption, inhalation, or ingestion, of any substance.
- Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more commencing within 7 days of the harm's occurrence.

**Incident:** Near hits (or near misses) and early reports of discomfort.

**Accident:** An event that causes any person to be harmed; or in different circumstances, might have caused any person to be harmed.

### **PROCEDURES**

Any kaimahi involved in a work related accident or incident shall promptly report the accident/incident to their manager.

The kaimahi or person directly involved must complete an Accident/Incident Report Form, providing details of the accident/incident within 24 hours of its occurrence.

If immediate action is required the Marae Manager will initiate the appropriate follow up/investigation and delegate tasks accordingly.

Marae Manager shall sign and tick the Accident/Incident Report Form confirming if an investigation is to be carried out.

The signed Accident/Incident Report Form details should then be entered on to the Accident/Incident Register by a delegated kaimahi eg, Kaiarahi or Administration manager.

### **Serious Harm**

All serious harm accidents are to be reported to the Marae Manager within 30 minutes of occurrence. Who is then responsible to report to the Department of Labour within 24 hours and followed up with the written form and investigation report within 7 calendar days.

Where a serious or significant accident, hazard or incident has impacted on other people or has caused concern, a debrief meeting(s) shall take place within 72 hours after the event by the Marae Manager, Kaimahi and person(s) involved in the accident, hazard or incident. The purpose of the debriefing is to: (a) Explain the outcome of the accident/hazard/incident; (b) Explain the outcome of investigation; (c) Explain any corrective/preventative measures that have been or will be taken; (d) Assist those involved in dealing appropriately with the matter; (e) Carefully monitor the condition of the affected persons; (f) If deemed necessary, Kaimahi shall be offered counselling for those affected by the accident/hazard/incident using the Employee Assistance Programme (OCP) or EAP.

### **Reporting/Monitoring/and Corrective Action**

An Accident/Incident Report will be run each quarter summarising the accidents/investigations actioned during the month and year to date. These will be provided to the Marae Manager and discussed at quarterly Quality Improvement Group Meetings.

Corrective plans will be developed, implemented, monitored and reviewed by the Quality Improvement Group.

### **Staff Induction and Training**

Kaimahi will be informed of the requirements regarding accident/incident reporting at induction and updated in regular in-service training.

### **RELATED LEGISLATION**

Health and Safety in Employment Act 1992 (HSE Act)  
Hazardous Substances and New Organisms Act 1996  
(HSNO)

### **RELATED FORMS**

ACCIDENT/INCIDENT REPORT FORMS available at back of manual

<b>COMPLAINTS POLICY</b>			
Created on	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

To affirm kaumātua/families/whanau/service users/staff the right to make a complaint that is understood, respected and upheld.

### **POLICY PURPOSE**

Te Whatu Manawa Māoritanga o Rehua is committed to providing an easily accessed, responsive and fair complaints process, which complies with Right 10 of the Health and Disability Commissioner's Code Requirements.

The Marae Manager is responsible for monitoring and maintaining accurate records of all written complaints to the service, in a Complaints Register that is maintained with all complaints, either written or verbal.

To protect kaumātua/clients from discrimination, abuse or neglect of any kind and describes procedures and actions to be taken if there is any inappropriate or unlawful conduct and the safety of kaumātua/client is compromised or put at risk.

### **PROCEDURES**

It is the responsibility of Kaiarahi and Marae Manager to ensure that kaumātua/clients or whanau are aware of the procedure for expressing concerns or satisfaction about the service they receive from Te Whatu Manawa Māoritanga o Rehua.

Where appropriate, local iwi/kaumātua/kuia, elder abuse and neglect preventions services of Age Concern ([www.ageconcern.org.nz](http://www.ageconcern.org.nz)) and the Health and Disability Commissioners Advocacy service will be involved.

Kaumātua/clients and their whanau, staff or members of the public may submit a complaint either verbally or in writing.

Expressions of concerns that are related verbally, through Te Whatu Manawa Māoritanga o Rehua hui is considered an appropriate avenue for resolution. This may be the ideal opportunity to address concerns and explore options.

All other expressions of concerns must be in writing to the Marae Manager or Kaiarahi

On receiving a written letter of complaint or a completed Complaint Form (Refer to attached Form A) the Marae Manager or Kaiarahi will:

- Enter details in the Complaints register.
- Send a letter of acknowledgement within 5 working days. Enclose relevant information regarding the complaints process.
- Depending on the level of potential risk and the nature of the complaint, the Marae Manager needs to give each appropriate urgency, according to level of risk.
- The Marae Manager is responsible for maintaining impartial investigation of the complaint and provision of information to all parties involved in the complaint.
- Where the complaint is about Marae Manager or Kaiarahi the complaint is to be forwarded to the Chairman of Te Whatu Manawa Māoritanga o Rehua within 24 hours of complaint.
- A Complaints Register is to be kept by Marae Manager and shall include the complainant name, description of the complaint and action taken.
- If the subject of the complaint is beyond the scope of the Marae Manager the Chairman will intervene and seek appropriate advice and information.
- It is vital that feedback and appropriate information is supplied to the complainant throughout the process in a timely manner.

- Should the complainant or Marae Manager consider the complaint warrants investigation, further action will include:
  - Where possible a meeting of all parties involved in the complaint including appropriate support persons, should be encouraged to clarify and resolve concerns.
  - Notice in writing to staff or kaumātua/client affected, requesting a response within 10 working days of notification of complaint.
  - The Marae Manager shall ensure that all parties involved in the complaint process are advised in writing of the outcome of the investigation within a timely fashion.
  - Any action recommended as a result of the investigation should commence as soon as practicable
  - It is the responsibility of the Marae Manager to ensure that appropriate action has taken place.

At any stage during the Complaints Process or if a complainant has received an unsatisfactory response or, in the event of a non-resolution of a complaint, they may

Seek other advice or support through the:

Health and Disability Commissioner,  
Advocacy Services;  
Central Help line 0800 423 638.

Alternative External Support includes but is not limited to

- (a) Human Rights Commission
- (b) Race Relations Commission
- (c) Legal Representation
- (d) Union Representation
- (e) Mediation

## **RELATED LEGISLATION**

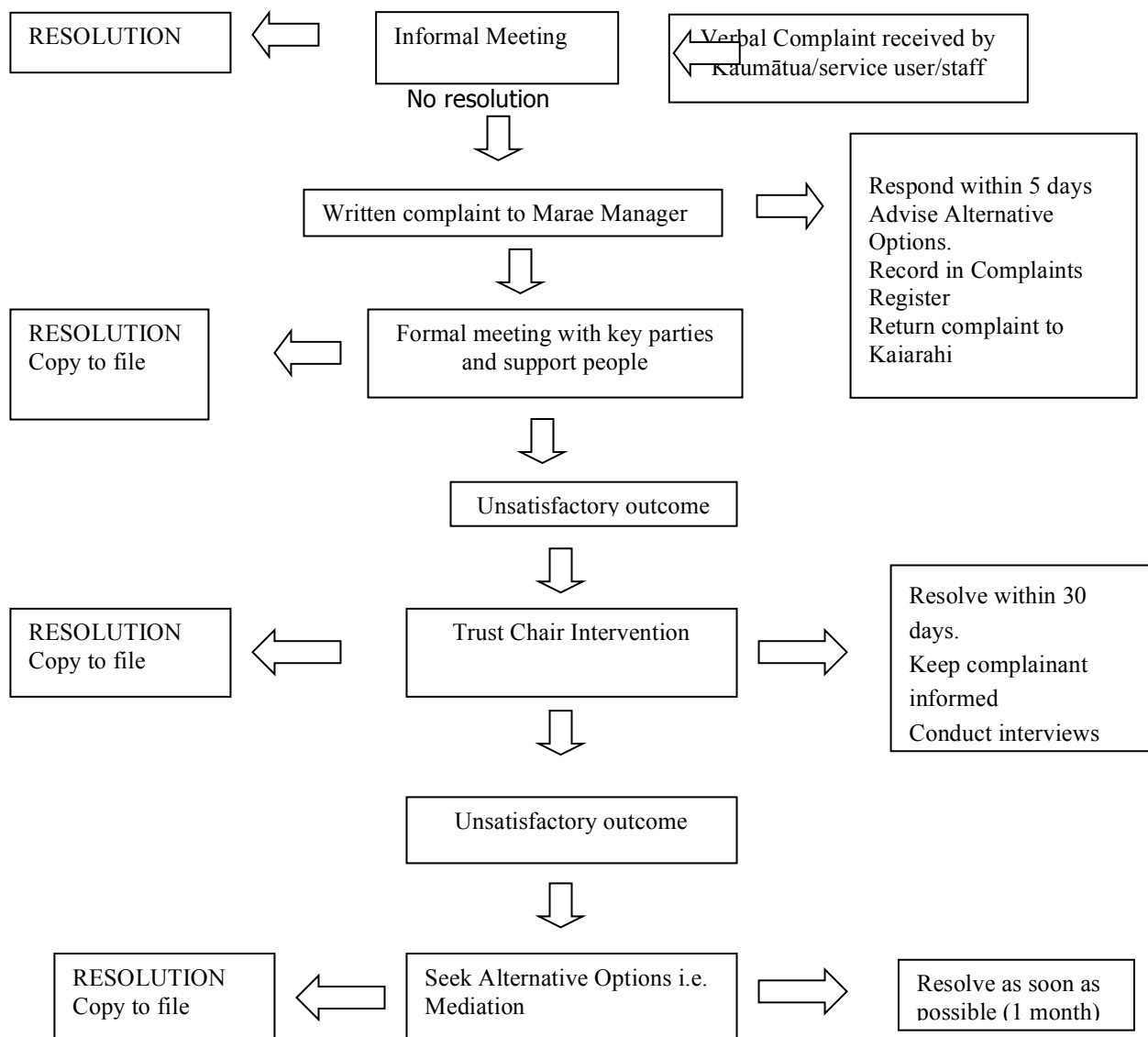
Code of Health and Disability Services Consumer Rights and Privacy Act (1993).  
Health and Safety in Employment Act 1992  
Employment Relations Act 2000  
Privacy Act 1993

## **RELATED FORMS**

COMPLAINTS FORM available at back of manual

## Complaints Flow Chart

Dis-satisfaction with Te Whatu Manawa Māoritanga o Rehua services by kaumātua/clients, staff or members of the community, the following process for complaints should be followed. It is stressed that complaints need to go through appropriate channels.



Contact:	Advocacy Services Health and Disability Commissioner, Advocacy Services; Central Help line 0800 423 638.
Alternative Options:	Kahui Kaumātua Trust Board Community Mental Health Services Ombudsman Human Rights Commissioner Mediation

<b>RECORDS MANAGEMENT POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

## **RATIONALE**

Is to provide a framework and assign responsibilities for ensuring that full, authentic, reliable and accurate records of the business activities of Te Whatu Manawa Māoritanga o Rehua are created, maintained and managed to a standard of best practice.

## **PURPOSE**

To ensure that these records are managed and maintained for as long as they are required to support business functions and accountabilities until their disposal in accordance with the authorised retention and disposal schedule.

To ensure all record keeping systems and procedures protect the integrity and security of all records.

To be an effective means of communicating to all staff of their recording keeping responsibilities.

To develop, implement and manage a Records Management systems based on ISO 15489 (international best practice in record keeping) and will ensure the system is compliant with all legislative requirements.

## **PROCEDURES**

### **Records Management system process**

To avoid using documents that are incorrect, out-dated or inadequate, only authorised personnel shall be responsible for document approval and issue

### **Control of Quality Records**

The Administration Manager shall maintain a Quality Control Register to record:

Assigned number for each policy manual

Location of each manual

Signed by responsible Team Leader

Checked at each internal review.

Maintain a master-copy of all controlled documents, their location and storage facility

Monitor document changes or modifications using the appropriate review forms.

Ensure that quality records that are no longer "current" are promptly removed from all points of issue or use.

And:

Shred all obsolete documents FIVE (5) YEARS after their expiry.

Archive Client Files TWO (2) YEARS after services to those have been completed.

Archive the MASTER-COPY Document which should clearly stamped as OBSOLETE.

The Marae Manager or delegated staff member shall maintain and control all internal and external documents. All Policies and Procedures shall contain the following information

Name of the Trust and authorised Logo.

Document Title

Policy Number

Document Page Number

Date document issued

Trust Approval

Document Review date.

Stamped "MASTER COPY" on the header page of each document and signed by a Management Representative.

## **Control of Records Management Services**

The Administrator shall maintain

Current hard-copy Customer files

A Master List of controlled historical documents that should contain the following information.

Document Title

Date of publication

Location of publication

Archival Location

Control of Customer Information

The Administrator shall maintain the electronic and hard copy files.

