



Version 1 | Mahi Tuatahi
Effective Date | Whakamana tahito : September 2025 | Hepetema 2025
Next Review | ā houanga arotake: September 2027 | Hepetema 2027
Policy Owner | Rangatira Kaupapa Māhere: Kaitiaki o Kaupapa Māori Chief Executive Officer
Key Accountabilities | Ngā Takonga Tuatahi: Chief People Officer

Introduction | Tīmatanga Kōrero

The purpose of this policy is to:

- All staff understand the tikanga and protocols to be followed when involved in Association activities and business,
- All staff are supported to enhance the bi-cultural nature of the Association,
- All visitors are welcomed in the appropriate manner befitting their visit,
- There is guidance and expectation of the implementation of tikanga Māori.

Applies To | Ko Wai Whakahāngaitia

This policy applies to all employees, contractors and volunteers of He Whānau Manaaki o Tararua Free Kindergarten Association (Whānau Manaaki).

General Principles | Mātāpono Whānui

1. Each person will be welcomed into Whānau Manaaki Kindergartens either formally or informally. This will include children starting and finishing at a kindergarten.
2. Manaakitanga, te reo me ōna tikanga Māori will underpin all welcomes and farewells.
3. Formal Pōwhiri will be used for important guests and dignitaries, as determined by senior members of the staff or kindergarten community.
4. Informal Pōwhiri will be determined at the time to suit the occasion.
5. Specific tikanga will be followed for Tangihanga.
6. Professional development related to Te Ao Māori shall be provided by Whānau Manaaki to support staff in their role.
7. In all instances te reo Māori should be used as much as possible, while also acknowledging the language/s and culture/s of the people involved.
8. When a guest or new employee is to be welcomed, the person will be asked how they would like to be welcomed and what protocol or procedures would be appropriate and enable their mana to be enhanced. The attached guidelines/procedures may be adopted.
9. Teaching teams are required to develop their own procedures consistent with this Policy and Procedure Guide.

Related Procedures or Processes and Documents | Pākanga Tukanga me Pukapuka

Whānau Manaaki Kawa/Protocols Procedures

Whānau Manaaki Consultation and Reorganisation Policies

Whānau Manaaki Strategic Plan

Policy Review Cycle | Kaupapa Arotake Hurihanga

This policy is to be reviewed every two years. Whānau Manaaki may amend or cancel this policy or introduce a new policy, as it considers it necessary within the current cycle of the policy. Any amendments will be considered by the policy Working Group and will need to be approved by the Senior Leadership Team and the Board. The policy will continue on the same review cycle.





Version 1 | Mahi Tuatahi

Effective Date | Whakamana tahito: September 2025 | Hepetema 2025

Next Review | ā houanga arotake: September 2025 | Hepetema 2027

Policy Owner | Rangatira Kaupapa Māhere: Senior Leadership Team Member Position Title

Key Accountabilities | Ngā Takonga Tuatahi: Senior Leadership Team Member Position Title

Tikanga/Procedures:

Visitors

1. Manaakitanga will underpin the hosting of all visitors to Whānau Manaaki office and kindergartens. To this end:
 - a. All visitors will be greeted as they enter
 - b. All visitors will be invited to have a hot or cold drink and kai (if appropriate)
 - c. In relation to the Association Support Offices, all visitors will be introduced to Association staff, other people who are present (including children) and greeted by them accordingly.
2. The above procedures will also be adopted when relieving teachers join a teaching team.

Meetings

1. It is important that each meeting, whether it is only for staff or includes whānau, and/or visitors is opened and closed with a Whakataukī (saying) or karakia.
 - a. Whakataukī or karakia should set the tone of the meeting. Therefore, it may be in the form of a welcome and maybe followed by a waiata. If appropriate (i.e. it feels right) this should be determined by the person conducting the whakataukī or karakia.

Children Starting at a Kindergarten Service

1. All efforts will be made to ensure a child and their whānau are welcomed into the kindergarten community in ways that enhance the mana of the child and their whānau. To this end, teams will develop kawa (procedures) that celebrate this occasion and enable the children and whānau who are already members of the kindergarten/service community to play an active role in the occasion.

