

Kete Whakaōrite

Tikanga ā-Rongoā

Rongoā Taonga Tuku Iho

Kete Tuatoru



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 tūroto.

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.

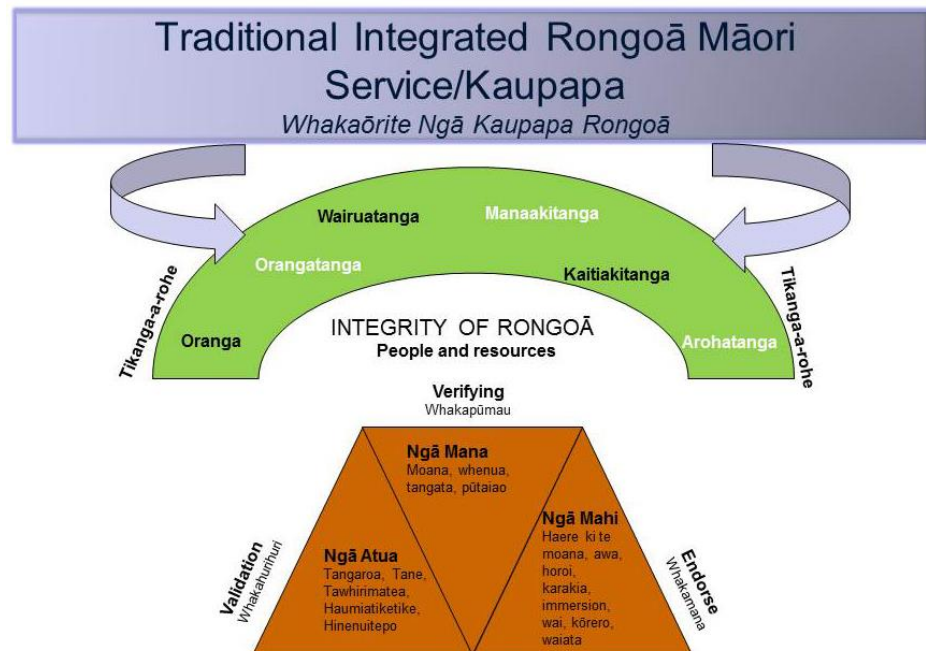
Some of the basic principles governing rongoā include wairuatanga, manaakitanga, kaitiakitanga and arohatanga.

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

Rongoā Taonga Tuku Iho

This diagram illustrates how principles support the delivery of rongoā services to tūroro.

Tikanga begins with overarching principles. They are the foundation for the development and implementation of a rongoā service. Within the rongoā context, these principles are reflected in providers:

- a. Whakapono
- b. Āhuatanga
- c. Ngā Mahi.

Whakapono

Principles help frame a person's beliefs. They have their own mauri, are interconnected and are universally understood and accepted by the rongoā sector. Examples of rongoā principles are manaakitanga, wairuatanga, orangatanga and arohatanga.

At a fundamental level, the rongoā sector has a common understanding of each principle. However the detailed application of each principle may differ for every rohe, in accordance with rohe tikanga. Therefore, it follows that every person in a specific rohe should practise rongoā in accordance with their rohe rongoā tikanga. This will be evidenced by the person's knowledge of rongoā and how they apply that knowledge when providing a rongoā service or product.



Āhuatanga

Āhuatanga refers to a person's knowledge of rongoā which should reflect a holistic approach to doing things, for the right reasons, at the right time. For example, in relation to taiao a person's understanding of manaakitanga will influence their body of knowledge. This will be evidenced by their knowledge of what plants should be grown where, and when and how plants should be sustainably harvested to produce the rongoā required.

Ngā mahi

Ngā mahi refers to how a person applies their knowledge of rongoā. Thus, the actions a person takes from harvesting rongoā through to producing and storing the finished product, reflects their knowledge of taiao and their understanding of manaakitanga within the rongoā context.

3 Rongoā Taonga Tuku Iho

Outcome – The rongoā service has been established along the lines of Whakaōrite Ngā Kaupapa Rongoā – Traditional Integrated Rongoā Māori services.