## **RELATED LEGISLATION**

Privacy Act 1993

Public Records Act 2005

The Financial Reporting Act 1993

Electronic Transaction Act 2002

Securities Act 1978

Health and Safety in Employment Act 1992

Home and Community Support Sector Standard NZS  
8158:2012

ISO 15489-1:2001 Standard

Official Information Act 1982

<b>HEALTH AND SAFETY POLICY</b>			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua is committed to a safe and healthy working environment for everyone using the Rehua Marae premises as a place of work and equally for all visitors to the Marae.

### **PURPOSE**

The purpose of this policy is to provide and maintain a safe working environment and to ensure, so far as is reasonably practicable, any hazards are corrected, repaired, removed or made inaccessible.

### **PROCEDURES**

- A Health and Safety officer is appointed and responsible for all aspects of Health and Safety.
- Staff and visitors to the marae must notify the Health and Safety officer immediately of any hazard so that action can be taken to eliminate or reduce the hazard.
- Any hazards not dealt with immediately are to be reported and discussed at the earliest opportunity and steps taken to eliminate, isolate or minimise the hazard.
- Emergency evacuation plans must be clearly displayed in each area of the marae and the emergency and evacuation procedures followed.
- A full health and safety briefing must be provided to all Marae visitors by the Health and Safety officer

### **Responsibilities**

#### **Health and Safety Officer:**

- Systematically identify hazards
- Systematically manage those hazards
- Manage hazards by either eliminating them, isolating them, or minimising them, in that order of preference
- Provide suitable protective clothing and equipment to staff
- Provide safety information to staff
- Provide training or supervision so that work is done safely
- Monitor the health of employees to ensure that their work is not having a detrimental effect on their health
- Provide opportunities for their staff to contribute to all those things

#### **Kaimahi:**

- To inform the Health & Safety officer of any potential hazards
- To report any hazards to the Health & Safety officer
- To make themselves familiar with all aspects of health & safety within the organisation

### **RELATED LEGISLATION**

Health and Safety in Employment Act, 1992

Health and Safety Reform Bill

Accident Compensation Act, 2001



<b>MEDIA POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

To ensure appropriate engagement with the media (newspapers, television, social).

### **PURPOSE**

To provide guidelines on the engagement and interaction with media and the use of social media.

### **PROCEDURES**

- Staff are actively encouraged to utilise the media for promotion of marae activities and events eg: Waitangi Day, Matariki, Working Bee's etc.
- Any approach to the media should be via the Marae Manager or Board Chair. All media releases are to be signed off by the Board Chair.
- Staff are encouraged to recognise and understand the benefits of a positive public profile.
- Only the board chair may comment on sensitive issues.

### **RESPONSIBILITIES:**

#### **Marae Manager:**

- To encourage staff to put forward good news stories that may potentially be shared with the media.
- To actively engage with local media and provide media releases as required.
- To make Board Chair aware of any potential media issues.
- To obtain sign off from the Board Chair on all media releases prior to being provided to media.

#### **Kaimahi:**

- To ensure any positive media opportunities are shared with the Marae Manager.
- To make Marae Manager aware of any potential media issues.

### **Related Legislation**

Privacy Act

<b>MEETINGS POLICY</b>			
Created	2015	Version	1.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

To ensure that marae communications are clear, open and constructive with updates and information shared between Trust Board, Management and Kaimahi.

### **PURPOSE**

The purpose of this policy is to provide guidelines for scheduling meetings.

### **PROCEDURES**

- Rehua Marae Trust Board meetings will be held on last Monday of each month (unless otherwise notified)
- Rehua Marae AGM will be held before the 31<sup>st</sup> October of each year.
- The Marae Manager and Board Chair will meet fortnightly at a mutually agreed time and scheduled either in Google or Outlook Calendar by the Marae Manager.
- The Marae Manager and Administration Manager will meet weekly to discuss day-to-day business of the Marae. These meetings will be scheduled in the Google or Outlook Calendar.
- The Marae Manager and all kaimahi will meet on a fortnightly basis. These meetings will be scheduled in Google or Outlook Calendar by the Administration Manager.
- Staff should avoid making other appointments that conflict with these meetings.
- Staff should advise the Administration Manager if they are unable to attend these regular meetings for any reason.

### **Responsibilities:**

#### **Marae Manager:**

- To ensure all staff are aware of their meeting obligations and schedule.
- To advise any changes or cancellation of meetings

#### **Kaimahi:**

- To attend all scheduled meetings as required
- To advise the Administration Manager prior to the scheduled meeting if they are unable to attend.

### **RELATED LEGISLATION**

Rehua Marae Board Charter 2015-2018

<b>DRIVER MOTOR VEHICLE POLICY</b>			
Created	2006	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

## **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua is committed to meeting its health and safety obligations, including a responsibility to employees who drive a marae vehicle as part of their work.

## **PURPOSE**

To inform drivers of their responsibilities and to ensure that the use of vehicles for business purposes with Te Whatu Manawa Māoritanga o Rehua is carried out according to safe driving principles.

To clarify the expectations and obligations of both employer and employee where the employer provides a vehicle.

## **PROCEDURES**

### **Rehua Marae**

- To ensure that employees are aware of and comply with Te Whatu Manawa Māoritanga o Rehua Driver Motor Vehicle Policy and Procedures.
- To ensure compliance with relevant legislation.
- To develop, implement and regularly review Driver Motor Vehicle Policy and procedures and,
- To ensure that the vehicle is fit for purpose (road worthy) and has been fully serviced, repaired, insured maintained and registered at the employer's expense.
- To ensure that marae vehicles are driven by authorised and designated employees or board members only.

### **Employee responsibilities for driving a vehicle are required to:**

- Comply with Te Whatumanawa Māoritanga o Rehua policy and procedures for Driver Motor Vehicle Policy and Procedures.
- Observe the rules of the road as outlined in the Road Code.
- Operate the vehicle safely at all times, drive responsibly and to exercise due care in respect of the vehicle and its mechanical competency. And in a way that minimises unnecessary repair costs and insurance claim.
- Safeguard the security of the work vehicle and ensure that the vehicle is locked at all times when not in use.
- Return work vehicle clean, refuelled and ready for the next authorised person to use.
- Notify Marae Manager or Kaiarahi (Kaumātua Services) of any speeding tickets, accidents (however minor), and breach of traffic regulations and loss of licence. Drivers are responsible for traffic infringements incurred and as such are responsible for fines.
- Notify Marae Manager or Kaiarahi (Kaumātua Services) and contact NZ Police if vehicle is stolen or damaged
- Ensure no smoking is permitted in any work vehicle.
- Driving under the influence of alcohol or other impairing substances is prohibited and is sufficient cause for discipline, up to and including instant dismissal.
- Drivers are required to keep a log book for each trip made in a work vehicle.

### **Vehicle Operating Expenses**

- Fuel cards will be provided with each vehicle for petrol and oil use only. Drivers are responsible for the use and security of Fuel Cards and must report any loss to the appropriate Kaiarahi.
- Use of Personal Vehicle – for business or marae related purposes only, must be authorised by appropriate Kaiarahi and submit an expense claim (with receipts) for reimbursement.

### **Driver's Licence**

- Employees or other authorised/designated drivers eg board member, must hold a valid full drivers licence.
- They must hold the correct class of licence for the type of vehicle been driven.

- Te Whatu Manawa Māoritanga o Rehua Administration office will record and hold copies of all authorised/designated licences.

### **Driver Safety Rules**

- Driver and passengers must use seat belts at all times.
- Ensure mobile phones are not used anytime when driving, pull over to side of the road or use hands free phones.
- Drivers can avoid fatigue by planning schedules realistically, resting before departure and stopping for rest breaks. It is recommended on long journeys that (a) drivers take a break every 2-3 hours (b) drive no more than 6-8 hours in one day (c) stay overnight if destination is more than 8 hours from home or office and (d) share driving with other authorised driver.

### **Accident Procedures**

- Any incident or accident involving a Te Whatu Manawa Māoritanga work vehicle must be reported to Marae Manager or Kaiarahi (Kaumātua Services), as soon as driver is able to. Provide a copy of Accident Incident Form.
- Call the police. All accidents regardless of severity must be reported to police.
- Do not accept any responsibility/liability for the accident.
- If able, record names and addresses of other driver(s), witnesses and occupants of the other vehicle(s).
- Provide the other party with your name, address, drivers licence number and insurance information.

### **Private Use**

Te Whatu Manawa Māoritanga o Rehua work vehicles are not available for private use.

### **Insurance**

- Te Whatu Manawa Māoritanga o Rehua are not responsible for loss of any personal effects carried in work vehicles.
- In the following circumstances where a work vehicle is damaged or causes damage to third parties while being driven by an employee or other designated driver eg Board Member, then Te Whatu Manawa Māoritanga will seek total recovery of costs from the employee or designated driver eg Board Member:
  - Whilst the driver is under the influence of any drug or intoxicating liquor
  - Whilst the vehicle is engaged in any form of racing
  - If the vehicle is being used to convey passengers for hire or reward
  - If the authorised driver allows the vehicle to be driven by an unlicensed or unauthorised driver

### **RELATED LEGISLATION**

Land Transport Act 1998

Health and Safety in Employment Act 1992

New Zealand Road Code (Land Transport New Zealand)

Land Transport (Road Safety & Other Matters Amendment) Act 2011

<b>ASSETS &amp; EQUIPMENT MANAGEMENT POLICY</b>			
Created	2015	Version	1.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

To manage the use of Rehua Maraе assets and equipment (resources). Eg but NOT limited to: vehicles, computer equipment, and kitchen equipment, including taonga (whakairo and pounamu).

### **PURPOSE**

To outline the policy and procedures to ensure the appropriate use of all Rehua Maraе assets and equipment.

### **PROCEDURES**

- Kaimahi must use all Rehua Maraе property and resources with respect and only for the intended purpose of carrying out their work duties.
- Unless express permission has been granted by the Maraе Manager, Rehua Maraе resources are not to be used for private purposes.
- Rehua Maraе resources may not be used to further personal interests, political or religious causes or be used for activities that are illegal, involve obscene languages or images or the distribution of copyright material.
- Any Kaimahi member found not to be acting in accordance with this policy and the Rehua Maraе Code of Conduct will be subject to disciplinary action at the Maraе Managers discretion.

### **RESPONSIBILITIES**

#### **Marae Manager**

- To ensure the appropriate use of all work property and resources by all Kaimahi members.
- To make Kaimahi aware of what is deemed appropriate and inappropriate use of marae property and resources.
- To follow the appropriate disciplinary process in the event of a breach of this policy.

#### **Kaimahi**

- To treat all Rehua property with respect at all times
- To seek permission from the Maraе Manager should they wish to use any property or resource for private use: eg: computers, cell phones, cars, office or marae

### **RELATED LEGISLATION**

None Applicable

<b>SECURITY POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua will safeguard kaumātua/clients, employees and visitors from intrusion and related risks.

### **PURPOSE**

To provide a safe and secure environment by implementing and managing appropriate security measures as deemed necessary to minimise identified threats to security and safety. Respond to and diffuse any incident with the best available care and protection. Acts of violence, theft and other criminal activity upon the organisation will be taken seriously and dealt with in accordance with relevant legislation.

### **PROCEDURES**

- Visitors to Te Koti Te Rato (Administration office) are to report to Marae Administration Managers office.
- Marae Hirers are to organise an attendance register for occasions when marae is hired to external organisations and schools.
- Signage to advise security and safety procedures for marae.
- Maori Wardens will be requested to attend Hui and events, as required.
- Any acts of violence, theft or other criminal activity are to be reported to Marae Manager immediately, and appropriate action will be initiated eg Police

### **Home Security and Safety**

- Kaimahi would lock doors, close windows when leaving a home of a kaumātua who lives alone.
- Kaimahi would ensure easy access to telephone.
- Kaimahi would ensure general protection for any possible breaches in security eg peep holes and security chains on doors.
- If kaimahi have access to or knowledge of kaumātua home keys, an appropriate secure protocol will be discussed and managed.
- Kaimahi will safeguards themselves through advising office of their work schedule, appointments and having immediate access to a mobile or telephone.

### **RELATED LEGISLATION**

Crimes Act 1961

Summary Offences Act 1981

Trespass Act 1980

Private Investigators and Security Guards Act 1974

Privacy Act 1993

Bill of Rights 1980

<b>SMOKE, DRUG &amp; ALCOHOL FREE POLICY</b>			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Rehua Marae demonstrate responsibility and commitment to ensure a safe and health workplace for all kaimahi, tenants and visitors.

### **PURPOSE**

The purpose of this policy is to ensure that Rehua Marae kaimahi, tenants and visitors can work in an environment free of alcohol and drug use or abuse.

### **PROCEDURES**

- All kaimahi are expected to come to work able to perform assigned duties safely and acceptably without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, or prescribed medications or any other substance.
- The organisation strictly prohibits the use, making, sale, purchase, transfer, distribution, consumption, or possession of drugs or alcohol on the Marae grounds.
- Any drugs or alcohol found will be confiscated and the kaimahi member involved will be subject to disciplinary action, up to and including termination of employment.
- If the Marae Manager suspects that a kaimahi member may be under the influence of drugs they may request a non-invasive drug test (urine test) be carried out by a medical professional.
- If alcohol is requested for a Hui or celebration a written request for alcohol exemption must be submitted to Trust Board for their consideration.
- A designated smoking area is available behind the wharekai on the left hand side of the driveway.

