



How we acknowledge others

Purpose

This tikanga outlines how we show manaaki to people we have contact with across our mahi. The tikanga applies to all staff.

Our mahi when we manaaki others

One of the values of Aroturuki Tamariki is manaaki. Aroturuki Tamariki 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. When we meet with people, through executive engagements, socialisation, noho or our monitoring 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 acknowledge appropriate cultural tikanga.

Providing kai to tamariki, whānau, children, families, and caregivers on monitoring visits

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 agencies

When on socialisation hui or we are hosting a hui with agencies, community providers, and government agencies we provide kai. 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 depends 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. 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 monitoring engagements take place at peoples' homes or a place convenient for them, or 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, 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 is provided.

Acknowledgement of those we engage with

The voices of tamariki, whānau, and caregivers are a priority for Aroturuki Tamariki. Their willingness to share their experiences helps us understand how agencies are supporting positive outcomes. We show our appreciation to tamariki, whānau, children, families, and caregivers by providing each of them with a \$50 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.

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, whānau, families, and caregivers and may not have a formal agreement with us. In these situations, we can provide the connector with a voucher as an acknowledgement of the time and effort in undertaking the connector role.

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

Other ways we acknowledge others

There are other ways we express our appreciation to people who support us in our mahi.

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 Aroturuki Tamariki 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 Aroturuki Tamariki, 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 the amount.

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 is judged on its merits with cultural intelligence and sensitivity.

For information about the principles and guidelines for all kaimahi on the provision of koha, please see the Koha kawa and tikanga.

Purchasing, ordering, and recoding kai and vouchers

When we talk with large groups, we can provide catering for these engagements. Catering is approved by the visit monitoring manager and ordered by the team coordinator. If small kai items such as fruit, biscuits, or muffins are required, use your work credit card. Follow the [Credit card kawa](#) for more information about the use of credit cards.

It is the visit monitoring manager's responsibility to make sure the correct number of vouchers are provided for each monitoring visit. They are also responsible for ensuring vouchers are issued as per the tikanga and to know if vouchers are not used and returned to the office. If there are vouchers missing at the end of a visit, this must be reported to the Chief Monitor and a review of the incident which is then recorded in Te Pou Herenga with the tracking form file.

A member of the monitoring visit team requests the appropriate type and number of vouchers for a monitoring visit. The team coordinator allocates voucher numbers for engagement participants and records these details in Te Pātaka. The monitors facilitating the engagement are responsible for editing the note to include the date the voucher was distributed.

Team coordinators track the vouchers using the Gift cards tracking form.

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