

How we acknowledge others tikanga



Purpose

This tikanga outlines how we show manaaki in the context of gifts and koha we provide to people who talk with us. The tikanga applies to our monitoring teams.

Our mahi when we manaaki others

One of the Monitor's values is manaaki. The Monitor describes manaaki as showing respect and care for others. It's about how we consider and nurture relationships through expressions of care, respect, and enhancing the mana of others. During our engagements there are a range of ways we show manaaki, including:

- kai to demonstrate hospitality
- financial recognition to those who travel to meet with us
- a gift to show our appreciation to those who talk with us
- koha to those who support us to develop and grow culturally.

Providing kai to demonstrate manaaki

Providing and sharing kai shows our care and respect for others. The sharing of kai during an engagement supports us to build a positive rapport with the people we talk with.

Providing kai to tamariki, whānau, children, families, and caregivers

We provide kai for all engagements with tamariki, whānau, children, families, and caregivers. The amount of kai we provide varies and depends on whether an engagement is with a small or large group and the time of the day that an engagement takes place. For example, if an engagement is held during lunch with a group of tamariki and children, we provide lunch that will fill them up for the afternoon.

When we provide kai we also need to consider the social circumstances of the participants. If we plan to talk with one whānau member at their home and we know that there are others living with them, it's tika to provide enough kai for everyone.

Providing kai to monitored agencies, community providers, and government agencies

We also provide kai when we are hosting a hui with monitored agencies, community providers, and government agencies. If these groups are hosting the engagement, we might take fruit, biscuits or muffins to show our manaaki.

Overall, the amount of kai we provide will depend on how long the hui is scheduled for, who we are talking with, the size of the group, the time and location that the engagement is taking place, and the social circumstances of some of the participants. It is important that you speak with your manager about the appropriate amount of kai to provide for each engagement.

Financial support for those who travel to meet with us

Sometimes engagements take place at people's home or a place convenient for them, and sometimes they travel to meet with us. In circumstances where whānau, families and caregivers travel, either to talk with us directly or to transport tamariki and children to talk with us, it is important that we show our manaaki by providing them with a petrol voucher.

The petrol voucher amount will depend on how far whānau, families and caregivers are travelling. If whānau, families and caregivers are travelling to meet with us, talk with them about the distance and discuss with the Monitoring Manager about the petrol voucher amount that will need to be provided.

Acknowledgement through gifts

The voices of tamariki, whānau, children, families, and caregivers are a priority for the Monitor. Their willingness to share their experiences helps us understand how monitored

agencies and system agencies are supporting positive outcomes. We show our appreciation to tamariki, whānau, children, families, and caregivers by providing each of them with a \$50 gift voucher. The voucher could be a grocery or retail voucher. When determining the appropriate voucher to give someone, consider the grocery and retail stores available in that person's community, and the age of the participant.

Other ways we acknowledge others

There are other ways we express our appreciation to people who support us in our work. We provide koha to those who support us with cultural practice and development. Customary cultural practices are delivered by people with expertise in these spaces. We also provide vouchers or koha to people and organisations who connect us with tamariki, whānau, children, families, and caregivers.

Koha

The word 'koha' means a gift, or a contribution and is an integral part of tikanga Māori. Koha is given in recognition of the hospitality provided in accordance with Māori protocol. For example, when staff from the Monitor are invited to a marae, they may present koha as part of the pōwhiri process or when kaumātua and/or kuia or hau kāinga (people of a marae or home people) to provide customary practice and support.

Koha is not a payment for goods and services supplied to the Monitor, for example for use of a marae (venue, meals, or accommodation) or for advice of a consultancy nature (e.g. cultural awareness training or developing processes and systems or products that incorporate Māori perspectives). Discuss koha with your manager to help decide if koha is appropriate, and what it should be.

Other external cultural events or interactions that involve external parties may require an exchange of koha or gifts which might be inherent to different ethnic traditions. Each situation must be judged on its merits and with cultural intelligence and sensitivity.

Vouchers to people and organisations who connect us with tamariki, children, whānau, families, and caregivers

There are times that a connector might arrange for us to meet with tamariki, children, whānau, families, and caregivers and may not have a formal contractual agreement with us. In these situations, we might provide the connector with a voucher as an acknowledgement of the time and effort in undertaking the connector role. This can take two forms:

- vouchers
- cash if it is a traditional koha to tangata whenua in a formal pōwhiri or mihi whakatau setting.

For more information about the types of support we provide to connectors, refer to the *How we engage with connectors tikanga*.

Purchasing, ordering, and recoding kai and vouchers

When we talk with large groups, we can provide catering for these engagements. Catering needs to be approved by the Monitoring Manager and ordered by the team coordinator. If you need small kai items like fruit, biscuits, or muffins, you can use your work credit card.

It is the Monitoring Manager's responsibility to request the appropriate type and number of vouchers for a monitoring visit which are then ordered by the team coordinator. The Monitoring Manager keeps a record of the number and type of vouchers that are distributed to monitoring staff.

Monitoring staff track the vouchers using the *Gift cards tracking form*. At the end of a monitoring visit the tracking form is returned to the team coordinator.