### **RESPONSIBILITIES**

#### **Marae Manager**

- Monitor the performance and behaviour of all kaimahi members and visitors
- If the Marae Manager suspect's drug or alcohol use is impacting a kaimahi member's ability to adequately carry out their daily work tasks, they must take appropriate action to address the situation.
- Should the Marae Manager become aware of drugs or alcohol on the marae grounds they must take appropriate action to remove those in possession of the drugs and/or alcohol from the premises.

#### **Kaimahi**

- To ensure that they are free of the influence of drugs and or alcohol during work hours.
- To notify the Marae Manager should they have any concerns about another kaimahi member or a visitor to the Marae being under the influence of drugs or alcohol or have evidence that they have either drugs or alcohol in their possession.

### **RELATED LEGISLATION**

Employment Act 2002

Crimes Act

Health and Safety Act in Employment 1992

Health and Safety at Work Act 2015

Smoke-Free Environments Act 1990

# **MARAE HIRE** **SERVICES**



MARAE SERVICES POLICY			
Created	October 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2018

## RATIONALE

Rehua Marae are committed to providing marae facilities (wharenui and wharekai) and services of a high standard and are exemplar of our guiding value Manaakitanga – *We will always show respect and hospitality to manuhiri thus upholding the mana of Rehua Marae.*

## PURPOSE

To provide standards and guidelines for visitors who wish to hire the marae facilities for Hui, workshops and tangihanga (funerals).

## PROCEDURES

### BOOKINGS

- All booking enquiries are made to Administration Manager either by telephone, email or in person.
- Administration Manager will communicate with hirer co-ordinator on dates, times, catering, resources and powhiri (welcome) arrangements.
- Booking Form to be completed by hirer and a deposit of \$200.00 is requested to confirm booking. Account details are: *Westpac, Rehua Marae Trust, 03 0855 0367342 00.*
- Cancellations must be notified to Rehua Marae immediately and will only be refunded if cancellation notification is received up to five working days prior to the booking date.
- Kohanga Reo premises are out of bounds unless prior arrangements have been made with their office.

### KAWA AND TIKANGA (PROTOCOLS OF THE MARAE)

All aspects and appropriate kawa and tikanga of Rehua Marae is detailed within the attached *Te Kawa of Rehua (Guidelines)*

### TANGIHANGA (FUNERALS)

The traditional practice of mourning and grieving and support for the whānau of the deceased person, is highly regarded and Rehua Marae acknowledge the importance of contributing to this practice.

- Hirers will be notified immediately and alternative arrangements will made for any bookings affected by a tangihanga.

### CAR PARKING

Limited visitor's car parking is available next to the wharekai (dining hall), with one Disabled Car Park. No parking is permitted outside Te Koti Te Rato (Administration Building). Otherwise street parking on Springfield Road or Berry Street maybe available.

### CHILDREN

Must be supervised at all times by an adult, parent or caregiver.

### ANIMALS

Dogs and other animals are not permitted on the marae grounds and complex. Exceptions are Guide Dogs for the Blind and Disabled only.

**THEFT**

We accept no responsibility for any thefts of private property during stay at Rehua, arrangements to lock wharehau and wharekai during stay must be made during the booking process, and hirer co-ordinator is responsible for returning key to return box on door of wharekai.

**FIRE, EARTHQUAKE EVACUATION**

All necessary care will be taken to ensure visitors health and safety are paramount. Attached is the Fire and Earthquake Evacuation Plan and Assembly Areas.

**RELATED LEGISLATION**

Ngā Uaratanga – Guiding Values and Principles  
Health and Safety at Work Act 2015

<b>KITCHEN HIRE POLICY</b>			
Created	October 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2018

### **RATIONALE**

Rehua Maraе are committed to providing marae facilities (wharenui and wharekai) and services of a high standard and are exemplar of our guiding value Manaakitanga – *We will always show respect and hospitality to manuhiri thus upholding the mana of Rehua Maraе.*

### **PURPOSE**

To provide standards and guidelines for hirers and self-caterers who use the kitchen and wharekai (dining room) facilities.

### **PROCEDURES**

- Users must book use of kitchen with Administration Manager and confirm the cost to hire the kitchen
- Rules and regulations of kitchen hire will provided by Rehua Maraе
- Instructions to use equipment will be provided by Rehua Maraе

### **RELATED LEGISLATION**

Ngā Uaratanga – Guiding Values and Principles  
Health and Safety at Work Act 2015

# **FINANCIAL**

<b>DELEGATED FINANCIAL AUTHORITIES POLICY</b>			
Created	2015	Version	1.0
Management Representative	Marae Manager	Updated	October 2018

## **RATIONALE**

To ensure that Rehua Maraë has the necessary financial delegations and authorities to manage the day-to-day management and operations in terms of its charitable purpose, strategic direction and priorities.

## **PURPOSE**

To provide a framework of financial delegated authority within Te Whatu Manawa Maoritanga o Rehua to effectively manage and safeguard its financial resources. The establishment of a robust financial delegated authority framework is necessary to ensure consistency of practices across the operations of Rehua Maraë and to prevent situations where mishandling of funds can arise. This policy is the authority and discretion to commit funds, and the subsequent payment for goods and services purchased in the course of operations. This policy is an integral part of the Boards wider model of financial governance.

## **PROCEDURES**

- The Board may only delegate its powers to the Rehua Manager as specified in this delegation.
- From time to time the Rehua Manager may be required to delegate part of their authority to subordinate staff, in order to optimise efficiency. Sub-delegations must be authorised in writing, and the Rehua Manager will remain accountable for any decisions made by his or her delegate. All sub-delegations must also be approved by the Board.
- Where the Rehua Manager has provided a sub-delegation, the relevant staff member **MUST** make it clear in any negotiations or discussions, the limits on their authority to make commitments on Rehua Maraë's behalf. If that is not done, Rehua Maraë could become legally responsible for commitments that have not been properly approved or approved at all.
- In the absence of the Rehua Manager's approval for expenditure, or other actions that require their approval, that approval must be referred to the Chairperson of the Board.

## **DELEGATION ACTIVITY AND AUTHORITY**

### **Asset Purchases: Capital Equipment**

Financial levels are based on quoted price or appropriate valuation, and subject to capital budget

<b>Activity</b>	<b>Approving Authority</b>
<b>Capital Equipment</b>	
<b>Budgeted Capital</b>	
< \$2,000	Marae Manager
> \$2,000 < \$5,000	Treasurer
> \$5,000	Board
<b>Unbudgeted Capital</b>	
< \$500	Marae Manager

### **Leases**

Leases can be of either property or goods by Rehua Maraë. The Board appoints the following approving authorities as its attorney (a person authorised to act on the Board's behalf) for the purposes of signing Deeds of Leases.

<b>Activity</b>	<b>Approving Authority</b>
<b>Approval of standard form leases</b>	
<b>Lease of Property</b>	
< 1 year and \$10,000 budgeted	Marae Manager
> 5 years or > \$10,000	Board
<b>Lease of Goods</b>	

< 2 years or < \$2,000 budgeted	Marae Manager
> 2 years or > \$2,000	Board

### Expenditure

These are operational expenses such as purchases of equipment and supplies. The Marae Manager should consult with Board or if established, the Audit Committee to determine the distinction between asset purchase and expenditure. Expenditure includes payments by credit cards or other credit facilities. Subject to budget approvals

Activity	Approving Authority
<b>Operational</b>	
<b>Overall budget (annual approval)</b>	Board
<b>Unbudgeted</b>	
> \$5000	Board
\$2000- \$4999	Board Treasurer
< \$2000	Marae Manager

### Standing Charges

These are on-going organisation-wide charges such as telephone, electricity, postal charges, insurance and other supplies of goods and services.

Any equipment that interacts with and/or connects to Rehua Marae IT network requires the endorsement of the Administration Manager / Finance Manager

Activity	Approving Authority
<b>Standing charges of any value</b>	Marae Manager

### Professional Services

Activity	Approving Authority
Approval /removal of Auditor	Board
Approval / removal of services for Company Accountant	Marae Manager
Approval / removal of legal services	Marae Manager

### Contracts for Services — Cost Based

These include contracts where Rehua Marae is engaging other service providers either as subcontractors or as primary contractors. These include contracts where goods may also be provided ancillary to the services.

Activity	Approving Authority
Approval of standard form contracts	
> \$5,000	Board
\$2,000 - \$5,000	Treasurer
< \$2,000	Marae Manager

### Personal Expenses

Personal expenses for staff in relation to Rehua Marae business must, be approved by the Marae Manager prior to any purchasing.

Personal expenses for, Rehua Marae trustees may be approved by the Marae Manager.

In the case of the Chairperson of the Board, personal expenses will be approved by, the Chairperson or in the case of the Chairperson, the Board shall approve such expenses.

## NON FINANCIAL DELEGATIONS

### Board Resolutions

Any documentation necessary to give effect to resolutions of the Board, may be executed on behalf of, the Board by the Marae Manager, the Board Chairperson or the Chairperson of the Audit Committee (where established) unless expressly stated otherwise.

### Deeds

Any deed must be signed by two trustees, one trustee in the presence of a witness or by an attorney properly appointed by the Board.

### Risk Management

Rehua Marae's approach to risk management is to identify risks early and manage them in ways that minimise uncertainties, potential hazards, and maximise opportunities for the good of all stakeholders including shareholders, funders, clients, suppliers, regulators and employees.

Risks can be broadly classified as Strategic, Operational, Financial, and Legal/Regulatory.

Activity	Approving Authority
Approval of risk management framework	Board
Approval of risk management policies	Board
Risk management identification, reporting and management	Marae Manager

### Strategies and Plans

Activity	Approving Authority
Approval and review of Strategic Plan	Board
Approval and review of annual business plan	Board following advice of the Marae Manager
Business Case Approval for new service, major contract or major transaction	Board
Minor business case (i.e. for promotional or one-off events or involving expenditure less than \$5,000) Budget approved	Marae Manager

### Policies

Activity	Approving Authority
Approval of governance charter or policies	Board
Approval of operational policies: employment, health & safety, risk management, financial management etc	Board
Approval of operational policies & procedures included in the administration Charter	Marae Manager

### Statement of Intent/ Memoranda of Understanding (MoU)

Relationship agreement may include statements and letters of intent, heads of agreement, memoranda, or any other similar document outlining a transaction, relationship or understanding. Relationship agreements, unless otherwise clearly stated, not legally binding

While they may not be legally binding, MoU's are important as they set out expectations that may be difficult to change at a later point. The following approval levels are based on the required actions for the relationship that are expected to arise from the MoU.

<b>Activity</b>	<b>Approving Authority</b>
High level relationship agreements with similar organisations	Board
All other MoU committing REHUA MARAE to expenditure of income / use of resources	
< \$2,000	Marae Manager
> \$2,000	Board

### **Research Collaborations**

These include arrangements where Rehua Maraе and one or more other parties contribute to a research project either financially or by way of in-kind contributions.

<b>Activity – Funded Research Projects</b>	<b>Approving Authority</b>
< \$2000	Marae Manager
> \$2000	Board

### **Bidding for NZ Government and other Sourced Funds**

These include all proposals to NZ Government agencies.

<b>Activity</b>	<b>Approving Authority</b>
Any value	Board

### **Commercialisation of Intellectual Property: Sale, Purchase, Creation, Licensing**

The creation of IP can be an important part of Rehua Maraе's activities. IP is the result of intellectual activity — creations of the mind. Some IP may be legally protected by way of registrations such as patents other IP has value by virtue of it being confidential.

The value of Rehua Maraе's IP will be determined by the Board in conjunction with the Rehua Maraе Shareholder Council. Sales or purchases of IP in this context, does not include IP that is created specifically for a client as part of a services agreement.

<b>Activity</b>	<b>Approving Authority</b>
<b>Sale or purchase of IP</b>	
< \$2,000	Marae Manager
> \$2,000	Board
<b>Approval of standard licensing contracts</b>	Marae Manager
<b>Standard form licensing</b>	
< \$2,000	Marae Manager
> \$2,000	Board

### **Branding**

Use of the trading name, legal name and any branding of, Rehua Maraе must be, approved by the Board.

### **Litigation/Disputes**

Litigation includes any dispute with another person or organisation which may result in court or tribunal hearings.

The Maraе Manager is to be advised of all disputes with clients, suppliers and any other person or organisations.

The Board (via the Board Chair and Chair of the Audit committee) shall be advised of any actual or potential litigation/dispute against Rehua Maraе at the earliest opportunity.



