

Kete Whakaōrite

Tikanga ā-Rongoā

Tūrora Tino Rangatiratanga

Kete Tuatahi



Introduction

In 2006, the Ministry of Health released *Taonga Tuku Iho – Treasures of our Heritage: Rongoā Development Plan*. The aim of the plan was to provide a framework for strengthening the provision of quality rongoā services throughout Aotearoa.

In 2014, the Ministry of Health completed the development of *Tikanga ā-Rongoā*, a voluntary standard that provides clear requirements for providers to attain safe and quality rongoā care to tūroro.

This toolkit forms part of a collection of toolkits, Kete Whakaōrite, which provides guidance on how these can be achieved. The guidance examples are not intended to be a checklist. Many of the solutions contain a range of processes required to achieve the outcome. The solutions are intended to be a guide and for some criteria we have purposely left these vacant so providers and organisations can identify their own solutions based on current everyday solutions practised by service providers. An attempt has been made to keep the prescriptive detail to a minimum balanced with the need to provide an adequate level of prompting to ensure consistent interpretation by service providers. In addition to this, the solutions are intended to provide guidance to assessors and assist with consistency of interpretation thus reducing variances between individual assessors.

Kete Whakaōrite

Kete Whakaōrite is designed to evaluate the rongoā service provider outcomes against those required by *Tikanga ā-Rongoā*, and aims to:

- establish the degree of attainment against *Tikanga ā-Rongoā*
- identify areas of compliance
- identify areas requiring additional improvement in order to reduce risk levels and provide safe services to tūroro.

This can be achieved by:

- focusing on the required outcomes of *Tikanga ā-Rongoā*
- identifying common acceptable solutions (system, processes, methods) appropriate to tūroro, whānau and the rongoā service and setting in order to attain the desired outcomes
- recognising alternative solutions that achieve the same outcome while providing safe services to all
- evaluating the level of attainment within a continuous quality improvement framework.

There are five toolkits in Kete Whakaōrite that provide guidance to assessors and assist with consistency of interpretation thus reducing variances between individual assessors.

Toolkit 1	Toolkit 2	Toolkit 3	Toolkit 4	Toolkit 5
<i>Tūroro Tino Rangatiratanga</i>	<i>Te Pāharakeke o te Rongoā</i>	<i>Rongoā Taonga Tuku Iho</i>	<i>Te Mauri o te Rongoā</i>	<i>Te Kahukiwi Rongoā</i>
This toolkit focuses on looking at treating the overall health of the tūroro in a holistic way. The total wellbeing of the tūroro is paramount.	This toolkit details structures, strategies, systems, policies and procedures that should be developed to ensure quality rongoā service delivery.	This toolkit endorses overarching principles that are the foundation for the development and implementation of a quality rongoā service.	This toolkit upholds the preservation of mauri as the life principle for Māori wellbeing. Mauri weaves through aspects of rongoā service delivery, an essential essence of being, and an energy that permeates through all things, animate or inanimate.	This toolkit supports determining rongoā principles and practices within the context of rohe tikanga.

Whakaōrite ngā kaupapa rongoā

Whakaōrite ngā kaupapa rongoā is an inclusive rohe-centred approach to the delivery and practice of rongoā. It identifies fundamental elements of an ideal rongoā practice and is a framework that can be used to validate, verify and endorse the integrity of the delivery and practice of rongoā. Integral to the delivery and practice of rongoā is tikanga ā-rohe.

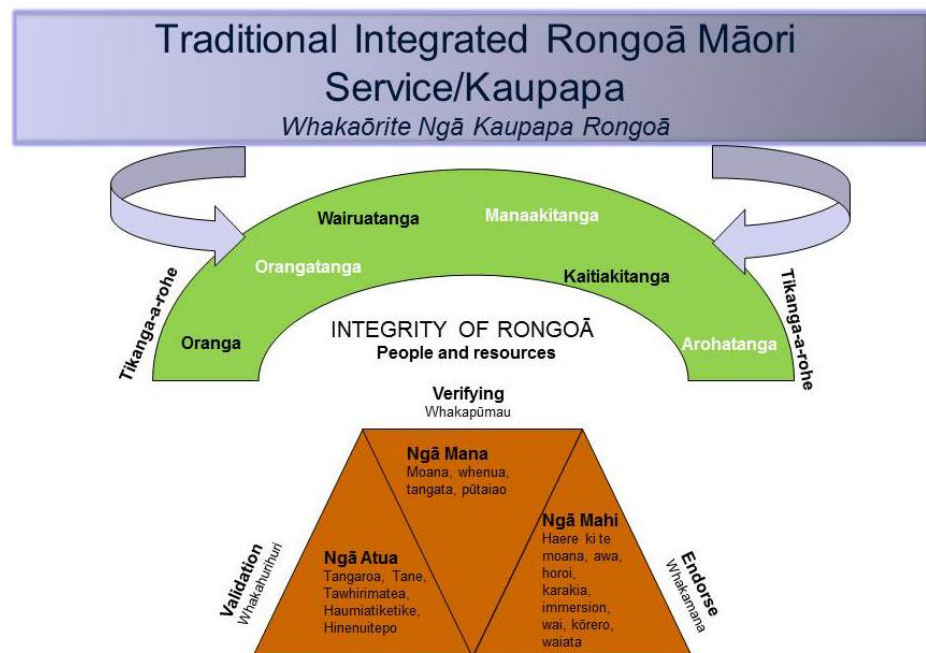
Some of the basic principles governing rongoā include wairuatanga, manaakitanga, kaitiakitanga and arohatanga.