Handover to Staff to New Organisation/Team

1. When a staff member has been appointed to their new position, consideration should be given as to how to 'handover' the staff member to their new position - whether it be from another ECE service, or a position outside of ECE. It is acknowledged that some staff may not be able to leave their kindergarten/service while in session.
2. Arrangement should be made in conjunction with the Senior Teacher/Senior Manager, and with the staff member who is moving to a new position. Manaakitanga should underpin whatever process is determined.
3. Where practicable at least one member of the existing staff, along with children and/or whānau should accompany the staff member to their new position and 'hand them over', with messages of aroha and respect for the parting staff member and the quality of their work.





Poroporoaki/Farewells

1. Both children and their whānau, and staff and their whānau will be farewelled in a way that celebrates their contribution to that kindergarten/service community or to the Association Office.
2. In the case of children leaving the service, clear kawa around this occasion will be developed in conjunction with whānau, and clearly articulated to the wider kindergarten/service community.
3. In the case of staff leaving the service, flower and/or gift as outlined in the Gifts and Acknowledgement for Staff Policy will be followed.
4. The kindergarten/service/office will determine the format of poroporoaki/farewell, and the gift, dependent on the length of service of the staff member.

Tangihanga (process or rituals when Māori have died)

1. On the death of a member of the kindergarten/service community, staff will, in consultation with their Senior Teacher and/or the Chief Executive, determine the most appropriate way to pay their respects.
2. Should it be appropriate to visit a marae where the deceased is laying, staff will follow the kaupapa of the marae.
3. Children from a kindergarten/service shall not attend a funeral or tangi during session/operating hours and/or as a kindergarten group without the teachers seeking the permission of the Chief Executive.
4. In the case of the death of a staff member or child attending the kindergarten/service, the Senior Teacher and/or Chief Executive will be notified immediately. Appropriate ways to pay respects in each instance will be determined by senior staff in collaboration with the kindergarten/service staff and community.
5. The following are some points to be taken into account in different settings or contexts:

Tangihanga at Marae

- Dress code
- Karanga
- Whaikōrero
- Mōteatea
- Koha
- Hariru (hongī, handshake or kiss/hug)
- Cup of tea

Tangihanga at House

- Flowers
- Hariru people in the room
- Mihimihi
- Waiata
- Koha to whānau

Tangi (service or funeral)

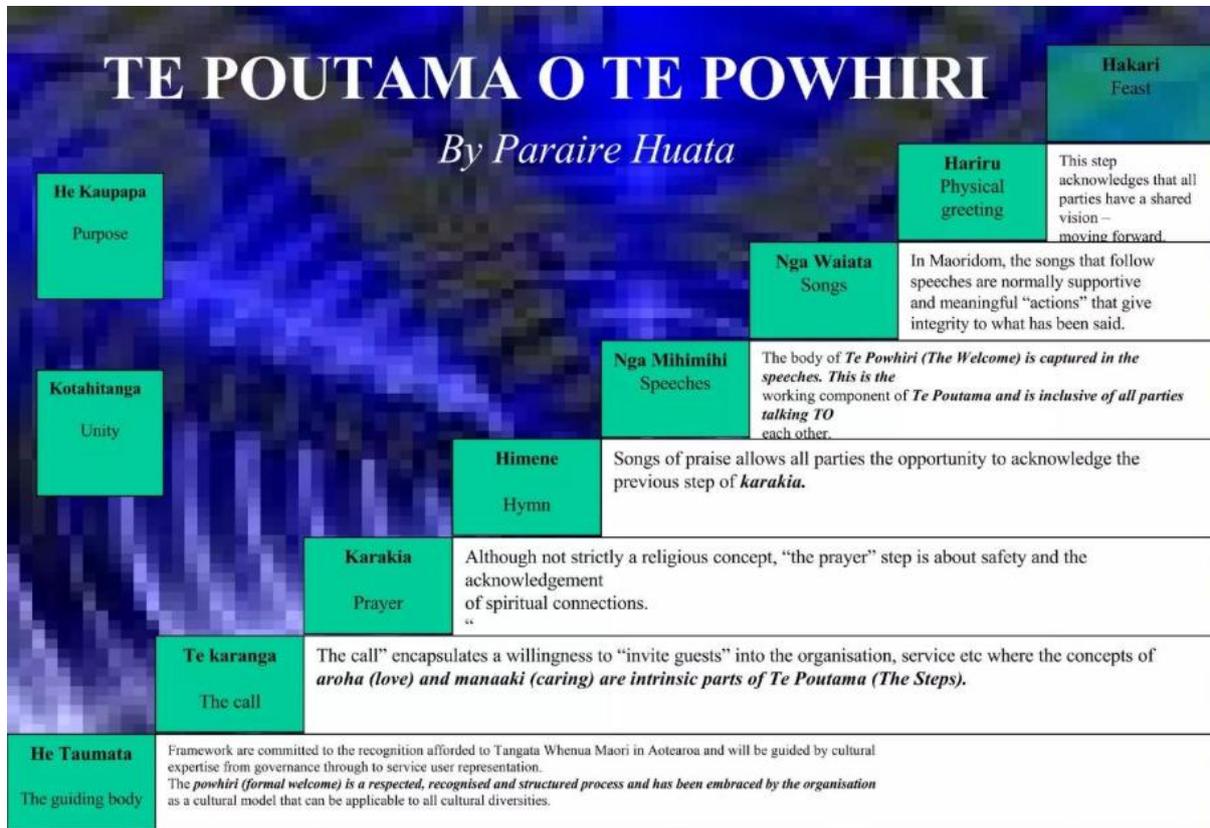
- Card/flowers
- Speech
- Waiata
- (Acknowledgement)