Activity	Approving Authority
Commence proceedings	Board
Defend proceedings	Board

### Indemnity Insurance

Rehua Marae may:

- Indemnify its Directors or employees or any related company for any costs referred to in section 162(3) of the Companies Act
- Indemnify its Directors or employees or a related company in respect of any liability or costs referred to in Section 162 (4) of the Companies Act; and
- Effect insurance for Directors or employees of the Company or a related company in respect of any liability or costs referred to in Section 162 (5) of the Companies Act.

Activity	Approving Authority
Director & Officer indemnity and public liability insurance	Board
Marae Manager indemnity and public liability insurance	Board
Other	By annual budget

### Employment

Activity	Approving Authority
Marae Manager Employment Agreement or Contract for Services / Performance Agreement	Board / Audit committee
Establish staff levels	Board
Sign staff employment agreements	Marae Manager
Approve staff employment agreements / performance agreements	Marae Manager
Vary standard terms and conditions of employment agreements – staff	Marae Manager
Job sizing – All Staff	Marae Manager
Performance appraisal and review Marae Manager	Chairperson / HR Committee of the Board
Staff performance appraisals & review	Marae Manager

### Recruitment and Disengagement

The Marae Manager is responsible for the recruitment of staff. Disengagement of staff must be carried out in consultation with the Board (via the Chairperson).

Activity	Approving Authority
Staff within approved establishment	Board
Approvals to employ:	
• Permanent	Board
• Temporary – Maximum to 6 months*	Board
• Casuals	Board
• Variation to establishment level	Board
• Disengagement – terminated, disestablished	Board

\*Maximum 6 months then back to board for approval to extend

## Remuneration

Activity	Approving Authority
<b>Remuneration</b>	
Employment Salary Bands	Board
Policies & Procedures	Board
Marae Manager remuneration	Board
Staff remuneration (annual remuneration round)	Marae Manager Board to retain oversight of remuneration of key personnel and Marae Manager to report

## Employee Personnel Files

Every employee has the right to, see his or her own file.

Activity	Approving Authority
Security and access (subject to Privacy Act / Employment requirements)	Marae Manager

## Leave Approvals

Activity	Approving Authority
Annual, short-term sick, domestic, bereavement, long service leave and jury service leave	Marae Manager
Sick and domestic leave in excess of 10 days or allowance from employment agreement – discretion, Maximum to 5 days	Marae Manager
More than 5 days	Board
Time in Lieu – to be taken within two months	Marae Manager
Other paid or unpaid leave (including parental, extended study etc)	Marae Manager
Carry-over of leave – Approval to have balance of leave less than 20 days	Marae Manager
Carry-over of leave – Approval to have balance of leave greater than 20 days	Board

## Employment Related Disputes

This includes employment disputes, mediation, personal grievances filed with the Employment Authority.

Activity	Approving Authority
Commence proceedings	Board
Defend proceedings	Marae Manager
Ex-gratia payments and/or settlements of any size	Board

## Contractors

Individuals (as opposed to companies) engaged by Rehua Marae as contractors may, under certain circumstances, be deemed to be employees. If so, there is a risk that Rehua Marae may be liable to the IRD for PAYE tax and the individual will be entitled to the protections available to any employee

under employment legislation. The term of any engagement includes any renewals of that engagement.

Any approval, extensions or renewals of contractors must, be approved by the Marae Manager in consultation with the Board. The Marae Manager is responsible for obtaining appropriate advice regarding whether the individual could be considered an employee.

<b>Activity</b>	<b>Approving Authority</b>
Engagement of contractors – any period	Marae Manager and the Board

## **OSH and Welfare**

<b>Activity</b>	<b>Approving Authority</b>
Policy	Board
Closure of area in event of serious harm	First person on the scene/ Marae Manager
Emergency Contact	Marae Manager

## **Security**

<b>Activity</b>	<b>Approving Authority</b>
Site and premises	Marae Manager
Computer network	Marae Manager

## **Travel**

<b>Activity</b>	<b>Approving Authority</b>
Domestic (NZ Only)	Marae Manager

## **Sponsorship**

<b>Activity</b>	<b>Approving Authority</b>
Budgeted	Marae Manager
Unbudgeted	Board

## **Company Reports**

<b>Activity</b>	<b>Approving Authority</b>
Annual	Board
Quarterly reports against Operational Plan	Marae Manager

## **Confidentiality Agreements**

Any confidentiality agreements that are not on Rehua Marae's standard terms are to be reviewed by Rehua Marae's Solicitor before signing.

<b>Activity</b>	<b>Approving Authority</b>
Standard form style	Board
Standard form	Marae Manager
Non-standard form	Marae Manager

## **RELATED LEGISLATION**

Public Finance Act 1989  
Board Charter

<b>INTERNAL/EXTERNAL AUDIT POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review Date	July 2015

## **RATIONALE**

Internal and external audit processes in place to ensure that robust financial processes appropriate to best manage Rehua Marae resources. Develop and maintain a culture of accountability, cost consciousness, self-assessment and adherence to high ethical standards.

## **PURPOSE**

To provide guidelines on a financial auditing process to reduce any risks of fraud or misappropriation of funds and resources.

## **Definition**

Internal Audit - an internal audit process agreed between the Marae Manager and the Audit and Risk Committee.

External Audit - an annual independent audit of the annual financial accounts.

## **PROCEDURES**

### **Internal Audit**

- Marae Manager to agree an appropriate reporting process with the Rehua Marae Audit and Risk Committee.
- Marae Manager to meet with the Audit and Risk Committee no less than twice per year to report on all financial and non-financial policies and operations.
- Marae Manager to provide a monthly financial report to the Board for discussion.

### **External Audit**

An annual independent audit will be undertaken no later than November in accordance with the New Zealand Accounting Standards.

## **Responsibilities**

### **Marae Manager**

To meet twice yearly with the Audit & Risk Committee and provide status reports.

To work with the accountant to finalise annual accounts and seek an independent audit report.

To provide an annual budget report to the Board for discussion.

### **Audit & Risk Committee**

To meet with the Marae Manager to agree an appropriate process for internal audit.

To meet no less than twice yearly with the Marae Manager to ensure ongoing robust financial management.

## **RELATED LEGISLATION**

NZ Accounting Standards

Rehua Marae Delegated Financial Authority Policy

Rehua Marae Board Charter

<b>ANNUAL BUDGET POLICY</b>			
Created	2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

The annual budget is prepared to reflect both the operational requirements and strategic priorities as identified in the strategic plan and should reflect both expenditure and revenue projections.

### **PURPOSE**

The purpose of this policy is to outline the process for the annual budget and will reflect the annual business and strategic plan of Rehua Marae.

### **PROCEDURES**

The Marae Manager shall prepare and consolidate the annual draft budget for presentation to the Board no later than April of that financial year. (Financial Year Ending June 30<sup>th</sup>)

The annual budget shall:

- Contain sufficient detail and be appropriately supported by documentation to allow an accurate projection of revenues and expenditures.
- Present a breakeven or better position if possible and if not outline how shortfall is to be funded or surplus utilised.
- Comply with the Rehua Marae strategic objectives and priorities.
- Shall comply with standard budget presentation formats.
- Be reviewed against actual on a monthly basis by the Board.
- Financial management reports will be prepared and presented in an agreed format and presented at monthly board meetings.

### **Responsibilities**

Marae Manager

- To develop draft annual budget to present to board for approval
- To provide monthly budget reports to board

### **Related Legislation**

Rehua Marae Strategic Plan 2015 - 2018

<b>KOHA (RECEIVING AND GIVING) POLICY</b>			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Koha is an unconditional gift, today's norm is usually in the form of money and arises in the context of tangi (funerals), Hui (meetings/events), and other related cultural events and obligations. Koha is sometimes incorrectly used to describe a payment for services. This is not a gift and this policy does not apply to payments for services. It should be noted that such payments for services attract withholding tax.

### **PURPOSE**

This policy provides guidance for the receiving and giving of koha by Rehua Maraе.

### **PROCEDURES**

#### **Receiving Koha – Powhiri and Hui**

- Appropriate tikanga is applied when receiving koha in either the wharehau or on ātea.
- Koha is then handed to Maraе Manager.
- Maraе Manager will count koha with one or two other persons.
- Write a receipt for amount received and hand to visiting party co-ordinator or kaumātua.

#### **Exception**

For a tangihanga, unless directed by manuhiri, all koha received is given to designated whānau liaison.

#### **Giving of koha by Rehua Maraе**

- All koha must be requested and approved in accordance with the Rehua Maraе delegated financial authorities.
- All requests for koha must be made in advance of any koha being given. Claims for reimbursement for koha already given will not be approved.
- A receipt for all koha should be obtained for record keeping purposes.

### **RELATED LEGISLATION**

Te Kawa o Rehua (Guidelines)

<b>MISAPPROPRIATION OF FUNDS POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2018

## **RATIONALE**

Rehua Marae Board, staff and members have a responsibility to protect the organisation's reputation and resources from fraud, and the risk of fraud.

## **PURPOSE**

This policy will outline the processes to reduce the risk of fraud ie misappropriation of funds.

## **PROCEDURES**

- The Board and staff accept their responsibility to protect the physical and financial resources of Rehua Marae.
- Through the Marae Manager the Board is responsible for:
- Taking steps to deter and prevent fraud, theft and corruption by persons who are employed or contracted by Rehua Marae or who are Marae Service users
- Respecting the rights of employees to report concerns and make protected disclosures about any concerns
- Making sure individuals who report their concerns in good faith and in a responsible manner do not suffer detrimental action as a consequence thereof, so disclosures of wrongdoing are seen as a positive aspect of organisational culture
- Treating seriously any allegation of suspected fraud, theft or corruption
- Taking prompt action on all reported concerns, both to bring the activity to an end and to discourage others who may be inclined to similar conduct
- Being satisfied as to the facts of the case before initiating any disciplinary or legal action. This will involve a preliminary assessment, and where appropriate, investigation of the allegation
- Seeking legal or other advice on the matter where required
- Notifying the New Zealand Police as warranted and / or appropriate
- Acting impartially, fairly, and equitably when handling cases of suspected fraud, theft or corruption, which includes having proper regard for the principles of natural justice and the avoidance of entrapment, bias, and favouritism
- Treating people consistently, regardless of their status, length of service, or position / title
- Co-operating fully with any investigations of alleged wrongdoing undertaken by external parties, such as an 'Appropriate Authority' as defined under the Protected Disclosures Act 2000, a Minister of the Crown or an Ombudsman
- Exercising good judgement based on the evidence gathered and act on that judgement in the interest of members, shareholders and the public
- Imposing and articulating strong deterrent penalties, including seeking prosecution and recovery of any losses, wherever possible and practicable
- Making details of successful prosecutions public wherever possible
- Any allegations concerning Rehua Marae staff, contractors, or related parties are to be made to the Marae Manager, who will communicate these to the Board
- Any allegations concerning the Marae Manager are to be made to the Board Chair, who will notify the Board members.
- Any allegations concerning a Board member are to be made to the Marae Manager who will advise the external auditor to commence an investigation.

## **RELATED LEGISLATION**

Protected Disclosures Act 2000

<b>EXPENDITURE AND RECEIPTING POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2018

### **RATIONALE**

Rehua Marae will reimburse any legitimate business expenses incurred by staff in carrying out their duties, on an actual and reasonable basis.

### **PURPOSE**

To outline reimbursement procedures as per approved Delegated Authority Policy for Petty Cash items up to \$50.00 and over \$100.00 through reimbursement process

### **PROCEDURES**

#### **Petty Cash (up to \$50.00)**

- Pre-approval is required from Manager for any small work related expenditure
- Reimbursement will only be made on production of receipt preferably GST invoice.
- Kaimahi to sign petty cash voucher and attached receipt.

#### **Reimbursement (over \$50.00)**

- Preapproval of expenditure is required for amounts over \$100.
- An expense claim form must be completed with all receipts (GST) attached.
- Reimbursement Claim Forms must be completed and signed by the Marae Manager before payment and processed with following payroll run.

### **Responsibilities**

#### **Marae Manager**

To approve any expenditure, and sign completed Reimbursement Claim Form

#### **Kaimahi**

To seek approval for any expenditure

To accurately complete a Reimbursement Claim Form and attach GST receipt

### **RELATED LEGISLATION**

Privacy Act 1993



# **HUMAN** **RESOURCES**

<b>RECRUITMENT AND APPOINTMENT POLICY</b>			
Created	2015	Version	1.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Rehua Marae is committed to a fair and equitable, merit-based recruitment and selection process in order to attract, select, and retain the best person for a position.

### **PURPOSE**

The purpose of this policy is to set out criteria and procedures to be used when recruiting new staff. This policy does not apply to Casual Appointments made on a day-to-day basis, or less than 12 weeks in duration.