Three fundamental building blocks make up rongoā tikanga.

1. Ngā Atua: all rongoā mahi can be traced back to Atua.
2. Ngā Mana: refers to elements of the environment used to provide resources for the rongoā practice.
3. Ngā Mahi: refers to how knowledge of rongoā is applied.

These components are illustrated in Figure 1.

Figure 1: Traditional Integrated Rongoā Māori Service/Kaupapa



Ngā kiwai o te kete

All criteria within *Tikanga ā-Rongoā* must be met.

This process requires the rongoā service to determine the level of attainment it currently achieves for each relevant criterion. The levels of attainment are based upon a continuous quality improvement model and are incremental.

The stages range from unattained (UA) through to continued improvement (CI).

	Attainment level	Interpretation
CI	Continuous improvement	In addition to fully attaining the criterion the rongoā service can show continuous improvement by clearly demonstrating a review process including analysis and reporting of findings, evidence of action taken based on those findings, and improvements to service provision and tūroro safety or satisfaction as a result of the review process.
FA	Fully attained	The rongoā service can clearly demonstrate implementation (practice evidence, training, records, visual evidence and so on) of the process, systems or structures in order to meet the required outcome of the criterion.
PA	Partial attainment	There is evidence of appropriate process (policy/procedure/guideline and so on), system or structure implementation without the required supporting documentation. Or a documented process (policy/procedure/guideline and so on), system or structure is evident but the rongoā service is unable to demonstrate implementation where this is required.
UA	Unattained	The rongoā service is unable to demonstrate appropriate processes, systems or structures to meet the required outcome of the criterion.

How is this assessed?

One or more evaluation methods or processes may be chosen to evaluate criteria and/or provide evidence of compliance. The rongoā service provider should identify the methods most appropriate to evaluate its service with regard to the service provider setting and specific tūroro groups. The following list of options has been developed to assist with recording the evaluation method chosen for each criterion.

D	Documentation record/review
I*	Interview
Si	Service provider interview
STI	Staff interview
MI	Manager interview
TI	Tūroro interview
TAI	Tikanga focused interview
V	Visual inspection
Q*	Questionnaire
TQ	Tūroro questionnaire
SQ	Service provider questionnaire
STQ	Staff questionnaire
Ta	Tikanga focused assessment
L	Linked services, family, and referral services interview
* Indicates that there is a choice of options with the review process.	

Risk management

This process requires the rongoā service provider (internal or external) to identify the degree of risk to the safety of the tūroro associated with the level of attainment achieved for each criterion.

The ‘risk’ should be assessed in relation to the possible impact on the tūroro based on the consequence and likelihood of harm occurring as a result of the criterion not being fully implemented.

The risk assessment matrix (page 7) should be used when the evaluation result for any criterion is partially attained (PA) or unattained (UA).

To use the risk assessment matrix you should:

- a. consider the consequence for tūroro safety of the criterion being only partially attained (PA) or unattained (UA) – ranging from extreme/actual harm to no significant risk of harm occurring
- b. consider the likelihood of this adverse event occurring as a result of the criterion being only partially attained (PA) unattained (UA) – ranging from the occurrence being almost certain to rare
- c. plot your findings on the risk assessment matrix in order to identify the level of risk – ranging from critical to negligible
- d. prioritise risks in relation to severity (for example, critical to negligible)
- e. take appropriate action to eliminate or minimise risk within the timeframe indicated by the action required column.

Risk assessment matrix

Level of risk		Likelihood					Action required
		The likelihood of this occurring is almost certain	The likelihood of this occurring is likely	The likelihood of this occurring is moderate	The likelihood of this occurring is unlikely	The likelihood of this occurring is rare	
Consequence	The consequence of these criteria not being met would put tūroro at an extreme risk of harm or actual harm occurring	Critical	Critical	High	Moderate	Low	Critical This would require immediate corrective action in order to rectify the identified issue including documentation and sign-off by the evaluator within 24 hours to ensure tūroro safety
	The consequence of these criteria not being met would put tūroro at significant risk of harm	Critical	High	Moderate	Low	Low	High This would require a negotiated plan in order to rectify the issue within six weeks
	The consequence of these criteria not being met would put tūroro at moderate risk of harm	High	Moderate	Moderate	Low	Low	Moderate This would require a negotiated plan in order to rectify the issue within a specified timeframe (for example, within six months)
	The consequence of these criteria not being met would put tūroro at minimal risk of harm	Moderate	Low	Low	Low	Low	Low This would require a negotiated plan in order to rectify the issue within a specified timeframe (for example, within one year)
	The risk of harm is significant even if these criteria are not met	Low	Low	Negligible	Negligible	Negligible	Negligible This would require no additional action or planning

Example

The following example demonstrates how the assessment may be completed.