Criteria ↓	Standard 3.1 Ngā Mahi						
	The rongoā service is delivered by a rongoā practitioner according to the appropriate interaction of the spiritual realm with the physical realm						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.1.1	Has kōrero tawhito that lay down the principles that are practised in the rohe.		Continuous improvement		The rongoā service provider and rongoā practitioner recognises the: a. interaction of the spiritual realm with the physical realm b. provision of information about the use of natural cycles and tohu to guide tikanga, for example, māramataka.	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							
3.1.2	Has rongoā practitioners who demonstrate respect for the elements and the qualities that they have and uphold the mauri/integrity of rongoā.		Continuous improvement		This may be achieved by, but is not limited to: a. knowledge and understanding of the underlying philosophy and practice of rongoā b. awareness of the need to be open to addressing the rongoā practitioner’s own personal, social, emotional and spiritual attitudes which might inhibit the delivery of rongoā.	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 3.1 Ngā Mahi <i>The rongoā service is delivered by a rongoā practitioner according to the appropriate interaction of the spiritual realm with the physical realm</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.1.3	Provides rongoā services that aim to assist the tūroro to improve their taha wairua, taha hinegaro and taha tinana		Continuous improvement			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							

3 Rongoā Taonga Tuku Iho

Criteria ↓	Standard 3.2 Tūroro Mauri <i>The rongoā service provider's tūroro assessment is delivered by a rongoā practitioner who is tika and pono.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.2.1	A quality assessment that is tika and pono is delivered.		Continuous improvement		This may be achieved by, but is not limited to: a. a holistic assessment that is conducted privately and respectfully b. completing physical, mental and social assessments c. ensuring that any equipment, materials, and surrounding work area are prepared and meet rongoā professional codes of practice and legal requirements d. ensuring all assessment details and supporting information are recorded, signed and dated.	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							
3.2.2	Written and verbal information is in a format and language that tūroro understand.		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. a process to ensure tūroro are aware of their rights d. ensuring information pamphlets or electronic information are in an easy-to-read format and language that is easily understood e. conducting consultation in a manner which encourages participation and kōrero from the tūroro.	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							

3 Rongoā Taonga Tuku Iho

Criteria ↓	Standard 3.3 Tūroro Mōteatea							
	The rongoā service provider and its staff maintain appropriate tūroro records.							
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓	
	3.3.1	A consistent method (manual or computerised) for registering tūroro and retrieval of records.		Continuous improvement		The tūroro are provided with: a. a standardised legal record-keeping system that is in line with the requirements of NZS 8153:2002 b. strict confidentiality of information.	Service provider interview	
				Fully attained			Staff interview	
				Partial attainment			Manager interview	
				Unattained			Tūroro interview	
				Comments:			Tikanga focused interview	
							Visual inspection	
	RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							
3.3.2	Rongoā service providers maintain comprehensive tūroro records, which contain all appropriate and relevant information as described in NZS 8153:2002.		Continuous improvement		This may be achieved by, but is not limited to: a. each tūroro is allocated a unique identification code b. information is consistent and includes full name, date of birth, and contact information c. information is entered within 48 hours of entry into the service d. all records are legible and the name of the rongoā service provider and the rongoā practitioner is identifiable e. compliance with the Health Information Privacy Code 1994.	Service provider interview		
			Fully attained			Staff interview		
			Partial attainment			Manager interview		
			Unattained			Tūroro interview		
			Comments:			Tikanga focused interview		
						Visual inspection		
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible								

Criteria ↓	Standard 3.3 Tūroro Mōteatea						
	The rongoā service provider and its staff maintain appropriate tūroro records.						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.3.3	Staff who access tūroro records are trained to use and maintain the records system. Only authorised personnel have access to tūroro records		Continuous improvement		This may be achieved by, but is not limited to ensuring that staff who have access to information are trained appropriately in the use and maintenance of record systems.	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							
3.3.4	Information of a private or personal nature is maintained in a secure manner that is not publicly accessible or observable		Continuous improvement		This may be achieved by, but is not limited to ensuring rongoā service providers have passwords for electronic records that authorise appropriate levels of access to health information.	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 3.3 Tūroro Mōteatea <i>The rongoā service provider and its staff maintain appropriate tūroro records.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.3.5	Rongoā practitioners use up-to-date and relevant tūroro records		Continuous improvement			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			
						Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							
3.3.6	Rongoā practitioners make these records at the same time as the events being recorded or as soon as possible afterwards		Continuous improvement			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			
						Linked services, family and referral services interview	
RISK – ☐ Critical ☐ High ☐ Moderate ☐ Low ☐ Negligible							