### **PROCEDURES**

- Delegated of Authorities Policy applies to any recruitment and appointments
- Appointments should be made on the basis of best person for the job.
- Rehua Marae recognises Equal Employment Opportunities. Discrimination on the basis of ethnicity, religion, gender, marital status or disability is contrary to Rehua Marae terms of employment.
- The Marae Manager will notify the Board prior to advertising positions within the organisation.
- Any full time vacancy must first be notified internally. Public advertising of vacant positions will be at the discretion of the Marae Manager.
- Any potential job candidate is required to undergo medical, criminal and reference checks and attend an interview.
- Once an offer has been made, the Marae Manager will provide the potential candidate with a performance agreement for their consideration. A reasonable timeframe should be given to ensure the candidate has sufficient time to consider their decision.
- On signing of performance agreement, the new employee will agree a start date with the Marae Manager and the induction process will begin.

### **Responsibilities:**

Marae Manager and Rehua Marae Trust Board:

- To ensure the appropriate process is followed for the employment of new staff.
- To ensure all required checks are carried out prior to appointing a new staff member.
- To provide comprehensive induction programme for any new staff.

### **Related Legislation:**

Employment Act, 2000  
 Health and Safety in Employment Act 1992  
 Human Rights Act 1993  
 Equal Pay Act 1972  
 New Zealand Sign Language Act 2006  
 Privacy Act 1993  
 State Sector Act 1988.  
 Rehua Marae Delegated Authorities Policy

<b>INDUCTION POLICY</b>			
Created Management Representative Manager	June 2013 Marae	Version Updated	2.0 October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua will ensure that all new employees understand their role and position and provide appropriate information to enable them to perform their jobs to the expectations of the organisation.

### **PURPOSE**

To inform and support all new employees with Te Whatu Manawa Māoritanga o Rehua.

### **PROCEDURES**

- A mihi whakatau or powhiri to be organised in consultation with Kahui Kaumātua representative.
- Provide a full health and safety briefing, showing them the Evacuation/Emergency Plan and assembly points, any hazards and how to be safe from hazards.
- Let them know who to contact in case of emergency or absence and give them contact details. Get their next of kin details and check if there are any special medical needs eg asthma, or diabetes.
- Clarify start times, finish times and the duration of breaks.
- Discuss and inform them of any in-house policies and rules that apply to them or their job.
- Complete all IRD and other relevant HR documents appropriate to Rehua Marae
- Advise them of the organisational structure, our services and the tikanga of the marae.
- Te Whatu Manawa Māoritanga to set up a personal file for new employees/new clients including a holiday and leave record and wage and time record.
- If employment contract contains a probation or trial period, the terms should be clarified, period, expectations and support during this period.
- Advise them of Performance Appraisal/Review process or how and when feedback will be given and received from them.
- Discuss and outline any training and development plans to support them in their new position.

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012  
Employment Relations Act 2001  
Privacy Act 1993  
Health and Disability Services Act 1993  
Human Rights Act 1993  
Holiday Act 2003

**INDUCTION FORM available at back of manual**

<b>PERFORMANCE MANAGEMENT POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae	Updated	October 2015
Manager			

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua will ensure that all employees are aware of the level of performance expected of them in their role, as well as any clear targets they will need to achieve to achieve overall organisational objectives.

### **PURPOSE**

The performance management system adopted by Te Whatu Manawa Māoritanga o Rehua board/management and employees is an ongoing process with a formal review at an agreed interval during the year and informal regular discussions during the year.

This performance management system will assess and ensure that employee is carrying out their duties which they are employed to do in an effective and satisfactory manner, which can help avoid problems later if an employee is not meeting agreed standards.

### **PROCEDURES**

- New employers will be advised of performance management process, whereby employee with manager will set agreed goals and objectives to meet within their role.
- Employees to meet with manager to review how set objectives are being met satisfactorily, these may initially be weekly informal discussions then extended to monthly meetings.
- Meeting outcomes for employee should be (1) Fully aware of their performance goals they need to achieve and/or expected behaviour required by Te Whatu Manawa Māoritanga o Rehua. (2) An agreed action plan to rectify employees performance issues, with clear guidelines on how the employees performance will be measured going forward. (3) Organise any training needs highlighted by the employee. (4) Mutually agree a date which is fair and reasonable to review employee performance.
- Potential consequences that could result from the employee performance not improving (Disciplinary Matters). (6) Benefits of PMS can provide Te Whatu Manawa Māoritanga o Rehua through a Development and Training strategy.

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012

Employment Relations Act 2001

Privacy Act 1993

Health and Disability Services Act 1993

Human Rights Act 1993

Holiday Act 2003

<b>SICK LEAVE POLICY</b>			
Created	2015	Version	1.0
Management Representative	Marae	Updated	October 2018
Manager			

### **RATIONALE**

Rehua Marae acknowledge that their employment relationship is both financial and human. Therefore, after a period of employment, it is reasonable to expect that they will support employees with sick leave and bereavement leave when required.

### **PURPOSE**

The purpose of this policy is to ensure that staff are able to rest when they have ill health, or need to care for a person who is dependent on them due to ill health, without suffering a deduction in their pay.

### **PROCEDURES AND ENTITLEMENTS**

- Staff are entitled to 10 days paid sick leave per year.
- Entitlement to sick leave will commence from the first day of employment.
- Staff may accumulate up to 30 days sick leave from year to year.
- Staff may use their personal sick leave entitlement to care for, or attend to the needs of, another person who is dependent upon them, up to a maximum of 20 days per year.
- Sick leave entitlement is inclusive of, not in addition to, the minimum entitlements set down by legislation.
- Sick leave is calculated in working days but no deduction will be made for absences of less than two hours.
- Where sick leave entitlement has been used up, The Marae Manager may authorise the use of anticipated sick leave, or
  - a. give genuine consideration to the provision of additional paid days leave, or
  - b. authorise leave without pay, or
  - c. at the express request of the staff member, approve annual leave.
- Where a staff member becomes unwell at work, the Marae Manager may direct them to take sick leave.
- A medical certificate is required if a staff member is absent on sick leave for more than three consecutive days. This will be at the staff members own cost.
- Where a staff member is absent on sick leave and the employer has reasonable cause to suspect that the leave isn't genuine, the staff member may be requested to undergo a medical examination. The Marae Manager may request the examination, nominate the medical practitioner and, if warranted, approve the costs associated with the examination. The Marae Manager will advise the staff member as early as possible that such proof will be required.
- Where a staff member indicates an intention to return to work after a period of extended sick leave (20 or more working days) they may be directed to submit to a medical examination by a registered medical practitioner for the purpose of assessing whether they are fit to return to work. The Marae Manager may request the examination, nominate the medical practitioner and, if warranted, approve the costs associated with the examination.
- When a staff member becomes sick during a period of annual leave or long service leave the Marae Manager may permit the period of sickness to be deducted against sick leave entitlement, rather than annual leave entitlement, providing the usual requirement for sick leave, such as medical certification, has been met.
- The Marae Manager has the discretion not to deduct paid sick leave taken from a staff member's annual entitlement, where special reasons exist. Where such discretion is used the sick leave taken must still be recorded on the staff member's leave record.
- Sick leave will be calculated proportionately for part-time staff. Staff members on fixed term contract of less than six months or casual employment contracts do not have entitlement under this policy.

## **Responsibilities**

Marae Manager

- Ensuring that sick leave is accurately recorded
- Ensuring that medical certificates are requested and provided if required.

Kaimahi

- Notifying Marae Manager of absence through sickness as soon as practical.

## **RELATED LEGISLATION**

Holiday's Act (2003)

<b>PERFORMANCE APPRAISAL AND REVIEW POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua is committed to supporting all their employees to reach their potential and achieve their personal goals, in turn will assist our organisation to achieve its objectives. Trust Board, management and employees to work together and discuss performances informally, with an aim to improve the effectiveness of the organisation.

### **PURPOSE**

To provide guidelines and process of reviewing employee's past year performance and achievements and to set objectives for the following year.

### **PROCEDURES**

- Conduct a formal performance review on at least an annual basis.
- Performance reviews are an ongoing process allow for other informal reviews as necessary throughout the year.
- Allow employee to prepare for the review, with examples of good performance during the review period.
- Clarify expectations and support them by discussing training and development to improve their skills.
- Acknowledge performance achievements and will be conducted in private.
- Be objective and fair and be conducted with positive and constructive dialogue.
- The appropriate forms and documents will be completed and signed by both parties and employee given opportunity to note any comments that he/she does not agree with and complete a self-assessment.
- Any training needs, future training requirements, planned qualifications and development opportunities and career planning should be discussed in the development of a Professional Development Plan.

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012  
Employment Relations Act 2001  
Privacy Act 1993  
Health and Disability Services Act 1993  
Human Rights Act 1993  
Holiday Act 2003

<b>TIME OFF IN LIEU (TOIL) POLICY</b>			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Applies to all kaimahi who are paid by salary. Kaimahi who are paid an hourly rate will be paid their relevant hourly rate for any additional hours the Marae Manager agrees they work.

### **PURPOSE**

To provide clear standards and procedures for the accrual and use of time off in lieu.

**Definition:** Time off in Lieu – Time taken off from work which is equal to a period that has been worked in addition to the kaimahi normal working hours. TOIL is taken in lieu of any overtime being paid

### **PROCEDURE**

- Prior approval is required from Marae Manager to work additional hours over and above their contracted hours (such as a weekend), it is acceptable practice for TOIL to be negotiated and taken at a mutually agreed time.
- It is expected that where a staff member is “required” to work additional hours, they will be given the equivalent amount of TOIL within the next two pay periods. TOIL should not be accumulated beyond this and taken as a large amount at a later date.
- The Marae Manager is encouraged to ensure that staff, are given time out from the workplace to prevent loss of efficiency through overwork and stress-related illnesses. It should not be a regular requirement for staff to have to work additional hours.
- Where staff, are being required to work significant hours over and above what would be normally expected on a regular basis, consideration needs to be given to assessing the employee’s workload. It may be that the workload is too high or that the staff member does not have the capacity to perform the tasks within a reasonable time because of their complexity.

### **Responsibilities**

Marae Manager

- Is responsible for managing this policy in relation to all staff.
- Must ensure that staff, are not accumulating TOIL.

Kaimahi

- Must obtain approval from Marae Manager prior to TOIL being taken.
- Timesheet must be completed and signed and approved by Marae Manager

### **RELATED LEGISLATION**

Employment Relations Act (2000)



<b>TANGIHANGA (BEREAVEMENT) LEAVE</b>			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Rehua Marae will ensure that kaimahi are able to take the time to grieve appropriately with loved ones in times of grief as appropriate.

### **PURPOSE**

To provide standards and guidelines for kaimahi in tangihanga (Bereavement) Leave.

### **PROCEDURES**

- Kaimahi are entitled to 10 days paid tangihanga/bereavement leave per year.
- Notification of the intention to take tangihanga leave must be given to the Marae Manager prior to leave being taken.
- Unused Tangihanga leave is not carried over to the following year.

### **Responsibilities:**

Marae Manager

- Approving tangihanga leave.

Staff

- Ensuring they have advised the Marae Manager of tangihanga leave to be taken.
- Leave form is completed prior to leave taken or as soon as returning to workplace.

### **RELATED LEGISLATION**

Holiday Act (2013)

Employment Relations Act 2000

UNPAID LEAVE POLICY			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Rehua Marae ensure that all kaimahi and management are treated fairly and with reasonable care for all appropriate leave entitlements including unpaid leave.

### **PURPOSE**

To provide standards and guidelines on unpaid leave applications and processes.

### **PROCEDURE**

- Applications for unpaid leave **must** be made in writing to the Marae Manager.
- Unpaid leave will be granted at the discretion of the Marae Manager based on the requirements of the Marae and its operations.
- Applications for unpaid leave will be considered for: compassion, study or work related experience.

### **Responsibilities**

Marae Manager

- To consider and approve unpaid leave applications.
- To notify the board where unpaid leave has been granted.

Kaimahi

- To provide written application with full details of reasons for requiring unpaid leave.

### **RELATED LEGISLATION**

Holiday Act (2003)

TRAINING AND PROFESSIONAL DEVELOPMENT POLICY			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

## RATIONALE

Rehua Marae recognises that its staff are key resources within the organisation and is committed to providing all employees the training opportunities necessary to ensure that they gain the necessary skills, knowledge and experience to do their jobs to the best of their ability as well as to improve their opportunities for career advancement.

## PURPOSE

To provide clear standards and guidelines on training and professional development for kaimahi.

## DEFINITIONS

**Training** is job specific and is designed to maximise a staff members skills to do the immediate job to the best of their ability.

**Development** is broader and consists of activities designed to develop the person's longer term potential in the organisation, including development for positions beyond the current job. It is the planned personal growth of an individual so that they can develop and better contribute to the organisation.