Te Poutama

i: Diagram of Te Poutama Model developed by Paraire Huata.



Te Poutama o te Pōwhiri

The Steps of a Formal Pōwhiri:

Key concepts are aroha and manaakitanga

1. Te Karanga (the call) - encapsulates the willingness to invite guests into the organisation:
 - Kaikaranga (person calling) - “Haeremai, Haeremai, Haeremai”,
 - Haka Pōwhiri - “Hei runga hei raro”.
2. Whaikōrero (speeches) - the body of a pōwhiri is captured in the speeches - the working component of Te Poutama and is inclusive of all parties talking to each other.
3. Mōteatea/Ngā Waiata - the songs that follow speeches are normally supportive and meaningful actions that give integrity to what has been said.
4. Hariru (physical greeting) - this step acknowledges that all parties have a shared vision - moving forward. It can be either a hongī (touching of noses and handshake) or a kiss on the cheek and handshake.
5. Hakari (feast) - this step is when food is shared to break the tapu.





The Steps of an Informal Pōwhiri

Key concept is manaakitanga

1. Karakia - are Māori incantations and prayers used to invoke spiritual guidance and protection. They serve various purposes, such as ensuring favourable outcomes for important events like tangihanga (funerals) and hui (meetings). Karakia are also a way to communicate with the spiritual realm and can be used to set intentions or acknowledge significant moments in life. Overall, they are an essential aspect of Māori culture and spirituality.
2. Nga Mihimihi (Speeches) - the body of a pōwhiri is captured in the speeches - the working component of Te Poutama and is inclusive of all parties talking to each other.
3. Ngā Waiata - the songs that follow speeches are normally supportive and meaningful actions that give integrity to what has been said.
4. Hariru (physical greeting) - this acknowledges that all parties have a shared vision - moving forward.

Groups of Children Visiting

Key concept is manaakitanga

Where a kindergarten may visit another kindergarten, or a primary school group visits the kindergarten for the first time, the process should be led by the children. To this end, children may mihi to other children and be part of the paepae. Kindergartens should determine the kaupapa in consultation with whānau and the place you are visiting.

The following are points to consider for welcoming in different contexts:

Formal Pōwhiri

-Karanga
-Whaikōrero
-Waiata
-Hariru, Hongi
-Hakari

Informal Pōwhiri

-Karakia
-Himene
-Mihimihi
-Hariru
-Refreshments

Child-led Pōwhiri

-Mihimihi
-Waiata
-Hariru
-Refreshments