Criteria ↓	Standard 3.3 Tūroro Mōteatea <i>The rongoā service provider and its staff maintain appropriate tūroro records.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.3.7	All records are legible and the name and designation of the rongoā practitioner is identifiable.		Continuous improvement			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							

3 Rongoā Taonga Tuku Iho

Criteria ↓	Standard 3.4 Tūroro Whakapapa <i>The rongoā practitioner generates individual tūroro service plans to describe their goals, support needs and requirements.</i>						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.4.1	An individual service plan is developed to reflect the tūroro goals, support needs and requirements.		Continuous improvement		The tūroro are provided with: a. a clear pathway that documents ongoing service and review b. personal goals that facilitate a planned wellness journey c. a coordinated service plan where more than one provider is involved.	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 3.4 Tūroro Whakapapa							
The rongoā practitioner generates individual tūroro service plans to describe their goals, support needs and requirements.							
Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓	
3.4.2	The tūroro are actively involved in consultation, planning, monitoring and implementation of the service plan. With consent, whānau and other relevant rongoā services are actively involved in any or each of these parts of the development of the service plan.	Continuous improvement		This may be achieved by, but is not limited to: a. offering the tūroro the choice of opportunities during the development of the plan b. assisting the tūroro to identify specific goals.	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							
3.4.3	The service plan is developed and agreed with the tūroro and clearly details the actions to be taken by the rongoā service and tūroro.	Continuous improvement		An individual service plan may include, but is not limited to: a. tūroro goals b. the needs of the tūroro as assessed c. any identified risks and the processes to minimise these d. frequency of reassessment e. being signed and dated by the tūroro and the rongoā practitioner any time the service plan is updated.	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 3.4 Tūroro Whakapapa						
	The rongoā practitioner generates individual tūroro service plans to describe their goals, support needs and requirements.						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.4.4	The service plan is evaluated regularly to determine the effectiveness of care, advice provided and tūroro levels of compliance.		Continuous improvement			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							

3 Rongoā Taonga Tuku Iho

Criteria ↓	Standard 3.5 Mahi Tiketike Continuous quality improvements are embraced as part of the rongoā service provider’s everyday work.						
	Outcome criteria	How is achievement of this outcome demonstrated?	Attainment level	✓	Guidance example	How is this assessed?	✓
3.5.1	The rongoā service provider applies a culture of continuous improvement to enable the delivery of quality services.		Continuous improvement		This may be achieved by, but is not limited to: a. a continuous quality improvement register is used to enable the delivery of quality services and programmes b. the development of quality improvement activities and benchmarks that measure performance and identify opportunities for improvement.	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							
3.5.2	A process that promotes the evaluation of the quality of the service and the implementation of ongoing improvements.		Continuous improvement		This may be achieved by, but is not limited to: a. providing opportunities for tūroro and whānau to comment on the quality of the service b. reviewing and allocating resources on a continuous basis to maintain and improve the quality of service c. taking prompt action to remedy quality issues with minimum disruption to the service.	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							

3 Rongoā Taonga Tuku Iho

Putanga – Kua whakatūria te ratonga rongoā kia hāngai tonu ki Tāpiritanga A (Whakaōrite Ngā Kaupapa Rongoā – Traditional Integrated Rongoā Māori Services).