## PROCEDURES

- Training and development is available for all full and part-time staff
- Every staff member will in conjunction with the Marae Manager develop a professional development plan linked to performance management to be reviewed and updated annually.
- An annual budget will be set for training and development. This will be monitored by, the Marae Manager and a monthly update will be provided to the board.
- It is acknowledged that training and development will involve a broad range of approaches eg: courses, coaching, mentoring, conferences etc and that the cost and time requirement will vary dependent on the type of training.
- The Marae Manager will work with individual staff to determine a plan for funding and covering necessary staff absences. Funding or reimbursement levels will be decided based on:
  - The specific skills and knowledge requirements of the employee's position
  - Be related to the employee's agreed performance and development plan
  - Availability of funding in the annual budget
- Training and development is considered an on-going process and will be revisited on an annual basis.

## Responsibilities

### Marae Manager

- To work with individual kaimahi to agree appropriate training and development options and set annual budget.
- To provide the necessary cover if required to allow staff to participate in training
- To regularly monitor progress

### Kaimahi

- To fully commit to any training and development undertaken to the best of their abilities
- To notify the Marae Manager if they have any issues or are not planning on completing training

## RELATED LEGISLATION

<b>EMPLOYEE PERSONAL GRIEVANCE POLICY</b>			
Created	July 2015	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

## **RATIONALE**

Rehua Marae are committed to being fair and reasonable employers.

## **PURPOSE**

The purpose of this policy is to outline the process for dealing with employee personal grievances.

## **PROCEDURES**

- A staff member can raise a personal grievance for any of the following: unfair dismissal, unjustifiable action that disadvantages a staff member, discrimination, sexual harassment or racial harassment.
- A personal grievance must be raised within 90 days of becoming apparent. A personal grievance can only be raised outside this timeframe with the agreement of the Marae Manager or in exceptional circumstances as set out in sections 114 and 115 of the Employment Relations Act 2000.
- If the grievance occurs within a trial period, it cannot be on the grounds of unfair dismissal but will need to be on other grounds as specified in sections 103(1) b-g of the Employment Relations Act, and in the trial period clause of their agreement eg: discrimination or harassment.
- The first step to resolving a personal grievance should be internally. The staff member and/or Marae Manager may wish to seek advice on how best to deal with the issue.
- If the problem can't be solved internally, the Mediation Service run by the Department of Labour can be accessed. The Mediation Service provides information about employment rights and obligations, as well as providing impartial mediators to help solve the problem.
- If the Mediation Service does not provide a solution, the Employment Relations Authority may be approached for help. Staff members taking this more formal step may wish to have someone representing them. The Authority will investigate the problem and make a decision.
- If the decision is not satisfactory to the staff member, the problem can then be taken to the Employment Court or ultimately to the Court of Appeal.
- If a staff member believes they have a personal grievance based on discrimination or sexual harassment they may be able to make a complaint under the Human Rights Act 1993. A personal grievance can't be referred to both the Human Rights Commission and the Employment Relations Authority.
- If the problem is about minimum entitlements under the law, a Labour Inspector can be contacted to enforce employee rights under minimum rights legislation, such as the Minimum Wage Act 1983 or the Holidays Act 2003.

## **Responsibilities**

### **Marae Manager**

- To ensure due process is followed for all personal grievances claims lodged.
- To inform the Chair as soon as possible after becoming aware of a potential personal grievance claim.

### **Kaimahi**

- To follow the appropriate process for reporting a personal grievance.
- To communicate issues with the Marae Manager at the outset.

## **RELATED LEGISLATION**

Employment Act, 2002

Employment Relations Act 2000  
Holidays Act 2003  
Employees Individual Agreement  
Human Rights Act 1993  
Minimum Wage Act 1983

<b>JURY SERVICE POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review Date	October 2018

## **RATIONALE**

Rehua Maraë has no obligations under the employment legislation with regards to paying employees who are required to fulfil jury duties. The Ministry of Justice administers legislation that covers this issue, including the legal obligation upon employers to allow leave to employees when called for jury service. While a service allowance may be paid by the Ministry of Justice, payment by the employer for the leave from work is not addressed in any legislation. It is however, an issue that could be negotiated as part of the employment contract/agreement.

The law requires you to let your employee attend jury service. It's every New Zealander's legal right to serve and to be allowed the necessary time off work. Most employers see jury service as a public duty that benefits their staff and the community. A positive attitude to jury service helps to create a good workplace culture.

## **PURPOSE**

The purpose of this policy is to outline the expectations for staff if they should be summoned to attend jury service

## **PROCEDURES**

- Manager to talk with employee about the dates and duration of their jury service. Discuss how their absence might affect the workplace during that period.  
Note that the duration of your employee's summons may not be the actual time they spend serving as a juror. That's because no-one can be sure exactly how long a trial will actually take. Rather, the duration on the summons is the time your employee is required for the jury selection process.
- If employee isn't selected to be a juror on any given day, they should return to work if possible. However, they may still be selected on other days during the week of their summons. Employee can check whether they'll be needed at court on any day by phoning the court or clicking on the link below
- Different employers provide different financial support for staff on jury service. Some employers make up the difference between a juror's attendance fee and their normal rate of pay. However, you're not required to do this by law unless it's included in an employment agreement.
- The courts pay jurors' travel, parking, and childcare expenses
- If a staff member is required to undertake jury service for more than five working days they will be required to get the approval of the Maraë Manager.
- It's possible that your employee may be absent from work for only a few hours over the course of one week. It's also possible that they'll be selected as a juror on a trial that takes longer than a week. If a longer time is likely, there'll be a note on your employee's jury summons advising a time estimate
- Sometimes people selected for jury service can't attend. For example, they might be out of town at the required time or have an important deadline at work. This is understandable. You must apply to defer (put off) your jury service or to be excused. A deferral postpones your jury service to a time within the following 12 months. An excusal means you are not required at all. In either case, please complete the response form included with your jury summons.

## **RELATED LEGISLATION**

Employment Relations Act 2000

Health and Safety in Employment Act 1992

<b>DISCIPLINARY POLICY</b>			
Created Management Representative Manager	July 2015 Marae	Version Review Date	2.0 October 2018

### **RATIONALE**

Rehua Maraе does not condone inappropriate behaviour of any kind including poor performance, misconduct or any breach of an employment agreement. The following disciplinary process will be followed in these matters.

### **PURPOSE**

Formal disciplinary action is not taken lightly. Rehua Maraе follows the belief that their staff will perform to the best of their abilities, conduct themselves reasonably, and minor problems will be overcome without the need for formal discipline. Initially, problems are dealt with in the expectation that staff members will give of their best once a deficiency is pointed out and that any difficulties can be overcome at the workplace level.

### **PROCEDURES**

Should the Maraе Manager believe there is cause for disciplinary action relating to a staff member's behaviour, the Maraе Manager will in the first instance discuss this with the staff member concerned giving a verbal warning and a proposed way forward with a view to reaching a satisfactory outcome, with immediate notice to Chairperson of a potential personal grievance?

Should the issue remain unresolved from the verbal discussions between the Maraе Manager and the staff member the Maraе Manager will issue a formal written warning outlining the issue and required action? The details of the warning will be placed on the staff member's file. The warning will remain on file unless at some point the Maraе Manager decides to remove it.

A final warning will be issued if the formal written warning is not heeded or there is further misconduct or poor performance. This will state that further poor performance or misconduct will result in dismissal. This warning will also remain on file unless the Maraе Manager decides to remove it.

In the event that the final warning is not heeded or there is further poor performance or misconduct the staff member will be dismissed, either summarily or on notice.

If the Maraе Manager reasonably considers that the conduct in question justifies a final warning from the outset, a final warning may be given even if there have been no prior warnings.

Where serious misconduct is deemed to have occurred a staff member may be dismissed without notice and without payment in lieu of notice. Examples of serious misconduct may include, but are not limited to:

- a. Falsifying any information, records or other documents
- b. The use or possession of illegal drugs while on the Rehua Maraе premises or while on business representing Rehua Maraе
- c. Consuming alcohol, while on the Rehua Maraе premises, while driving a work vehicle or during working hours without permission
- d. Attending work under the influence of drugs or alcohol so that the employee is or may be unable to perform his/her duties satisfactorily or safely
- e. Breach of this Code or other compliance documents
- f. Conduct that may bring Rehua Maraе's reputation into disrepute
- g. Acting in a negligent, reckless or careless manner which could potentially or actually result in injury to another person

- h. Damage to Rehua Marae plant or property, whether deliberately or through negligence
- i. Harassment, bullying or discriminatory behaviour towards any person
- j. Using abusive or offensive language or behaviour
- k. Removing, taking possession of or deliberate misuse of the employer's property or another employee's personal property without consent
- l. Refusal or failure to obey a lawful and reasonable direction
- m. Sleeping during working hours
- n. Smoking in restricted areas
- o. Any breach of obligations that apply in respect of confidential information, including unauthorised access, disclosure, copying or use of confidential information
- p. Failure to comply with any health and safety policies, instructions or guidelines for the workplace
- q. Absence from work without good cause or failure without good reason to promptly report an absence
- r. Failure to report as soon as possible, any accident, near miss or incident that resulted in or may have resulted in personal injury, damage or loss to any person or property
- s. Continued lateness or lack of application to assigned tasks
- t. Accessing pornographic or illegal material on a Rehua Marae computer

### **Responsibilities**

Marae Manager

- Follow the outlined process for dealing with all disciplinary matters
- To inform the Chair as soon as possible of any potential disciplinary matter

Kaimahi

- To work with the Marae Manager to resolve disciplinary matters to ensure the best outcome for both parties.

### **RELATED LEGISLATION**

Health and Safety in Employment Act 1992

Equal Pay 1972

Human Rights Act 1993

Holiday Act 2003

Employment Relations Act 2000

Privacy Act 1993



<b>EQUAL EMPLOYMENT POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2015

### **RATIONALE**

Rehua Marae does not accept any form of unfair discrimination. We value diversity and seek to provide equity of outcome for all people regardless of gender, ethnic or national origins, disability, family status, marital status, employment status, age, sexual orientation, religious or ethical belief or political status. We work to remove the causes of unfair discrimination, direct and indirect, wherever these are identified.

### **PURPOSE**

Rehua Marae is committed to the provision of Equal Employment Opportunities (EEO) and aims to ensure that all employment related activities are conducted in a manner whereby people have equal prospects for job success,

### **PROCEDURES**

- The selection and employment of staff is made solely on an impartial assessment of their ability to achieve the excellent performance standards needed to attain the goals of Rehua Marae.
- Appointment to a position will be determined based on the requirements of the position and the candidate's abilities and experience to carry out the role including: cultural capability, qualifications, abilities and aptitudes, work experience, community involvement and personal qualities.
- The personal development of staff is achieved by giving opportunities and training that enables all staff members to reach their full potential.
- Within the available resources Rehua Marae remuneration will appropriately reward the level of authority, responsibility, accountability, technical competence and achievement of the position and person.

### **Responsibilities**

#### **Marae Manager**

- To ensure all staff are treated fairly.
- To ensure all staff are given the opportunity to reach their full potential.
- To appropriately manage any issues relating to unfair treatment of staff

### **RELATED LEGISLATION**

Health and Safety in Employment Act 1992

Equal Pay 1972

Human Rights Act 1993

Holiday Act 2003

Employment Relations Act 2000

Privacy Act 1993

New Zealand Sign Language Act 2006

<b>PARENTAL LEAVE POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2018

## **RATIONALE**

Parental leave is provided to protect the health and well-being of pepi and their whānau. It is normally taken in the weeks immediately following birth or adoption. Parental leave is time off work to care for a newly born or adopted child under five years of age. Permanent full or part-time staff members who have been employed by the University for 6 to 12 months (at an average of at least 10 hours a week) by the expected date of delivery of their baby are entitled to Parental Leave.

Staff members who are on fixed term agreements may be eligible for parental leave under the terms and conditions of their collective agreements.

## **PURPOSE**

The purpose of this policy is to outline the parental leave provisions for Rehua Mara and in accordance with the *Paid Parental Leave and Employment Protection Act 1987*.

## **PROCEDURES**

### *Paid Parental Leave*

- Staff are entitled to 16 weeks paid parental leave.
- Application for parental leave must be made three months prior to the intended leave.

### **Unpaid Extended Leave**

- Eligible staff are entitled to take up to 52 weeks unpaid leave. A staff member returning to work after Parental Leave is entitled to resume work in the same or a similar position unless it is a key position which cannot be filled by a temporary replacement, or it is made redundant
- Unpaid extended leave up to 52 weeks is available to staff who have completed one year's continuous service
- More than six months service but less than a year's service may have unpaid leave of up to 26 weeks granted

### **Special Paid Parental Leave**

- Staff are entitled to up to nine weeks Special Paid Parental Leave at the rate of pay they received prior to taking Parental Leave. If an employee does not return to work she/he will be expected to refund the total payment made under this provision. This leave is normally taken at the time of childbirth/adoption. Staff are advised to discuss their needs with their manager.
- Special paid parental leave is available to staff who have completed one year's continuous service or who are intending to return to work after taking Parental Leave
- Female staff are also entitled to take up to 10 days Unpaid Special Leave for reasons connected with pregnancy and fathers/partners are eligible to take unpaid leave of either one week (for a spouse/partner with six months eligible service), or two weeks (for a spouse/partner with 12 months eligible service). This can be taken within 21 days either side of the expected date of delivery or adoption.