1 Tūrora Tino Rangatiratanga

Outcome – The rights and mana of the tūrora are respected and upheld

Criteria ↓	Standard 1.1 Te Mana Tangata <i>The rongoā service is delivered by a rongoā service provider according to the rights and mana of the tūrora.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.1.1	The rongoā practitioner demonstrates knowledge and understanding of the mana of the tūrora under existing legislation and incorporates them as part of their everyday practice.	<i>The assessor interviewed both the practitioner and tikanga advisor to confirm the regularity and accessibility of learning tools and information. Records and dates of assessments were reviewed. Questionnaires answered by tūrora and staff confirmed records and assessments.</i>	Continuous improvement		This may be achieved by, but is not limited to: a. learning, including induction and ongoing development of best practice models being made available to rongoā practitioners relevant to their role and level of contact with tūrora b. tūrora information is documented and maintained in a confidential manner c. assessments are regularly conducted to ensure practitioner understanding of rongoā practice and principles.	Service provider interview	
			Fully attained	✓		Staff interview	✓
			Partial attainment			Manager interview	
			Unattained			Tūrora interview	
			Comments:	Tikanga focused interview		✓	
				Visual inspection			
				Tūrora questionnaire		✓	
				Service provider questionnaire			
				Staff questionnaire			
							Tikanga focused assessment
			Linked services, family and referral services interview				

RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☒ Negligible

Tūrora Tino Rangatiratanga

This diagram illustrates that the tūrora are at the centre of rongoā services. The rongoā service focuses on looking at treating the overall health of the tūrora in a holistic way; this is in contrast to treating the disease or the illness that a tūrora may have.

The total wellbeing of the tūrora is paramount. True healing puts the mind, body and spirit in harmony.

There are other dimensions of wellbeing to be considered when caring for a tūrora. These include te taha wairua, waiora, hinengaro, tinana, whenua, whakapapa and te reo Māori.

The interactions between tūrora and practitioner are imperative in the process of achieving orangatanga. The tūrora need to be involved in their oranga journey.



1 Tūroro Tino Rangatiratanga

Outcome – The rights and mana of the tūroro are respected and upheld

Criteria ↓	Standard 1.1 Te Mana Tangata					
	The rongoā service is delivered by a rongoā service provider according to the rights and mana of the tūroro.					
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?
1.1.1	The rongoā practitioner demonstrates knowledge and understanding of the mana of the tūroro under existing legislation and incorporates them as part of their everyday practice.		Continuous improvement		This may be achieved by, but is not limited to: a. learning, including induction and ongoing development of best practice models being made available to rongoā practitioners relevant to their role and level of contact with tūroro b. tūroro information is documented and maintained in a confidential manner c. assessments are regularly conducted to ensure practitioner understanding of rongoā practice and principles.	Service provider interview
			Fully attained			Staff interview
			Partial attainment			Manager interview
			Unattained			Tūroro interview
			Comments:			Tikanga focused interview
					Visual inspection	
					Tūroro questionnaire	
					Service provider questionnaire	
					Staff questionnaire	
					Tikanga focused assessment	
					Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible						
1.1.2	The privacy and personal space of tūroro are respected at all times by rongoā practitioners.		Continuous improvement		This may be achieved by, but is not limited to: a. private consultation rooms are located away from the general public and staffing areas to ensure privacy. If this is not possible then every effort should be made to maintain privacy in accordance with the type of healing required by the tūroro b. a rongoā service is provided in the least intrusive manner at all times c. the tūroro are treated with compassion and respect.	Service provider interview
			Fully attained			Staff interview
			Partial attainment			Manager interview
			Unattained			Tūroro interview
			Comments:			Tikanga focused interview
				Visual inspection		
					Tūroro questionnaire	
					Service provider questionnaire	
					Staff questionnaire	
					Tikanga focused assessment	
					Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible						

Criteria ↓	Standard 1.1 Te Mana Tangata						
	The rongoā service is delivered by a rongoā service provider according to the rights and mana of the tūrora.						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.1.3	The tūrora are informed of their rights.		Continuous improvement		This may be achieved by, but is not limited to: a. displaying information pamphlets in public areas b. tūrora are informed of their rights under the Code of Health and Disability Services Consumers' Rights 1996, including the right to have a support person present.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūrora interview	
			Comments:			Tikanga focused interview	
						Visual inspection	
						Tūrora questionnaire	
						Service provider questionnaire	
						Staff questionnaire	
						Tikanga focused assessment	
		Linked services, family and referral services interview					
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

1 Tūroro Tino Rangatiratanga

Criteria ↓	Standard 1.2 Te Mana Whakaae <i>The rongoā service provides the tūroro with a process of informed consent.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.2.1	The tūroro have a right to make an informed choice and give informed consent.		Continuous improvement		The tūroro are provided with: a. written and verbal information in a format, language, and manner they understand b. adequate time to consider their options.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
				Tūroro questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
	Linked services, family and referral services interview						

RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible

Criteria ↓	Standard 1.2 Te Mana Whakaae <i>The rongoā service provides the tūroro with a process of informed consent.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.2.2	The rongoā service provider is able to demonstrate that consent is obtained.		Continuous improvement		This may be achieved by, but is not limited to: a. developing and maintaining reporting and recording of consent processes such as for: routine consent situations; emergency situations; and tūroro non-consent b. ensuring that rongoā practitioners are informed of the practice of informed consent c. a rongoā practitioner that recognises the right of the tūroro to refuse treatment and to follow advice.	Service provider interview	
						Staff interview	
			Fully attained			Manager interview	
						Tūroro interview	
			Partial attainment			Tikanga focused interview	
						Visual inspection	
			Unattained			Tūroro questionnaire	
						Service provider questionnaire	
						Staff questionnaire	
			Comments:			Tikanga focused assessment	
		Linked services, family and referral services interview					
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