Putanga	Parewa 3.1 Ngā Mahi					
	Ka tukuna te ratonga rongoā e te kaiwhakamahi rongoā e ai ki ngā whakawhitiwhitinga, e tika ana, o te taha wairua me te taha tinana.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.1.1	He kōrero tawhito āna hei whakatakotoranga mō ngā mātāpono e whakamahia ana i te rohe.	Mahi tonu te whakapakari		Kua whakatūria e te kaiwhakarato ratonga rongoā me te kaiwhakamahi rongoā: a. te tauwhitiwhitinga o te taha wairua me te taha tinana b. he pārongo mo te whakamahi huringa Māori me ngā tohu hei arataki tikanga. Pēnei i te maramataka.	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						
3.1.2	He kaiwhakamahi rongoā āna e whakaatu ana i te manaakitanga ki te taiao me ō rātou painga ā, e tautoko ana hoki i te mauri o te rongoā	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te mātauranga me te mōhiotanga ki te kaupapa taketake me te mahi rongoā b. he aronga nui kia wātea ia ki te whakatika i ngā waiaro whaiora ā-papori, ā-kare ā-roto, ā-wairua anō hoki, tērā pea ka memeha te tukunga 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						

Putanga ↓	Parewa 3.1 Ngā Mahi <i>Ka tukuna te ratonga rongoā e te kaiwhakamahi rongoā e ai ki ngā whakawhitiwhitinga, e tika ana, o te taha wairua me te taha tinana.</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.1.3	Ka whakaratoa he ratonga rongoā e hāngai pū ana ki te whakapakari i te taha wairua, te taha hinengaro, tae atu ki te taha tinana o te tūrora.		Mahi tonu te whakapakari			Kaiwhakarato ratonga uiui	
			Kua taea			Kaimahi uiui	
			Āhua taea			Kaiwhakahaere uiui	
			Kāore i taea			Tūrora uiui	
			He kōrero:			Uiui hāngai ki te tikanga	
						Mātakitanga ā-whatu	
						Tūrora pukapuka uiui	
						Kaiwharato ratonga uiui	
						Kaimahi uiui	
						Tirotiro hāngai ki te tikanga	
TŪPONO – ☐ Taumaha ☐ Teitei ☐ Āhua ngāwari ☐ Iti ☐ Kāore he tūpono							

3 Rongoā Taonga Tuku Iho

Putanga	Parewa 3.2 Tūroro Mauri						
	Mā te kaiwhakamahi rongoā tika, pono hoki e whakahaere te whakamātautau o te tūroro o te kaiwhakarato ratonga rongoā						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.2.1	Te tukunga ratonga whai kōunga e tika ana, e pono ana hoki.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te whakahaere arotakenga Māori i runga i te tūmataititanga me te manaakitanga b. te whakaoti arotakenga ā-tinana, ā-hinengaro, ā-papori anō hoki c. te ū ki te haumarutanga o ngā taputapu, ngā rauemi, tae atu ki te wāhi mahi whānui ā, kua tutuki ngā kawenata whanonga ā-mahinga ngaio me ngā whakaritenga ā-ture d. te ū, ka waitohua me te rā tonu, tae atu ki ngā korero katoa e tika ana me ētahi atu pārongo tautoko.	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 3.2 Tūroro Mauri					
	Mā te kaiwhakamahi rongoā tika, pono hoki e whakahaere te whakamātautau o te tūroro o te kaiwhakarato ratonga rongoā					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.2.2	Kei roto i te āhua me te reo e mōhio nei ia.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. ka whakamahia he momo tiaki pārongo kotahi hei pupuri i ngā whakakitenga me ngā mahere ratonga b. kei roto i te āhua me te reo e mōhio nei te tūroro ngā pārongo ā-tuhi, ā-waha anō c. he hītori tōtika e kōnae ana i ngā tiakitanga mohoa nei d. te whakapātanga whai hua i runga i te aroha hei pupuri i te ngākau mähaki, te whakapono, tae atu ki te matatapu e. te whakahaere uiuitanga i runga i te ngākau mähaki e whakahau ai te whai wāhitanga mai me te kōrero a te tūroro.	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