## **RELATED LEGISLATION**

Paid Parental Leave and Employment Protection Act 1987

Employment Relations Act 2000

Human Rights Act 1993

State Sector Act 1988

**KAUMĀTUA**

**SERVICES**

ENTRY TO SERVICES			
Created	August 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

## RATIONALE

Te Whatu Manawa Māoritanga or Rehua are committed to ensuring that kaumātua/clients entry into our service is facilitated in an equitable, timely and respectful manner.

## PURPOSE

To ensure access processes and entry criteria are clearly documented, and are communicated to kaumātua/clients, their family/whanau of choice where appropriate, local communities and referral agencies.

## PROCEDURES

### Referral Process:

Kaumātua may be referred to the service by either:

- Whānau,
- Doctor,
- Self-referral,
- Needs Assessment Service Co-ordinator (NASC) and Older Persons Health Specialist Service Team based at Princess Margaret Hospital.

### InterAI Assessment Process:

- Each kaumātua/client registering for day care/support service are required to undertake a DHB InterAI health assessment. This will be undertaken by a qualified assessor, enabling Rehua Mara Kaumātua Services to apply for agreed funding.
- Ensure that all relevant information is entered into the Te Whatu Manawa Māoritanga Kaumātua/Client Management System within 48 hours of entry to the service, or the next working day. Information should be in line with the requirements of the MOH or any external government agency as appropriate.

This may be achieved by, but is not limited to:

Date of Admission/entry;  
 Full name;  
 Preferred name;  
 Alternative family names;  
 Date of birth;  
 Gender;  
 Ethnicity;  
 Usual residential address  
 National Health Index (NHI) unique identifier;  
 First contact name and contact details;  
 Second contact name and contact details;  
 General Practitioner (GP) or lead carer;  
 Enduring Power of Attorney or other authorised agent or guardian;  
 Referrer;  
 Religion/spirituality;  
 Date of exit/discharge/transfer/death;  
 Exit/discharge/transfer/death information;

Information about past kaumātua/clients should be kept in compliance with the Health Board Privacy Code

This may include, but is not limited to:

Health Information Privacy Code  
Privacy Act  
Health (Retention of Health Information) Regulations  
Health Act  
Human Rights Act

**Optimal number of kaumātua/clients**

Kaiarahi will be responsible for ensuring appropriate measures are in place to support maximum number of kaumātua/clients attending Day Care Activities

At least one kaimahi will be present in the Day Activity facility at all times to ensure an adequate level of supervision.

Current kaimahi to kaumātua/client ratio is 2:10.

**RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012  
Employment Relations Act 2001  
Privacy Act 1993  
Health and Disability Services Act 1993  
Human Rights Act 1993  
Mental Health (CAT) Act 1992

<b>PRIVACY POLICY</b>			
Created Management Representative Manager	June 2013 Marae	Version Updated	2.0 October 2015

### **RATIONALE**

To ensure that kaumātua/consumers are treated with respect and receive services in a manner that has regard for their dignity, privacy, confidentiality, and independence, individual cultural values and beliefs. . Family/whanau of choice, or other representatives are involved at their request.

### **PURPOSE**

To provide guidelines and steps are taken to maintain the confidentiality of service user information in compliance with the requirements of the Privacy Act 1993 and the Health Information Privacy Code 1994

### **PROCEDURES**

- Kaumātua/customers will be able to identify personal and privacy matters that they have.
- Personal and dignity requirements that they have identified will be part of their assessment of needs as well as included in their care plan or treatment regime.
- Kaumātua/customer will have the opportunity to review their personal and dignity needs on a regular basis.
- Key areas that needs to be considered by staff during the assessment includes:  
Personal name, pronunciation and preference.
- Gender safety – staff member of the same gender to discuss personal concerns.
- Privacy and personal space during service delivery, interviews or examinations.
- Individual service plans document cultural values and beliefs.
- Plans/needs/access/support that ensure services are appropriate to Maori
- Kaumātua/consumers provide feedback either by oral or written medium

### **Storage of User Information**

- Kaumātua/clients folders/files are stored in a private place in home.
- Kaumātua/clients folders/files are stored in a secure, locked filing cabinet.
- Kaumātua/clients information is screened and stored electronically.
- Kaiarahi/Privacy Officer is responsible for all Kaumātua Services matters relating to privacy.
- Administration and Maraе Managers are responsible for matters relating to marae service(s) privacy.

### **RELATED LEGISLATION**

Privacy Act 1993

Human Rights Act 1993

Health and Information Privacy Code 1994

Health and Safety Act 1992

Health and Disability Services Act 1993

Standards NZ Records Management Guidelines

<b>PROMOTION OF TE KAITAKA TUPUNA O REHUA (KAUMĀTUA SERVICES) POLICY</b>			
Created	July 2015	Version	1.0
Management Representative	Marae Manager	Review	October 2018

### **RATIONALE**

Te Kaitaka Tupuna o Rehua (Kaumātua Services) was established in 1992 and to ensure maximum awareness and utilisation of the kaumātua services are promoted by Rehua Maraе.

### **PURPOSE**

To outline the purpose and procedures of promoting the service to kaumātua and their whānau in our community.

### **PROCEDURES**

- Tactics for promoting Te Kaitaka Tupuna o Rehua (Kaumātua Service) to be included in all communications, marketing and promotions plans
- Regular promotion of the service should be carried out utilising all communications avenues including: social media, newsletter, website and kanohi ki te kanohi
- To create a database of potential clients to include in promotion activities
- To provide regular updates of any changes to the service provided
- All promotion of the services should be consistent with the agreed Rehua Maraе brand.

### **Responsibilities**

#### **Marae Manager**

- To oversee promotion of the service
- To ensure any promotion of the service is consistent with the Rehua Maraе brand

#### **Kaimahi**

- To undertake regular promotion of the service as outlined in the communications, marketing and promotion plan.

### **RELATED LEGISLATION**

Privacy Act 1993

Home and Community support sector standards NZS 8158:2012

<b>PACIFIC PEOPLE'S POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae	Updated	October 2015
Manager			

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua will ensure that Pacific consumer/service users have their health and disability needs met in a manner that respects and acknowledges their individual and cultural values and beliefs.

### **PURPOSE**

To provide guidelines and:

- Will understand and respect key principles outlined in relevant strategy documents and demonstrate a commitment to those principles in the provision of services
- Will recognise the dignity and the sacredness of life are integral in the delivery of services
- Will co-ordinate services to Pacific people that are co-ordinated and culturally competent.
- Will facilitate access to a Pacific recognised/accredited trained advocate and interpreter to advocate on cultural issues on behalf of Pacific people receiving care and support.

### **PROCEDURES**

- Actively recruit, employ and train people to meet the need of Pacific users
- Appoint a cultural advisor who has knowledge and understanding of Pacific cultures
- Identify and develop active linkages, relationships to Pacific communities, their leaders, and trained professionals who have extensive diverse cultural knowledge and experience in health and disability services
- Recognise and acknowledge Pacific people's traditional healing practices
- Encourage and support the active participation of Pacific representatives in all levels of service delivery
- Recognise the integral role of Pacific leadership, communities, and families in the delivery of services to Pacific users.

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012



<b>ABUSE AND NEGLECT POLICY</b>			
Created June 2013		Version 2.0	
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua are committed to ensuring that kaumātua/clients are free from any discrimination, coercion, harassment, sexual, financial, or other exploitation, abuse (physical, psychological, sexual, or financial) or neglect.

### **PURPOSE**

To demonstrate Te Whatu Manawa Māoritanga o Rehua are committed to preventing, detecting and removing abuse and neglect of kaumātua/clients.

### **PROCEDURES**

- All allegations of discrimination, abuse or neglect of any kind are managed and recorded, documented outcomes and linked to Complaints and Risk Management Policy.
- Staff will undertake appropriate Induction and refresher training programme(s).
- Staff will not be involved in any kaumātua/client finances, receive any gifts or personal transactions.
- Staff will identify potential risk for abuse/neglect/discrimination/coercion in initial and ongoing assessments; report these to Kaiarahi for recording on files/folders.
- Evidence of discrimination/abuse/neglect of any kind is submitted to the appropriate level within Te Whatu Manawa Māoritanga o Rehua and reported to appropriate authorities. Eg Elder Abuse and Neglect Prevention Services.
- Where appropriate, there is involvement of local iwi/kaumātua/kuia, Elder Abuse and Neglect Prevention Services and the Health and Disability Commissioner's Advocacy Service.

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012  
Employment Relations Act 2001  
Privacy Act 1993  
Health and Disability Services Act 1993  
Human Rights Act 1993  
Elder Abuse and Neglect Prevention Services

<b>INFECTION PREVENTION AND CONTROL POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae	Updated	October 2015
Manager			

## **RATIONALE**

Te Whatu Manawa Māoritanga o Rehua is committed to ensuring that employees, visitors, are protected from infection through promotion and implementation of current infection prevention and control practices.

## **PURPOSE**

To ensure that Te Whatu Manawa Māoritanga o Rehua has procedures in place that are appropriate to maximise the health and safety of kaumātua/clients, staff and visitors.

## **PROCEDURES**

### Staff Training and Development

- Training programmes will be held to increase staff awareness and teach basic principles of infection control, these include:
  - Hand washing
  - Cleaning and disinfecting surfaces
  - Prior to, during and following first aid treatment
  - Contact with blood and other contaminant materials
  - Proper handling and preparation of food
  - Receiving appropriate immunisations and
  - Preventing the spread of respiratory illness
- Staff responsibilities include:
  - A physician to evaluate symptoms of respiratory or diarrhoeal illnesses, if symptoms persist, remain at home to avoid spreading any infections
  - Practising proper infection control to avoid exposing others
  - Cover mouth when coughing or sneezing
  - Using disposable gloves or masks when required to reduce spread of infection
  - Wash hands frequently and properly
  - Use proper methods of food handling
  - Maintain cleanliness of kitchen and bathroom surfaces
- Hand washing:
  - Appropriate signage, for staff encouraging hand-washing prior to and after eating, preparing food, using toilets or whenever hands become soiled
  - Toilets are equipped with hand-washing facilities with disposal hand-towels or drying equipment and appropriate waste receptacles.
  - If a co-worker is sick, wash hands after contact with individual
  - Wash hands properly for 20 seconds with liquid soap, vigorous scrubbing and washing up to wrist followed by rinsing and drying
- Cleaning and disinfecting:
  - Designated staff/contractors within Te Whatu Manawa Māoritanga o Rehua are responsible for maintaining appropriate cleaning services. This includes but is not limited to:
    - Food preparation areas, staff rooms, and other eating facilities within the marae complex
    - Toilet facilities, hand-basins and waste/rubbish receptacles
  - Appropriate disinfectants and cleaners are available as recommended in the manufacturers instructions
  - Cleaning equipment and supplies are stored in an appropriate area.
- Food handling and preparation:
  - Designated staff/contractors are responsible for maintaining appropriate food handling and preparation services which includes but not limited to:
    - Food storage and preparation
    - Refrigerators, freezers and pantries are cleaned regularly

**RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012

Employment Relations Act 2001

Privacy Act 1993

Health and Disability Services Act 1993

Human Rights Act 1993

Health and Safety Act 1992

<b>DECLINING ENTRY TO SERVICES POLICY</b>			
Created	June 2013	Version	2.0
Management Representative	Marae	Review Date	October 2018
Manager			

### **RATIONALE**

Te Whatu Manawa Māoritanga are committed to ensuring kaumātua/clients declined from services are facilitated in an equitable, timely and respectful manner.

### **PURPOSE**

To manage the safety of kaumātua/clients for whom services have been declined.

### **PROCEDURES**

- Kaumātua/clients are advised of criterion for services being declined
- Kaumātua Kaiarahi will advise declined kaumātua/client of alternative services.
- A record of declined entry will be kept and provide rationale for declining services and advice provided to kaumātua/client of alternative service.
- A record of declined entry to be provided to the funders

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012

Employment Relations Act 2001

Privacy Act 1993

Health and Disability Services Act 1993

Human Rights Act 1993

<b>DISCHARGE, EXIT/DEATH (TANGIHANGA) AND TRANSFER POLICY</b>			
Created/Update	August 2013	Version	2.0
Management Representative	Marae Manager	Updated	October 2015

### **RATIONALE**

Te Whatu Manawa Māoritanga or Rehua are committed to ensuring safe and appropriate services are in place for kaumātua/clients that maximise their health and wellbeing.