1 Tūroro Tino Rangatiratanga

Criteria ↓	Standard 1.3 Te Mana Reo <i>Information with the tūroro is communicated in a manner that is easily understood.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.3.1	The tūroro have a right to full and frank information and open kōrero.		Continuous improvement		This may be achieved by, the rongoā service provider developing and maintaining processes to ensure tūroro are informed of their rights to information and open disclosure.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
						Tūroro questionnaire	
						Service provider questionnaire	
						Staff questionnaire	
						Tikanga focused assessment	
						Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							
1.3.2	The rongoā service provider allows sufficient time for kōrero to take place.		Continuous improvement		This may be achieved by, but is not limited to: a. having a process to allow for sufficient time for kōrero to occur b. encouraging tūroro to understand their responsibility to communicate openly; participate in decisions about treatment; and comply with mutually-agreed treatment recommendations.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
						Tūroro questionnaire	
						Service provider questionnaire	
						Staff questionnaire	
						Tikanga focused assessment	
						Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

Criteria ↓	Standard 1.3 Te Mana Reo <i>Information with the tūroro is communicated in a manner that is easily understood.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.3.3	Rongoā practitioners provide relevant and appropriate patient and practice information to tūroro in a form, language and manner that enables each tūroro to understand the information.		Continuous improvement		This may be achieved by, but is not limited to: a. tūroro having received the information in an appropriate format and language b. facilitated access to an interpreter (including a New Zealand Sign Language interpreter) c. rongoā service providers being aware of and having access to relevant legislation and other material, including: i. Code of Health and Disability Services Consumers' Rights (the Code) 1996 ii. Privacy Act 1993 iii. Human Rights Act 1993 iv. United Nations Convention on the Rights of Persons with Disabilities 2006 v. Health Information Privacy Code 1994 vi. United Nations Principles for Older Persons 1991.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
				Tūroro questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
				Linked services, family and referral services interview			

RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible

1 Tūroro Tino Rangatiratanga

Criteria ↓	Standard 1.4 Te Mana Wairua <i>Tūrora are free from any discrimination, coercion, harassment, sexual, financial or other exploitation, abuse (physical, psychological, sexual, or financial) or neglect.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.4.1	There are policies and procedures in place to ensure tūrora are not subjected to discrimination, coercion, harassment, exploitation (sexual, financial or other), abuse (physical, psychological, sexual or financial) or neglect.		Continuous improvement		This may be achieved by, but is not limited to: a. policies and procedures describe the safeguards that exist to protect tūrora from discrimination, abuse or neglect of any kind and to describe the actions to be taken if there is any inappropriate or unlawful conduct where the safety of the tūrora is compromised, or put at risk b. policies and procedures should include acceptable responses to complaints/allegations of any form of impropriety.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūrora interview	
			Comments:			Tikanga focused interview	
						Visual inspection	
						Tūrora questionnaire	
						Service provider questionnaire	
						Staff questionnaire	
						Tikanga focused assessment	
						Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							
1.4.2	A process is established to record and report incidents of discrimination, abuse or neglect.		Continuous improvement		This may include, but is not limited to: a. identification of potential risk for discrimination, abuse or neglect in assessments b. evidence that the quality and risk management and incident reporting system includes discrimination, abuse and neglect reporting c. evidence in planning and reporting systems that such events are reported and when this occurs have resulted in documented outcomes d. evidence that reporting of discrimination, abuse and neglect of any kind is promptly submitted to the appropriate level within the rongoā service provider and reported to the appropriate authorities.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūrora interview	
			Comments:			Tikanga focused interview	
						Visual inspection	
						Tūrora questionnaire	
						Service provider questionnaire	
						Staff questionnaire	
						Tikanga focused assessment	
						Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

Criteria ↓	Standard 1.4 Te Mana Wairua						
	Tūroro are free from any discrimination, coercion, harassment, sexual, financial or other exploitation, abuse (physical, psychological, sexual, or financial) or neglect.						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.4.3	All allegations of discrimination, abuse or neglect of any kind are managed and recorded according to the rongoā service provider’s policies, procedures and quality and risk management system.		Continuous improvement		This may include, but is not limited to, information being maintained, and recorded and linked to the quality and risk management system.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
				Tūroro questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
				Linked services, family and referral services interview			
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							
1.4.4	Discrimination, abuse and neglect prevention awareness is included in the induction programme for the rongoā practitioner and is updated regularly to maintain knowledge and skills.		Continuous improvement		This may include, but is not limited to, training provisions for staff so that they fully understand the range of behaviour that constitutes discrimination, coercion, harassment, exploitation, abuse, and neglect.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
				Tūroro questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
				Linked services, family and referral services interview			
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

1 Tūroro Tino Rangatiratanga

Criteria ↓	Standard 1.5 Te Mana Awhiowhio <i>The tūrora right to make a complaint is understood, respected and upheld.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.5.1	An easily accessed, responsive and fair complaints process, which complies with Right 10 of the Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights 1996 is documented and implemented		Continuous improvement		This may include, but is not limited to: a. the rongoā service provider demonstrating compliance with the Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights 1996 b. the rongoā service provider operates the complaints process in a fair and appropriate manner, including the involvement of advocacy services, where appropriate c. the rongoā service provider encourages tūrora to use the complaints process when they have a complaint about the service or the rongoā practitioners d. all rongoā service providers attend training on how to receive and manage complaints.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūrora interview	
			Comments:	Visual inspection			
				Tūrora questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
				Linked services, family and referral services interview			

RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible

Criteria ↓	Standard 1.5 Te Mana Awhiowhio <i>The tūroro right to make a complaint is understood, respected and upheld.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.5.2	Information about a tūroro right to complain and the complaints process is available to tūroro and they are supported in their right to use the complaints process		Continuous improvement		The rongoā service provider has a process to effectively communicate its complaints process to tūroro and their whānau.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
				Tūroro questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
Linked services, family and referral services interview							
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

Criteria ↓	Standard 1.5 Te Mana Awhiowhio <i>The tūroro right to make a complaint is understood, respected and upheld.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.5.3	An up-to-date complaints register is maintained which documents and includes all complaints, dates and actions taken. This shall include but is not limited to: a. there are clearly written guidelines for the rongoā service on what constitutes feedback or complaint b. there is a link between the complaints system and the quality and risk management system.		Continuous improvement		The rongoā service provider is able to produce evidence that complaints are taken seriously and appropriate action is taken.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūroro interview	
			Comments:	Tikanga focused interview			
				Visual inspection			
				Tūroro questionnaire			
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
				Linked services, family and referral services interview			

RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible

1 Tūroro Tino Rangatiratanga

Criteria ↓	Standard 1.6 Te Mana Tapu <i>The protection of confidentiality is a legitimate expectation of the tūrora.</i>						
	Outcome criterion	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
1.6.1	The rongoā service provider protects and maintains tūrora confidentiality and meets the requirements of appropriate legislation and relevant rongoā professional standards where these exist.		Continuous improvement		This may include, but is not limited to rongoā service providers being aware of and having access to relevant legislation and other material, including: a. Privacy Act 1993 b. Health Information Privacy Code 1994 c. Health (Retention of Health Information) Regulations 1996 d. Health Act 1956 e. Human Rights Act 1993 f. AS 2828:1999 g. NZS 8153:2002.	Service provider interview	
			Fully attained			Staff interview	
			Partial attainment			Manager interview	
			Unattained			Tūrora interview	
			Comments:			Tikanga focused interview	
						Visual inspection	
						Tūrora questionnaire	
				Service provider questionnaire			
				Staff questionnaire			
				Tikanga focused assessment			
	Linked services, family and referral services interview						
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

1 Tūroro Tino Rangatiratanga

Putanga – Ka manaakitia, ka tautokotia hoki ngā tika me ngā mana o te tūroro.

Putanga	Parewa 1.1 Te Mana Tangata					
	Ka whakaratoa te ratonga rongoā e te kaiwhakarato ratonga rongoā me te aronga nui ki ngā tika me ngā mana o te tūroro.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.1.1	Ka whakaatu te kaiwhakamahi rongoā i tōna māramatanga me tōna mōhiotanga ki te mana o te tūroro i raro i ngā ture ā-kāwanatanga ā, ka whakatōpūngia hei wāhanga o ngā mahi o ia rā.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te akoranga, tae atu ki te whakatū me te whakawhanake i ngā momo mahinga tiketike e whakawāteahia ana ki ngā kaiwhakamahi rongoā ā, e hāngai ana ki tō rātou tūranga me te paerewa o te whakapātanga atu ki te tūroro b. te kōnaetanga me te tiaki i ngā pārongo tūroro i runga i te tikanga nohotapu c. te riterite o ngā arotakenga kia ū ai te māramatanga o te kaiwhakamahi ki ngā mahinga me ngā mātāpono o te rongoā	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūroro uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
					Mātakitanga ā-whatu	
					Tūroro pukapuka uiui	
					Kaiwharato ratonga uiui	
					Kaimahi uiui	
					Tirotiro hāngai ki te tikanga	
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku	
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono						
1.1.2	Ka manaakitia e ngā kaiwhakamahi rongoā te tūmataititanga me te wāhi whaiaro o te tūroro i ngā wā katoa.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te whakawātea i ngā ruma uiuitanga tūmataiti, ki waho kē atu o ngā wāhi tūmatanui, ā-kaimahi rānei, kia mātua ū ai te tūmataititanga. Ki te kore e taea kia kaha te pupuri tūmataititanga e ai ki te momo maimoatanga e hiahiaia ana e te tūroro b. whakarato i te ratonga rongoā i runga i te matawhāititanga i ngā wā katoa c. te arohatanga me te manaakitanga ki te tūroro i ngā wā katoa.	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūroro uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
					Mātakitanga ā-whatu	
					Tūroro pukapuka uiui	
					Kaiwharato ratonga uiui	
					Kaimahi uiui	
					Tirotiro hāngai ki te tikanga	
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku	
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono						

Putanga ↓	Parewa 1.1 Te Mana Tangata <i>Ka whakaratoa te ratonga rongoā e te kaiwhakarato ratonga rongoā me te aronga nui ki ngā tika me ngā mana o te tūroto.</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.1.3	Ka whakamōhiotia te tūroto ki ōna ake mana.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te hora puka pārongo ki ngā wāhi tūmatanui b. te whakamohio ki ngā tūroto i ō rātou mana i raro i te Code of Health and Disability Services Consumers' Rights, tae atu ki te mana kia whai wāhi mai he tangata tautoko.	Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūroto uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
						Mātakitanga ā-whatu	
						Tūroto pukapuka uiui	
						Kaiwharato ratonga uiui	
						Kaimahi uiui	
						Tirotiro hāngai ki te tikanga	
		Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku					