3 Rongoā Taonga Tuku Iho

Putanga	Parewa 3.3 Tūrora Mōteatea					
	Ka āta tiakina e te kaiwhakarato ratonga rongoā me ana kaimahi ngā pārongo ā-tūrora e tika ana.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.3.1	Te whakatū i tētahi momo hangarau (ā-tuhi, ā-rorohiko) ki te rēhita tūrora, ki te tiki ake i ngā pārongo hoki.	Mahi tonu te whakapakari		Te tohatohu tuakiri motuhake ki tēnā, ki tēnā o ngā tūrora: a. he riterite ngā pārongo tae atu ki te katoa o ngā ingoa, te rā whānau me ngā pārongo hei whakapātanga atu b. te whakauru i ngā pārongo i roto i te 48 hāora mai i te kuhunga ki te ratonga;ā, he māmā te tūtohu i te ingoa o te kaiwhakarato ratonga rongoā me te kaiwhakamahi rongoā.	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūrora uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
				Mātakitanga ā-whatu		
				Tūrora 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						
3.3.2	Ka āta tiakina e ngā kaiwhakarato ratonga rongoā ngā pārongo katoa, e pupuri ana i ngā kōrero katoa e tika ana e ai ki NZS 8153:2002 Health Records.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te tohatohu tuakiri motuhake ki tēnā, ki tēnā o ngā tūrora: b. he riterite ngā pārongo tae atu ki te katoa o ngā ingoa, te rā whānau me ngā pārongo hei whakapātanga atu c. te whakauru i ngā pārongo i roto i te 48 hāora mai i te kuhunga ki te ratonga d. he māmā te tūtohu i te ingoa o te kaiwhakarato ratonga rongoā me te kaiwhakamahi rongoā e. te whakaae ā-ture ki te Health Information Privacy Code 1994.	Kaiwhakarato ratonga uiui	
		Kua taea			Kaimahi uiui	
		Āhua taea			Kaiwhakahaere uiui	
		Kāore i taea			Tūrora uiui	
		He kōrero:			Uiui hāngai ki te tikanga	
				Mātakitanga ā-whatu		
				Tūrora 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 3.3 Tūroro Mōteatea					
	Ka āta tiakina e te kaiwhakarato ratonga rongoā me ana kaimahi ngā pārongo ā-tūroro e tika ana.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātaiwai tikanga	✓
3.3.3	Ka whakangungua ngā kaimahi e āhei ana ki ngā pārongo o te tūroro ki te whakamahi, ki te tiaki hoki i te pūnaha konae	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā te whakaū, kua tika te whakangungutanga a te kaiwhakarato ratonga rongoā e āhei ana ki ngā pārongo, ki te whakamahi, ki te āta tiaki hoki i ngā pūnaha hopu kōrero ā, he wāhanga hoki o te mahere whakawhanake o te kaiwhakamahi 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						
3.3.4	Mā ngā tāngata whaimana anake e āhei ana ki ngā pārongo o te tūroro.	Mahi tonu te whakapakari		Tērā pea ka tutuki mā: Kei ngā kaiwhakarato ratonga rongoā ā rātou kupuhuna ki ngā kōnae ā-hiko, e whakamana ai te paerewa whakaahei ki ngā pārongo hauora.	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 3.3 Tūroto Mōteatea						
	Ka āta tiakina e te kaiwhakarato ratonga rongoā me ana kaimahi ngā pāroto ā-tūroto e tika ana.						
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātaiwai tikanga	✓	
3.3.5	Ka tiakina ngā pāroto o te tūroto ki tētahi wāhi here, pare ahi hoki.	Mahi tonu te whakapakari			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							
3.3.6	Ka kōnae ngā kaiwhakamahi rongoā i ēnei pāroto i te wā tonu o te hoputanga ā, hei muri tata rawa rānei.	Mahi tonu te whakapakari			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 3.3 Tūroro Mōteatea						
	Ka āta tiakina e te kaiwhakarato ratonga rongoā me ana kaimahi ngā pārongo ā-tūroro e tika ana.						
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓	
3.3.7	He mea āta tuhi ngā hopunga pārongo ā, ka taea hoki te ingoa me te tūranga o te kaiwhakamahī rongoā te tūtohu.	Mahi tonu te whakapakari			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							

3 Rongoā Taonga Tuku Iho

Putanga	Parewa 3.4 Tūroro Whakapapa					
	Ka whakawhanake te kaiwhakamahi rongoā i ngā mahere ratonga ā-tūroro takitahi ki te whakaahua i ō rātou whāinga, hiahia tautoko, tae atu ki ngā whakaritenga.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.4.1	Te whakawhanake i tētahi mahere ratonga takitahi ki te whakaahua i ngā whāinga o te tūroro, ōna hiahia tautoko, tae atu ki ngā whakaritenga.	Mahi tonu te whakapakari		Ka whakaratoa ngā tūroro ki: a. tētahi huarahi mārama e whakaatu ana i te ratonga me te arotakenga b. ngā whāinga mō te tūroro e whakangāwari ake ai te whai i te oranga; me c. tētahi mahere ratonga kua āta rurukitia kia whai wāhi tētahi atu, ētahi atu kaiwhakarato 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

Putanga	Parewa 3.4 Tūroro Whakapapa						
	Ka whakawhanake te kaiwhakamahi rongoā i ngā mahere ratonga ā-tūroro takitahi ki te whakaahua i ō rātou whāinga, hiahia tautoko, tae atu ki ngā whakaritenga.						
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓	
3.4.2	Ka mātua whai wāhi te tūroro ki ngā uiuitanga, ki te māherehere, ki te aroturuki, tae atu ki te whakatinanatanga o te mahere ratonga. Kia whakaaetia, ka mātua whai wāhi te whānau me ētahi atu ratonga rongoā e hāngai mai ana, ki tētahi wāhanga kotahi o te whakawhanaketanga o te mahere rongoā, ki ia wāhanga rānei.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te whakawātea kowhiringa huarahi i te wā tonu o te whakawhanaketanga o te mahere b. te āwhina i te tūroro ki te tūtohu whāinga whāiti.	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 3.4 Tūroro Whakapapa					
	Ka whakawhanake te kaiwhakamahi rongoā i ngā mahere ratonga ā-tūroro takitahi ki te whakaahua i ō rātou whāinga, hiahia tautoko, tae atu ki ngā whakaritenga.					
Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.4.3	Ka whakawhanaketia, ka whakaaetia hoki e te tūroro ā, kua āta whakatakotohia ngā mahi ka whāia e te ratonga rongoā.	Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka whai wāhi mai: a. ngā whāinga o te tūroro b. ngā hiahia o te tūroro kua arotakengia c. he tūtohu mōreareatanga me ngā huarahi e whakaititi ake ai d. he riterite te arotakenga anō e. ka waitohua me te rā e te tūroro me te kaiwhakamahi rongoā i te wā ka whakahoungia anōtia te mahere ratonga.	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						
3.4.4	Ka riterite te arotakenga o te mahere ratonga ki te tātari i te tikanga pai o te rongoā.	Mahi tonu te whakapakari			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						

3 Rongoā Taonga Tuku Iho

Putanga ↓	Parewa 3.5 Mahi Tiketike <i>Ka tauawhitia te riterite o ngā whakapakaritanga ā-kounga hei wāhanga o ngā mahi o ia rā a te kaiwhakarato ratonga rongoā.</i>						
	Putanga	Pēhea te whakaatu i tēnei putanga?	Tairanga i taea	✓	Tauira arahi	Aromātawai tikanga	✓
3.5.1	Te tauawhitanga o te kaiwhakarato ratonga rongoā i tētahi ahurea whakapakari, mā reira e tuku ai he ratonga whai kounga.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te whakamahi i tētahi rēhita mō te piki tonu o te kounga, kia taea ai te tuku ratonga me ngā hōtaka whai kounga b. te whakawhanake i ngā mahi whakapakari kounga me ngā taumata hei ine i te tutukitanga ā, ka tūtohutia anō hoki ngā huarahi whakapakari ake.	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							
3.5.2	Te huarahi e whakatairanga ana i te arotakenga o te kounga o te ratonga me te whakatinanatanga o ngā mahi whakapakari.		Mahi tonu te whakapakari		Kāore he aukatinga engari, tērā pea ka tutuki mā: a. te whakarato huarahi mō te tūroro me te whānau ki te whakaputa whakaaro e pā ana ki te kounga o te ratonga b. te arotake me te riterite o te tohatoha rauemi kia mau tonu, kia whakapakari anō i te kounga o te ratonga c. te mahi wawe ki te whakatikatika i ngā take e pā ana ki te kounga me te kore whakararuraru i te ratonga.	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							