### **PURPOSE**

To ensure kaumātua/client exit/death (tangihanga) and transfer from services is facilitated in an equitable, timely and respectful manner

### **PROCEDURES**

#### **Discharging, Exiting or Transferring**

- Kaumātua/client meets with Kaiarahi to discuss discharge, exit or transfer of services
- Kaiarahi will organise poroporoake if appropriate
- Transfer of Services: Kaiarahi will provide a letter of referral with relevant documentation ie NHI, current health status, if required or requested by transferring kaumātua/client.
- Kaiarahi will update all Te Whatu Manawa Māoritanga o Rehua records/files for transferring kaumātua/client and retained for archiving.
- Kaumātua/client given opportunity to provide feedback/evaluation of services provided during their time with Te Whatu Manawa Māoritanga o Rehua. The completion of the evaluation form and providing of personal details is strictly options. (See attached evaluation form).
- In the event of a kaumātua/client, being discharged, transferring or exiting from the service, Te Whatu Manawa Māoritanga o Rehua will immediately advise appropriate referrer of the kaumātua/client being exited from the service.

#### **Death/Tangihanga**

- In the event of the death/tangihanga of a kaumātua/client, Kaiarahi will update kaumātua/client file, contact appropriate referrer and support the whanau where appropriate.
- If present, immediate action will be taken including first aid, calling appropriate emergency services.
- Notification to next of kin will be appropriate and culturally sensitive.
- Tangihanga support will be given and advised until responsibility is accepted by the family or a duly authorised person.

### **RELATED LEGISLATION**

Home and Community support sector standards NZS 8158:2012

Employment Relations Act 2001

Privacy Act 1993

Health and Disability Services Act 1993

Human Rights Act 1993

Mental Health (CAT) Act 1992

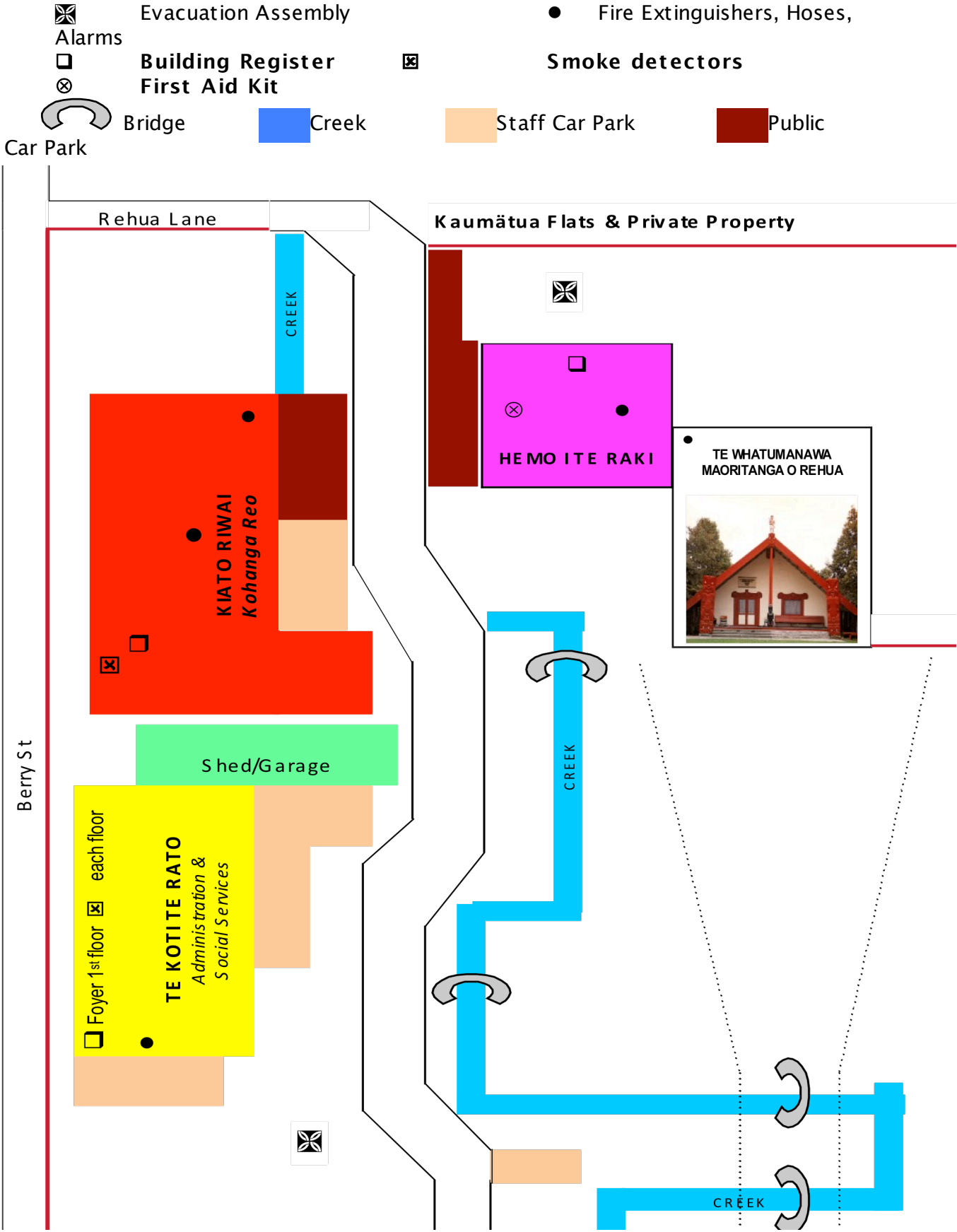
# FORMS



Fire and Earthquake Evacuation Plan

00.01

00.02 KEY





## Te Whatu Manawa Māoritanga o Rehua

### Accident/Incident Report

NAME: \_\_\_\_\_

DATE OF INCIDENT \_\_\_\_\_ TIME OF INCIDENT \_\_\_\_\_

LOCATION OF INCIDENT \_\_\_\_\_

NEXT OF KIN: \_\_\_\_\_

CONTACT ADDRESS: \_\_\_\_\_

\_\_\_\_\_

CONTACT PHONE NO: \_\_\_\_\_

#### ***Description of Incident (in chronological order)***

.....

.....

.....

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.....

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.....

\_\_\_\_\_  
Signature of person  
reporting incident

\_\_\_\_\_  
Date of  
Report

#### ***Action taken subsequent to investigation of incident***

.....

.....

.....

# Te Whatu Manawa Māoritanga o Rehua

## Accident and Injury Form

DEPT/AREA: \_\_\_\_\_

### INCIDENT TYPE

NAME: \_\_\_\_\_

☐ NEAR-HIT/NEAR-MISS ☐ INJURY ☐ ILLNESS

☐ SERIOUS HARM

ADDRESS: \_\_\_\_\_

DATE OF INCIDENT: \_\_\_\_\_

TIME OF INCIDENT: \_\_\_\_\_

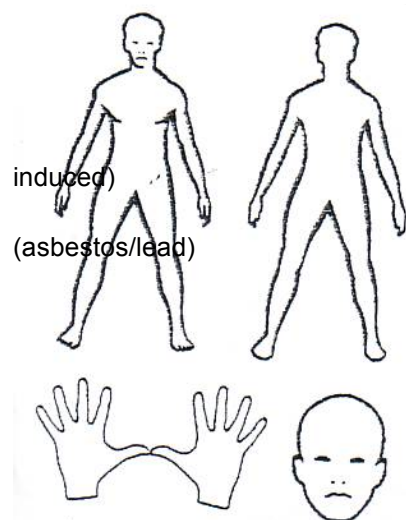
DATE OF BIRTH: \_\_\_\_\_

NEXT OF KIN: \_\_\_\_\_

CONTACT PHONE NO: \_\_\_\_\_

### Injury Detail – Body Part

Shade the part of the body that is injured



### Injury Type ☒

- |  |   |
|--|---|
| <input type="checkbox"/> Aches / Pain (gradual)    | <input type="checkbox"/> Dermatitis   |
| <input type="checkbox"/> Aches / Pain (sudden)     | <input type="checkbox"/> Dislocation  |
| <input type="checkbox"/> Amputation                | <input type="checkbox"/> Fatal  |
| <input type="checkbox"/> Broken Bone               | <input type="checkbox"/> Foreign body   |
| <input type="checkbox"/> Bruising incl. crushing   | <input type="checkbox"/> eye <input type="checkbox"/> ear <input type="checkbox"/> nose |
| <input type="checkbox"/> Burn / Scald              | <input type="checkbox"/> Hearing loss (noise)   |
| <input type="checkbox"/> Chemical Reaction         | <input type="checkbox"/> Inhalation disease   |
| <input type="checkbox"/> Choking / Suffocation     | <input type="checkbox"/> Poisoning  |
| <input type="checkbox"/> Concussion / Brain injury | <input type="checkbox"/> Strain / Sprain  |
| <input type="checkbox"/> Cut (infected)            | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Cut (not infected)        | <input type="checkbox"/> Multiple Injuries  |
| <input type="checkbox"/> Dental Injury             |   |

### Treatment Details

☐ None ☐ First Aid ☐ Nurse ☐ Whanau called ☐ Doctor ☐

Hospital

What happened?

Treatment given:

Signature:

Date:

Staff Signature:

Date:

<p style="text-align: center;"><b>Te Whatu Manawa Māoritanga o Rehua</b></p> <p style="text-align: center;"><b>Complaint Form</b></p>
NAME OF COMPLAINANT:  _____
CONTACT ADDRESS: _____ _____
CONTACT PHONE NO: _____

*What is your complaint about?*

.....

.....

.....

.....

*What would you like done about your complaint?*

.....

.....

.....

.....

*Have you received and read a copy of Te Whatu Manawa Māoritanga o Rehua Complaints Policy?    Yes    No*

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Signature of complainant:	Date Report Filed:
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If a staff member has assisted the complainant to complete this form please countersign here

Signature of staff member:

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***Office use only: Action taken subsequent to filing of complaint***

**Te Whatu Manawa Māoritanga o Rehua**

**Aromatawai/Evaluation Form**

Name of Organisation:

Date of Visit or Service:

Kia ora!

We appreciate your visit to Rehua Marae or service with us, to help improve our services, please complete this form and return to Te Whatu Manawa Māoritanga o Rehua P.O. Box 21260, Edgware, Christchurch or email to enquiries@rehuamarae.org.nz.

**1. What service did utilise?**

(Please circle)

***Kaumātua Services or Marae Hire***

**2. How would you rate the service you received?**

1-5 poor to excellent or NA (Not Applicable). Please circle.

(d)	Booking information and process	1	2	3	4	5
(e)	Powhiri and cultural experience	1	2	3	4	5
(f)	Quality of food and service	1	2	3	4	5
(g)	Overall experience	1	2	3	4	5
(h)	Kaumātua Service	1	2	3	4	5

Comment: \_\_\_\_\_

\_\_\_\_\_

**3. What improvements to any part of the above service(s) would you recommend?**

Comment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**4. How did you find out about our service?**

☐ Whanau   ☐ Friend   ☐ Pamphlet   ☐ Other agency   ☐ Other \_\_\_\_\_

**5. Would you like to join our email mailing list?**

If yes, please insert your preferred email address.

\_\_\_\_\_

On behalf of Te Whatu Manawa Māoritanga o Rehua Trust Board and Kaimahi, we thank you for your time to complete this form.

Nga mihi!

# Te Whatu Manawa Māoritanga o Rehua

## Employee Induction Form

Name of Employee

Position

Contact Details

Manager Name

Start Date

Topic	Date completed
2. Powhiri or Mihi whakatau	
3. Health and Safety Brief	
4. Evacuation/Emergency Plan/Assembly Point	
5. Start/Finish and Breaks	
6. In house rules and policies	
7. IRD/HR documents	
8. Organisational structure	
9. Trial/Probation period clarified (if appropriate)	
10. Performance Review/Appraisal process advised eg expectations and agreed objectives.	
11. Training and Development plan	
12. Police and Security check	

Comments:

Employee's Signature:

Manager's Signature

Date:

**Te Whatu Manawa Māoritanga o Rehua**

**Discharge, Exit and Transferring  
Evaluation Form**

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**Name:**

**Date of Evaluation:**

The completion of this Evaluation Form is strictly optional. If you choose to complete the form please return to Te Whatu Manawa Māoritanga o Rehua P.O. Box 21260, Edgware, Christchurch.

**1. Which Te Whatu Manawa Māoritanga o Rehua did you receive support or service from? (Please tick)**

- ☐ Home based/ Personal support
- ☐ Day Care
- ☐ Taua and Poua Care
- ☐ Whanau Ora

**2. Did you receive appropriate information before, during and following services?  
Yes/No**

Comment:

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---

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**3. Was the conduct and sensitivity of staff appropriate during service delivery?  
Yes/No**

Comment:

---

---

**4. Did the service provided meet your needs in a timely manner?  
Yes/No**

Comment: 

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---

**5. Did the service maintain your privacy, dignity and confidentiality?  
Yes/No**

Comment: 

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---

**6. What recommendations would you offer to improve our services?**

Comment: 

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