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

1 Tūroro Tino Rangatiratanga

Putanga	Parewa 1.2 Te Mana Whakaae						
	Ka whakarato te ratonga rongoā i tētahi hātepe ā-whakaaetanga whai pārongo.						
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓	
1.2.1	Ka whai mana te tūroro ki te whakatau kōwhiringa mōhio ā, ki te puaki whakaaetanga whai pārongo anō hoki.	Mahi tonu te whakapakari		Ka whakaratoa te tūroro ki: a. te pārongo ā-tuhi, ā-waha hoki i te āhua me te reo e mōhio nei rātou b. te wā e tika ana kia āta whakaarohia ō rātou kōwhiringa.;	Kaiwhakarato ratonga uiui		
		Kua taea			Kaimahi uiui		
		Āhua taea			Kaiwhakahaere uiui		
		Kāore i taea			Tūroro uiui		
		He kōrero:			Uiui hāngai ki te tikanga		
					Mātakitanga ā-whatu		
					Tūroro pukapuka uiui		
					Kaiwharato ratonga uiui		
					Kaimahi uiui		
					Tirotiro hāngai ki te tikanga		
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							
1.2.2	Ka taea e te kaiwhakarato ratonga rongoā te whakaatu i te whiwhinga whakaaetanga.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki ai mā: a. te whakawhanake me te āta tiaki o ngā huarahi pūrongorongo, huarahi kōnae whakaaetanga pēnei: ngā āhuatanga whakaae o ia rā; ngā āhuatanga whawhati tata; te whai wāhitanga ki ngā mahi whakaako, mahi rangahau hoki; me te kore whakaaetanga o te tūroro b. te ū kia whakamōhiotia ai ngā kaiwhakamahi rongoā ki te mahinga o te whakaaetanga whai pārongo c. te kaiwhakamahi rongoā e whakaae ana ki te mana o te tūroro ki te whakakore maimoatanga, tohutohu rānei.	Kaiwhakarato ratonga uiui		
		Kua taea			Kaimahi uiui		
		Āhua taea			Kaiwhakahaere uiui		
		Kāore i taea			Tūroro uiui		
		He kōrero:			Uiui hāngai ki te tikanga		
					Mātakitanga ā-whatu		
					Tūroro pukapuka uiui		
					Kaiwharato ratonga uiui		
					Kaimahi uiui		
					Tirotiro hāngai ki te tikanga		
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							

1 Tūroro Tino Rangatiratanga

Putanga ↓	Parewa 1.3 Te Mana Reo <i>He mārama ngā āhuatanga o te whakapātanga pārongo ki te tūroro</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.3.1	Te whai mana o te tūroro ki ngā pārongo katoa, pārongo hāngai hoki me te kōrero.		Mahi tonu te whakapakari		Tērā pea ka tutuki mā te whakawhanake me te āta tiaki huarahi e ū ai te māramatanga o ngā tūroro ki ō rātou mana ki te tiki pārongo, ki te āta whāki anō hoki.	Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūroro uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
						Mātakitanga ā-whatu	
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							
1.3.2	Te whakawātea i te kaiwhakamahi ratonga rongoā i te wā e tika ana kia whakaputa whakaaro, kōrero hoki.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te whakaritenga huarahi e whakawātea taima e tika ana kia puta whakawhitiwhiti kōrero b. te whakahau i ngā tūroro kia mārama ai tō rātou haepapa ki te āta whakawhitiwhiti kōrero; ki te whai wāhi atu ki ngā whakataunga maimoatanga; ki te whakatau i ngā taunakitanga maimoatanga kua whakaae ngātahi kētia.	Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūroro uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
						Mātakitanga ā-whatu	
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							

 Putanga	Parewa 1.3 Te Mana Reo <i>He mārama ngā āhuatanga o te whakapātanga pārongo ki te tūroto</i>					
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga ✓
1.3.3	Te whakarato i te kaiwhakamahi rongoā i ngā pārongo ā-tūroto, ā-mahinga e hāngai ana, e tika ana ki te tūroto i te āhua me te reo e taea ai e ia tūroto te mohio.		Mahi tonu te whakapakari		Kāore he aukatinga engari, ka taea mā:	Kaiwhakarato ratonga uiui
			Kua taea		a. te whiwhinga pārongo i te āhua me te reo e mārama ana ki te tūroto	Kaimahi uiui
			Āhua taea		b. te āheinga ki te kaiwhakamārama reo (tae atu ki te Reo Rotarota o Aotearoa)	Kaiwhakahaere uiui
			Kāore i taea		c. te aronga me te āheinga o ngā kaiwhakarato ratonga rongoā ki ngā ture ā-kāwanatanga me ngā rauemi e tika ana, tae atu ki:	Tūroto uiui
			He kōrero:		(i) Code of Health and Disability Services Consumers' Rights (the Code) 1966	Uiui hāngai ki te tikanga
					(ii) Privacy Act 1993	Mātakitanga ā-whatu
					(iii) Human Rights Act 1993	Tūroto pukapuka uiui
					(iv) The United Nations Convention on the Rights of Persons with Disabilities 2006	Kaiwharato ratonga uiui
					(v) Health Information Privacy Code 1994	Kaimahi uiui
					(vi) United Nations Principles for Older Persons 1991.	Tiroto hāngai ki te tikanga
						Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

1 Tūroro Tino Rangatiratanga

Putanga	Parewa 1.4 Te Mana Wairua					
	Ka noho wātea ngā tūroro i ngā mahi tauwehewehe, mahi uruhi, te whakatiwheta, te whakawai (ā-tinana, ā-hinengaro, ā-taitokai, ā-moni rānei), me te tiakitanga kore.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.4.1	Te waihanga i ngā kaupapahere me ngā huarahi e ārai atu ai ngā tūroro i ngā mahi tauwehewehe, mahi uruhi, te whakatiwheta, te tūkinotanga (ā-tinana, ā-hinengaro, ā-taitokai, ā-moni rānei), me te tiakitanga kore.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki ai mā: a. te whakaahua i ngā kaupapahere me ngā huarahi i ngā tohu whakatūpato hei whakamarumaru i te tūroro i ngā mahi tauwehewehe, tūkinotanga, te tiakitanga kore rānei ā, hei whakaahua hoki i ngā mahi ka whāia mō te whanonga hē, te takahi ture rānei, kei memeha, kei whakamōrearea rānei te tūroro b. te whai wāhitanga mai o ngā whakahokinga kōrero e tika ana mō ngā whakapaetanga e pā ana ki te mahi hē.	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūroro uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
				Mātakitanga ā-whatu		
				Tūroro pukapuka uiui		
				Kaiwharato ratonga uiui		
				Kaimahi uiui		
				Tirotiro hāngai ki te tikanga		
				Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

Putanga	Parewa 1.4 Te Mana Wairua					
	Ka noho wātea ngā tūroto i ngā mahi tauwehewehe, mahi uruhi, te whakatiwheta, te whakawai (ā-tinana, ā-hinengaro, ā-taitokai, ā-moni rānei), me te tiakitanga kore.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.4.2	Te waihanga i tētahi huarahi ā-mahi tauwehewehe, ā-tūkinotanga, ā-tiakitanga kore rānei.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka whai wāhi mai: a. te tūtohu i te mōreareā nohopuku mō ngā mahi tauwehewehe, tūkinotanga, te tiakitanga kore rānei i roto i ngā arotakenga b. te whakakitenga e mea ana, kua whai wāhi mai te pūnaha ā-pūrongo tūponotanga, ā-whakahaere kouna, ā-mōreareatanga anō hoki ki te pūrongo i ngā mahi tauwehewehe, tūkinotanga, te tiakitanga kore anō hoki c. te whakakitenga kei roto i ngā pūnaha mahere, pūrongo hoki e mea ana kua pūrongotia ā, ki te pērā, ka kōnaetia ngā putanga d. te whakakitenga e mea ana, kua wawe te tāpaetanga atu o ngā mahi tauwehewehe, tūkinotanga, te tiakitanga kore rānei, ki te tūranga o te kaiwhakarato ratonga rongoā e tika ana ā, kua pūrongotia ki ngā mana whakahaere e tika ana.	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūroto uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
				Mātakitanga ā-whatu		
				Tūroto pukapuka uiui		
				Kaiwharato ratonga uiui		
				Kaimahi uiui		
				Tirotiro hāngai ki te tikanga		
				Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

Putanga	Parewa 1.4 Te Mana Wairua						
	Ka noho wātea ngā tūroro i ngā mahi tauwehewehe, mahi uruhi, te whakatiwheta, te whakawai (ā-tinana, ā-hinengaro, ā-taitokai, ā-moni rānei), me te tiakitanga kore.						
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓	
1.4.3	Te whakahaere, te kōnae hoki i ngā whakapae katoa e pā ana ki ngā mahi tauwehewehe, tūkinotanga, te tiakitanga kore rānei, kia hāngai tonu ki te pūnaha ā-kaupapahere, ā-huarahi, ā-whakahaeretanga anō hoki o te kaiwhakarato ratonga rongoā.	Mahi tonu te whakapakari		Kāore he aukatinga, engari tērā pea ka whai wāhi ki te āta tiakitanga o ngā pārongo ā, kua hopukina ā-rorohiko ā, e hono ana ki te pūnaha whakahaere kouna, whakahaere mōreareatanga anō hoki.	Kaiwhakarato ratonga uiui		
		Kua taea			Kaimahi uiui		
		Āhua taea			Kaiwhakahaere uiui		
		Kāore i taea			Tūroro uiui		
		He kōrero:			Uiui hāngai ki te tikanga		
					Mātakitanga ā-whatu		
					Tūroro pukapuka uiui		
					Kaiwharato ratonga uiui		
					Kaimahi uiui		
					Tirotiro hāngai ki te tikanga		
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							
1.4.4	Te whai wāhitanga o tētahi hōtaka whakamāramatanga e pā ana ki te ārai mahi tauwehewehe, tūkinotanga me te tiakitanga kore mō te kaiwhakamahi rongoā ā, he riterite te arotakenga hoki.	Mahi tonu te whakapakari		Kāore he aukatinga engari, ka taea mā ngā mahi whakangungu a-kaimahi kia mohio ai ki te whānuitanga o ngā whanonga e kīā ana he mahi tauwhewhe, he akinga, he mure, he tūkinotanga tae atu ki te tiakitanga kore.	Kaiwhakarato ratonga uiui		
		Kua taea			Kaimahi uiui		
		Āhua taea			Kaiwhakahaere uiui		
		Kāore i taea			Tūroro uiui		
		He kōrero:			Uiui hāngai ki te tikanga		
					Mātakitanga ā-whatu		
					Tūroro pukapuka uiui		
					Kaiwharato ratonga uiui		
					Kaimahi uiui		
					Tirotiro hāngai ki te tikanga		
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							

1 Tūroro Tino Rangatiratanga

Putanga	Parewa 1.5 Te Mana Awhiowhio <i>Ka mōhiotia, ka manaakitia, ka tautokotia hoki te mana o te tūroro ki te whakatakoto whakapae</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.5.1	Te kōnae me te whakatinana i tētahi huarahi ā-whakapae, he ngāwari noa te uru atu, he āhua tauutuutu anō hoki, e tika ana ā, ka hāngai tonu ki te Mana 10 o te Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights.		Mahi tonu te whakapakari		Kāore e he aukatinga engari, tērā pea ka whai wāhi mai ki: a. te whakaaturanga o te kaiwhakarato ratonga rongoā i te kaupapa whakaaetanga me te Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights b. te whai tikanga, te tika o ngā āhuatanga e pā ana ki te huarahi whakapae, tae atu ki te whai wāhitanga mai o ngā ratonga wawao e tika ana c. te whakahau o te kaiwhakarato ratonga rongoā i ngā tūroro ki te whakamahi i te huarahi whakapae, ki te whakatakoto whakapae e pā ana ki te ratonga, ki ngā kaiwhakamahi rongoā rānei d. ka taeā atu ngā kaiwhakarato ratonga rongoā ki ngā mahi whakangungu kia mārama ai rātou, me pēhea e whakawhiwhi, e whakahaere whakapae.	Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūroro uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
		Mātakitanga ā-whatu					
		Tūroro pukapuka uiui					
		Kaiwharato ratonga uiui					
		Kaimahi uiui					
		Tirotiro hāngai ki te tikanga					
		Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku					

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

Putanga	Parewa 1.5 Te Mana Awhiowhio <i>Ka mōhiotia, ka manaakitia, ka tautokotia hoki te mana o te tūroro ki te whakatakoto whakapae</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.5.2	Te wātea i ngā pāronga mō te mana whakapae o te tūroro me te huarahi whakapae ā, ka tautokotia tō rātou mana ki te whakamahi i te huarahi whakapae.		Mahi tonu te whakapakari		Kua whakatūria e te kaiwhakarato he pūnaha e whakapā tōtika atu i tana hātepe whakape ki te tūroro me te whānau.	Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūroro uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
						Mātakitanga ā-whatu	
		Tūroro pukapuka uiui					
		Kaiwharato ratonga uiui					
		Kaimahi uiui					
		Tirotiro hāngai ki te tikanga					
		Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku					

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

Putanga	Parewa 1.5 Te Mana Awhiowhio					
	Ka mōhiotia, ka manaakitia, ka tautokotia hoki te mana o te tūroro ki te whakatakoto whakapae					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.5.3	Te āta tiaki i tētahi rēhita whakapae mohoa nei, e kōnaetia ana ngā whakapae katoa, ngā rā me ngā mahi i whāia. Kāore he aukatinga engari, kia whai wāhi ki: a. te māramatanga o ngā aratohu ā-tuhi, mō te ratonga rongoā e pā ana ki ngā āhuatanga o te whakahokinga kōrero, ki te whakapae rānei b. te hononga ki waenganui i te pūnaha whakapae me te pūnaha whakahaere kouna, whakahaere mōrearea anō hoki.	Mahi tonu te whakapakari		Ka taea e te kaiwhakarato ratonga rongoā te whakaputa whakakitenga e mea ana kua āta whakaarohia ngā whakapae ā, kua oti pai te mahi whakatikatika.	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūroro uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
					Mātakitanga ā-whatu	
					Tūroro pukapuka uiui	
					Kaiwharato ratonga uiui	
					Kaimahi uiui	
					Tirotiro hāngai ki te tikanga	
		Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku				

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono

1 Tūroro Tino Rangatiratanga

Putanga ↓	Parewa 1.6 Te Mana Tapu <i>He tūmanako whaimana te whakamarumaru i te matatapu o te tūroro.</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
1.6.1	Te whakamarumaru, te āta tiakitanga o te kaiwhakarato ratonga rongoā i te matatapu o te tūroro ā, ka tutuki ai ngā whakaritenga o ngā ture ā-kāwanatanga e tika ana, tae atu ki ngā taumata ngaio o te rongoā e wātea ana ki te rōpū.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka whai wāhi mai: a. Privacy Act 1993 b. Health Information Privacy Code 1994 c. Health (Retention of Health Information) Regulations 1996 d. Health Act 1956 e. Human Rights Act 1993 f. AS 2828:1999 g. NZS 8153:2002.	Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūroro uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
					Mātakitanga ā-whatu		
					Tūroro pukapuka uiui		
					Kaiwharato ratonga uiui		
					Kaimahi uiui		
					Tirotiro hāngai ki te tikanga		
					Uiui i ngā ratonga e hono ana, whānau me ngā ratonga tuku		

TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono