

# He Korowai Tikanga

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*My Mahi Handbook*

Mana Ātea

TIKANGA-LED SUPPORT



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# He mihi

## ***Ngā mihi maioha ki a koutou katoa***

This *pukapuka*, *He Korowai Tikanga*, is a cloak of practices *tikanga* (practices and protocols) designed to support and guide you in your *mahi* (work).

Wrapped within this *korowai*, you will find:

- Information about your pay, leave, and entitlements.
- Our expectations for a safe, respectful, and supportive place of mahi, including kawa (policies) on abuse, drugs, alcohol, and security.
- How to raise concerns, *ōu tika* (rights), and your voice if something's not right.
- Guidance for when it's time to move on to new opportunities.

Like a *korowai*, these guidelines are here to provide strength, support, and structure as we mahitahi (work together).

Use this *pukapuka* to understand your rights and responsibilities, and never hesitate to ask for help.

***Kia kaha, kia maia, kia manawanui*** – be strong, be brave, and persevere.

*Āku mihi nui,*



Rangī Pouwhare  
Poumanukura



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## He Mihi | Welcome

### He waka eke noa

*We are all in this together*

#### 1.1 Nau Mai, Haere Mai | Welcome

Nau Mai to Mana Ātea!

We're excited to have you as part of our whānau. This handbook will help you understand our values, mahi, culture, and expectations.

#### 1.2 Ngā Kōrero Whakamārama | About Mana Ātea

Mana Ātea (formerly My Place Aotearoa) support whānau through a tikanga-led approach. This means supporting whānau in a way that respects who they are, where they come from, and what they believe in. We work alongside whānau to ensure they receive the tautoko they need from Poumahi they know and trust.

We mahi with compassion, respect, and a commitment to mana motuhake for whānau.

We uphold our mātāpono:



##### **Mana Tangata**

*Whānau we awahi are at the centre of everything we do*



##### **Mana Whānau**

*We listen and respect the voice of whānau*



##### **Mana Kotahitanga**

*We work together with a collective and holistic approach for whānau*



##### **Mana Mātauranga**

*Whānau are informed, supported and empowered*

**Mana Ātea**

TIKANGA-LED SUPPORT

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### 1.3 Kaupapa | Purpose of He Korowai Tikanga

He Korowai Tikanga has three main kaupapa.

- **Guide:** It explains our kawa and tikanga.
- **Inform:** It tells you about your rights and protections.
- **Compliance:** We expect everyone to follow these guidelines. Breaking the kawa and tikanga could lead to disciplinary action.

If you have any pātai (questions), please kōrero to the Poumahi you report to.  
We are here to help if you need awahi.

### 1.4 Tō Mahi | Your Role

Your mahi is essential to support whānau we awahi. We trust you to mahi with kindness and respect, always keeping the needs and preferences of the whānau we awahi in mind. Follow all guidelines and report any concerns.

### 1.5 Ōritetanga | Equality

We believe in fairness and equal opportunity for everyone. Discrimination, harassment or unfair treatment is not allowed and could lead to disciplinary action.

### 1.6 Kōrero Whānui | General

He Korowai Tikanga is updated from time to time. It doesn't form part of your contract, however, it helps guide how to understand your rights and responsibilities at mahi.



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## Whakamōhiotanga | What you need to know

### Ehara taku toa i te toa takitahi, ēngari he toa takitini

*My strength is not as an individual, but as a collective*

#### 2.1 Poipoiā | First Three Months of Mahi

If you are a new Poumahi, you will have a trial period. It will be in your employment agreement. During this time, your mahi performance and suitability will be reviewed. If your mahi is not suitable, Mana Ātea may end your mahi or extend the trial period.

If your mahi is ended you cannot raise a personal grievance.

Mana Ātea may not apply all disciplinary and performance procedures during your Poipoiā.

#### 2.2 Ngā Wā o te Mahi | Hours of Mahi

You may be asked to mahi any day from Monday through to Sunday. The usual business hours are 9:00am to 5:00pm, however, these hours may change.

#### 2.3 Ngā Wā Whakatā | Rest and Meal Breaks

We provide rest and meal breaks as per Employment Relations Act 2000. The number and length of breaks depend on your shift.

Duration of shift	Break entitlement
Between 2 and 4 hours	10-minute paid rest break
Between 4 and 6 hours	One 10-minute paid rest break and 30-minute unpaid meal break
Between 6 and 8 hours	Two 10-minute paid rest breaks and 30-minute unpaid meal break

If you mahi more than 8 hours, you will get additional breaks. Breaks will be spaced as evenly as possible, however, flexibility may be needed.

If you want different break times, please request it in writing and we will review your request.

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## **2.4 Te Tūreiti me te Ngaro i te Mahi | Being Late and Absent**

Be on time for mahi and follow any time keeping rules. If you're going to be late, let the Poumahi you report to know as soon as possible, ideally before your start time.

Lateness or unauthorised absence may result in disciplinary action and/or loss of pay.

Let us know if you are sick.

Repeated lateness or unapproved absences may result in disciplinary action or loss of pay.

## **2.5 Nau Mai Haere Mai | Induction**

When you start mahi you will go through Nau Mai Haere Mai within the first month to learn about our whakapapa, our kawa and tikanga, and expectations of mahi.

## **2.6 Wānanga | Training**

When you start mahi, you will get wānanga for your mahi. If your mahi changes, you will also be expected to attend any wānanga needed for those new tasks.

## **2.7 Wānanga Whakaaetanga | Training Agreement**

Mana Ātea encourages Poumahi to take part in wānanga to grow in their mahi. If Mana Ātea pays for wānanga, you may need to sign a wānanga whakaaetanga. If you leave Mana Ātea, you might need to pay back some wānanga costs, depending on the agreement.

## **2.8 Muka Mahi | Outline of Duties**

Your Muka Mahi may change based on the needs of Mana Ātea and your skills.

## **2.9 Poutama Mahi | After 12 Months**

Mana Ātea regularly checks your performance to support your strengths and development. Reviews happen in the first 3 months and around each year of your mahi anniversary.

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### **2.10 Nekeneke o te Mahi | Being Flexible**

You may be asked to help with different mahi when needed, like covering for others during holidays.

### **2.11 Oreore | Working at Other Sites**

You may be asked to mahi at other Mana Ātea or whānau sites within a reasonable distance. This is important for the smooth running of Mana Ātea.

### **2.12 Whakawātanga me ngā Hara | Convictions and Offences**

If you are charged or convicted of an offence, inform Mana Ātea immediately. Police checks are done for all Poumahi.

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## Utu | Your Pay

### Ma te huruhuru ka rere te manu

*Feathers allow the bird to fly*

#### 3.1 Whakatātaki | Introduction

##### i. Utu | Payment

Pay is processed every two weeks and should arrive in your bank account the next day, depending on your bank.

You will receive a payslip showing the total amount of your pay and any deductions, such as tax or Kiwisaver.

If you have any pātai about your pay, please kōrero to the Poumahi you report to.

##### ii. Utu runga ake | Overpayments

Pay is processed every two weeks and should arrive in your bank account the next day, depending on your bank.

##### iii. Hāora tuwhene | Overtime

If you mahi extra hours beyond your usual schedule, you must get approval from the Poumahi you report to first. You will not be paid for overtime without this approval.

If you mahi extra hours to fix your own errors, these are considered reasonable additional hours and are usually not paid as overtime.

##### iv. Arotake utu | Pay reviews

Pay is reviewed each year, however there is no guarantee that your pay will increase.

#### 3.2 Te Kore Mahi | No Mahi

If there is a temporary shortage of mahi, Mana Ātea will try to keep you employed. With your agreement, you may be placed on reduced hours, or, temporary leave.

- If you agree to reduced hours, your pay will be adjusted according to the hours you mahi.
- If you agree to temporary leave, it will be unpaid unless you choose to use any leave you have saved.

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### 3.3 Tū Ki Raro | Stand Down

Mana Ātea may send you home if there is no useful mahi for you to do, or for one of the following:

- Equipment breakdown.
- Industrial action.
- Situations beyond our control, such as natural disasters and pandemics.
- Not attending Nau Mai Haere Mai within the required period of starting mahi.

This list includes examples, however other situations may apply. Mana Ātea will discuss any stand-down period with you in advance. Generally, you will not be paid for this time.

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## Wā Whakatā | Annual Leave

### Hoki atu ki ō maunga kia purea koe e ngā hau o Tāwhirimātea

*Return to your mountains to be refreshed by the winds of Tāwhirimātea*

#### 4.1 Ngā Hararei ā Tau | Annual Leave

You earn annual leave as per the Holidays Act 2003, unless your employment agreement states otherwise. Mana Ātea encourages you to take all your holiday leave within the year.

You need to apply for leave via the Smartly app and get approval from the Poumahi you report to before making any holiday plans.

You must give at least four weeks' notice if taking a week or more of leave and one week's notice for single days off.

Annual leave is usually given on a "first come, first served" basis, while ensuring enough Poumahi are available.

Unless agreed otherwise, your holiday pay will be included in the normal pay cycle during your leave period.

During busy times Mana Ātea may not be able to approve leave requests.

Only a limited number of Poumahi can be on leave at the same time.

#### 4.2 Hararei Tūmatanui | Public Holidays

You're entitled to public holidays as per the Holidays Act 2003, unless your employment agreement states otherwise.

Because of the nature of Mana Ātea mahi, you may sometimes need to mahi on public holidays. You will be notified in advance if this is required.

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## Te Māuiui | Sick Leave

### Hoki atu ki ō maunga kia purea koe e ngā hau o Tāwhirimatea

*Return to your mountains to be refreshed by the winds of Tāwhirimatea*

#### 5.1 Ngā Painga | Entitlements

You're entitled to sick leave pay according to the Holidays Act 2003, unless your employment agreement says otherwise.

Permanent Poumahi earn up to ten days of sick leave per year, available after six months of mahi.

Fixed-term and casual Poumahi also qualify if they meet the required mahi hours under the Holidays Act 2003.

You can use sick leave if:

- You're unwell or injured.
- Your spouse or partner is unwell or injured and you need to care for them.
- A dependent in your care is unwell or injured.

#### 5.2 Whakamōhio I Te Wā O Te Mauiui | Letting Us Know

You must inform Mana Ātea by phone on the first day of illness, ideally at least an hour before your mahi begins.

Texts and other electronic messaging are not acceptable as the first method of notification.

Each day of absence should be reported unless you have a doctor's certificate. For extended illness (over seven days), you need to update Mana Ātea weekly.

#### 5.3 Whakawātea | Time Off

A medical certificate or statutory declaration is required if:

- You're absent for three or more days in a row.
- You take a single day off before or after a public holiday, weekend or non-working day.

Mana Ātea may request a doctor's certificate for any single day of absence and will notify you if needed.

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#### **5.4 Hoki ki te Mahi | Returning**

Let the Poumahi you report to know of your return to mahi date if it changes.

You may be asked to attend a return to mahi interview to check your health and fitness for mahi.

A doctor's certificate stating fitness for mahi may be required, especially if the illness/injury occurred at mahi.

If you've had an infectious or contagious illness, you need a doctor's clearance before returning.

#### **5.5 Ngā Kōrero Whānui | General**

A medical certificate does not guarantee that your absence will be accepted. Excessive absences can impact Mana Ātea operations.

Unacceptable patterns of sick leave may lead to disciplinary action.

Mana Ātea may request permission to contact your doctor or arrange for an independent medical exam if necessary.



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## Ētahi Atu Wehenga | Other Leave

### Hoki atu ki ō maunga kia purea koe e ngā hau o Tāwhirimātea

*Return to your mountains to be refreshed by the winds of Tāwhirimātea*

#### 6.1 Wehenga Mātua | Parental Leave

If you're planning for a new baby or adoption, let the Poumahi you report to know early so you can kōrero about your leave options.

Parental leave is unpaid, unless your contract says otherwise.

You may be eligible for government-funded paid parental leave (check with the Inland Revenue Department).

Please give at least three months notice before the birth or adoption, along with a medical or adoption certificate, your planned parental leave start date, how long you will be away, when you plan to return, and any leave details for your partner.

Mana Ātea will keep your mahi open for you if your leave is under four weeks; for longer leave we'll discuss finding a temporary replacement if needed.

#### 6.2 Wehenga Poumahi Pūmau | Primary Carer Leave

If you are the main caregiver and meet the required hours, you're entitled to primary care leave under the Parental Leave and Employment Protection Act. This may also apply to a non biological caregiver in some cases. The leave must be taken all at once and can last up to 26 weeks.

If you're not eligible, you can request this leave under the Act..

#### 6.3 Wehenga Mō Tō Hoa | Partner's Leave

If you're the partner of the primary caregiver and *meet employment criteria*, you may be able to take partners leave. Please let us know as early as you can.

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#### **6.4 Tangihanga** | Bereavement Leave

Permanent Poumahi can take three days off if a close whānau member passes away or in cases of pregnancy loss.

One paid day may be available if someone else close to you passes and you have responsibilities or cultural duties related to the death.

Fixed term and casual Poumahi need to meet minimum *mahi hours to qualify*.

#### **6.5 Whānau Tūkino** | Family Violence Leave

If you're affected by whānau tūkino you can request up to ten days of leave each year, after six months of continuous mahi. Proof may be needed to qualify for paid leave.

#### **6.6 Ratonga Whakawā** | Jury Service

If you're called for jury service, you can take unpaid time off. Let the Poumahi you report to know when you receive the summons and return to mahi if you're not selected or once your service is complete.

#### **6.7 Whakawātea** | Time Off

Try to schedule medical or dental appointments outside of mahi hours. If that is not possible, unpaid time off may be arranged.

#### **6.8 Whakatā Rā Whānau** | Birthday Leave

Once you have been with Mana Ātea for a year of continuous mahi you can be paid a day off for your rā whānau. If your birthday falls on a non- mahi day, you can take the nearest workday off instead.

Birthday Leave is a special benefit to celebrate rā whānau and recognise the importance of your mahi and hauora. It cannot be saved, transferred, carried forward or cashed out.

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## Mana Ātea Tūmanako | What we expect from you

### Whiria ngā kōrero

*Weave the words and procedures together*

#### 7.1 Whakahou Taipitopito Whaiaro | Updating Your Personal Details

Please let us know if any of your personal details change (like your name, address, phone number, or emergency contact). This helps us keep our records accurate.

#### 7.2 Mahi Tuarua | Taking On A Second Job

If you are thinking about a second job opportunity or starting a side business, talk to the Poumahi you report to first. We will have a kōrero if it could affect your mahi at Mana Ātea, any conflict of interest, or health and safety. If we can't approve it and you go ahead anyway, it could lead to disciplinary action.

#### 7.3 Whakapae Pānga | Avoiding Conflicts Of Interest

You should not be involved in any outside activities that might clash with Mana Ātea interests. If there is a potential conflict we may adjust your mahi or shifts.

#### 7.4 Kākāhu Me Te Āhua | Dress And Appearance

Please come to mahi looking professional, clean, and well groomed. Dress appropriately for your mahi and make sure any offensive tattoos are covered. If you have PPE (like safety gear), please wear it when needed.

#### 7.5 Ngā Utu | Reimbursing Your Expenses

We will reimburse you for any reasonable expenses you've had for mahi, as long as the Poumahi you report to approves them and you keep your receipts.

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### **7.6 Poumahi Taonga | Keeping Personal Items Safe**

We can't be responsible for any personal belongings you bring to mahi. It's best not to bring valuable items, especially overnight.

### **7.7 Ngā Taputapu | Using Phones and other Devices**

Mahi phones, computers, laptops and other devices are mainly for business use, though some personal use is fine if it's reasonable. If you use a Mana Ātea device too much for personal reasons, you may need to pay for it, and it could lead to disciplinary action. Personal phone use should be limited and not interrupt mahi

### **7.8 Ngā Koha | Accepting Gifts or Gratuities**

Please do not accept gifts over \$20 from anyone connected with Mana Ātea without telling the Poumahi you report to. Not reporting it might be treated as serious misconduct.

### **7.9 Kōrero ki te Pāpāho | Talking to the Media**

If someone from the media reaches out to you, please don't share any information. Just take their details and pass them on to the Poumahi you report to.

### **7.10 Whano i te Mahi | Behaviour at Mahi**

Treat everyone – your colleagues, whānau, whānau whanui, and members of the public – with respect and kindness at mahi. Any rude or inappropriate behaviour could lead to disciplinary action.

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## Whakatūpato | General Safety and Security

### He taonga nui te tūpato

*Caution is highly prized*

#### 8.1 Tika O Te Tono Ki Te Rapu | Searches

We may need to search you or your property (like your vehicle) while you're on our premises or doing your mahi. When possible, a colleague of your choice can be present during the search, as long as they're available on site at that time. You might be asked to empty your pockets, bags, vehicles etc. You have the right to say no to a search, however refusing may be seen as not following a reasonable instruction, which could lead to disciplinary action. We may also involve the police if necessary.

#### 8.2 Kawa Hangarau me te Rorohiko | IT and Computer Policy

##### i. Mahi Rorohiko | Computer Use

To keep our IT systems secure and effective, please follow these rules:

- Only authorised Poumahi can use Mana Ātea computers.
- Use only approved software needed for mahi purposes.
- Don't bring software in or take out without prior permission.
- Don't access or copy any IT systems or equipment without authorisation.

##### ii. Ngārara Haumarū | Virus protection

To avoid viruses:

- Don't use unauthorised software, free software from the internet, or downloads.
- Virus check any software before using it on Mana Ātea computers.

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### iii. **Ipurangi kawa** | Internet kawa

This kawa ensures the internet is used appropriately for mahi. You're encouraged to use it for professional activities, like research or staying updated on industry news. Remember to:

- Only release information relevant to your mahi, with a disclaimer if it's a personal view.
- Avoid accessing or sharing offensive or non related material.

Mana Ātea does not tolerate inappropriate internet use, including:

- Visiting risky websites that may introduce viruses or infringe on copyright.
- Using mahi devices for illegal or inappropriate purposes.
- Using social media in breach of Mana Ātea social media kawa.
- Connecting personal devices to Mana Ātea network without permission.
- Accessing offensive content or attempting to hack or compromise Mana Ātea IT security..

### iv. **Īmēra** | Email

Using mahi email properly can boost efficiency. When using email for mahi:

- Follow Mana Ātea communication standards.
- Only email people who need to know.
- Avoid using email as a replacement for kanohi ki te kanohi hui or calls.
- Avoid inflammatory or hasty emails which may cause misunderstandings.
- Ensure confidential information stays protected.

Mana Ātea won't allow the use of mahi email for unofficial purposes, such as:

- Bullying, harassment or sending offensive material.
- Sending personal messages, social invitations or jokes.
- Accessing gambling sites or sending copyrighted content.

Unauthorised or inappropriate use of email may result in disciplinary action.

### v. **Tirotiro** | Monitoring

Mana Ātea considers any data on its system as mahi-related and reserves the right to monitor it without notice. This includes:

- Checking websites visited, time spent online, downloaded/uploaded material, and emails. This monitoring ensures compliance with Mana Ātea kawa, and any findings may be used in disciplinary cases.

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### 8.3 Pāpori Pāpāho | Social Media

To protect privacy and professional boundaries:

- Don't share mahi-related information or anything that could identify whānau, colleagues, or Mana Ātea relationships on social media.
- Avoid posting mahi-related content without permission, whether during or outside of mahi hours.
- Don't use social media during mahi time, on any device.

Breaking this kawa may lead to disciplinary action.

### 8.4 Moumou | Minimising Wastage

We aim to keep waste to a minimum – this helps Mana Ātea run smoothly and efficiently. You can support this by being mindful in your mahi such as:

- Handling machines, equipment and supplies carefully.
- Turning off lights and heating when not needed.
- Keeping doors closed when possible.
- Printing double sided, and re-using scrap paper.
- Asking for other mahi if you finish early.
- Starting promptly at mahi and after breaks.

Additionally:

- If you cause damage to vehicles, stock or property due to carelessness, negligence or vandalism you may need to cover part or all of the repair or replacement costs.
- If Mana Ātea suffers a loss due to not following kawa, tikanga or poor mahi standards, you may need to cover part or all of the loss.
- If you're at fault in an accident while driving a Mana Ātea vehicle, you might have to pay the insurance excess. If you don't pay, Mana Ātea has the right to deduct these costs from your pay.

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## Ngā Waka | Motor Vehicles

### E hoa mā kia tūpato

*Friends be on your guard*

#### 9.1 Ngā Whakaritenga Whānui | General Requirements

You may be required to use a motor vehicle to enable you to efficiently perform your mahi. When travelling for mahi, the vehicle is considered a workplace and Mana Ātea acknowledges the health and safety obligations in this context. Mana Ātea will ensure that company motor vehicles are registered and insured in compliance with relevant legislation.

#### 9.2 Tō Waka | Your Vehicle

When using your personal vehicle for mahi, you are responsible for ensuring it is roadworthy and presentable. You are responsible for the registration, insurance and servicing of any private vehicle used for mahi.

While driving your vehicle for mahi, it must be kept clean, free of rubbish and personal items, and in safe, good working order.

You are responsible for washing the vehicle, and maintaining appropriate levels of oil, water and tyre pressure.

#### 9.3 Hoki Whakamuri | Reversing

When reversing a truck, loaded van or any vehicle where, visibility is obstructed due to a load or conditions, you must use a spotter. Any damage caused by reversing without a spotter may be considered negligent.

#### 9.4 Whaina | Fines

Mana Ātea is not responsible for any fines (e.g. parking, speeding, tolls etc) incurred by you. If Mana Ātea receives a fine on your behalf, it may be paid by Mana Ātea and the cost deducted from your wages owing.

#### 9.5 Utu | Tolls

Unless otherwise arranged in writing, Mana Ātea will only reimburse tolls used on Mana Ātea business. Any tolls for personal use may be deducted from your wages.



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## 9.6 Aitua Whakahaere | Accident Procedure

If you are involved in an accident, follow emergency procedures and notify the Poumahi you report to as soon as possible.

## 9.7 Ngaronga | Loss

If a Mana Ātea vehicle is stolen, notify the police and Mana Ātea immediately including details of any contents. If any contents are stolen, notify the police and Mana Ātea immediately.

Please note that only Mana Ātea property is insured by Mana Ātea; you should arrange insurance for your personal belongings. Always secure the vehicle and contents, activate any alarm system, and store items out of sight when possible. Negligence in securing the vehicle may result in you being held responsible for any losses.

## 9.8 Mahi Whakaaetanga | Permitted Use

Mana Ātea vehicles are to be used for authorised business purposes only, unless prior arrangements have been made for private use. Vehicles may not be used for carrying passengers for hire, any motoring sport, or other unapproved activities.

During periods of leave, you may be required to return the vehicle to Mana Ātea unless otherwise agreed.

## 9.10 Whaiaro Taunahatanga | Personal Liability

In the event of an at fault accident while driving a Mana Ātea vehicle, or if damage is caused due to your negligence, Mana Ātea reserves the right to require you pay for repairs or cover the insurance excess.

At fault incidents may also lead to disciplinary action or withdrawal of vehicle use privileges.

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## Tāwharau | I am protected from abuse

### Mehemea he raruraru ka kitea, me wewete e koe

*If you see trouble free yourself*

#### 10.1 Whakatātaki | Introduction

At Mana Ātea, we want everyone to feel safe, happy, and respected at mahi. We don't allow bullying or harassment here – no one should feel scared or uncomfortable.

These guidelines help you know what's okay and not okay at mahi. We expect everyone to follow them.

Bullying or harassment is not allowed here.

We know bullying and harassment can happen at mahi or even outside of mahi. These behaviours can make people feel stressed and hurt, and it can affect their health, confidence, and mahi.

#### 10.2 Whakatoī | Harassment

Harassment is any behaviour that someone doesn't want and that makes them feel uncomfortable. It can be physical, like touching, or non physical, like hurtful comments. Harassment can be based on things like age, disability, gender, whānau, race, religion, or sexual orientation.

Even one incident of harassment is not okay.

Some examples of harassment are:

- Making hurtful jokes.
- Rude comments about someone's looks.
- Leaving someone out on purpose.
- Showing offensive pictures or writing.
- Unwanted touching.
- Threatening or using abusive words.

If someone is found harassing others, they may face disciplinary action, which could mean losing their mahi with Mana Ātea.

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### 10.3 Whakaweti | Bullying

Bullying is when someone repeatedly acts in an unkind, offensive, or unreasonable way toward someone else, making them scared or hurt. Even a single act of bullying is not acceptable here.

Bullying can happen at mahi or outside of mahi, like at mahi events or trips. It can harm a person's physical and mental health.

Examples of bullying include:

- Using offensive language.
- Unfairly criticising someone.
- Threats whether physical or emotional.
- Leaving someone out on purpose.
- Spreading harmful rumours.
- Keeping information or resources from someone that they need for their mahi.

If someone is found to be bullying others, they may face disciplinary action, which could include losing their mahi with Mana Ātea.

### 10.4 Whakahaere Amuamu | Bullying and Harassment Complaint Procedures

#### i. Amuamu Ōpaki | Informal complaint

If you feel like you've been bullied or harassed and want to talk about it, you can kōrero with a colleague you trust.

If the bullying or harassment is minor, you might want to tell the person directly that their behaviour isn't welcome and ask them to stop. If you'd prefer, you can give them a written note instead, and a colleague you trust can help with this.

#### ii. Amuamu Ōkawa | Formal complaint

If the informal approach doesn't work, or if the problem is serious, you can make a formal written complaint to Mana Ātea. A trusted colleague can help with this.

Your complaint should include:

- The name of the person involved.
- What happened.
- When it happened.
- Name of any witnesses.
- Anything you've done to try and stop it.

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Once you've made a formal complaint, we may separate you from the other person to allow for a fair investigation. This might mean moving them to a different area or suspending them with pay while we look into it.

We will set up a hui with you to kōrero what happened, and you can bring a support person if you'd like. Everyone involved will be asked to keep details private.

Within ten working days, we'll send a written report with the outcome to you and the other person involved.

### **10.5 Kōrero Whānui | General Notes**

If the investigation shows that bullying and harassment did happen, we'll take action against the person responsible.

You won't be punished for bringing a complaint. However, if the complaint is found to be false and made to cause harm, disciplinary action may be taken.

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## Tarukino Me te Waipiro | Drugs and Alcohol

### Māu anō e tō mai te ōranga ki a koe

*Only you can create your own wellness*

#### 11.1 Kawa Kore Kātaki | Zero Tolerance Policy

At Mana Ātea we have zero-tolerance kawa on drugs and alcohol. This means that no one is allowed to be at mahi under the influence of drugs and alcohol. Keeping our place of mahi safe and respectful for everyone is top priority.

If someone does not follow this kawa, it could lead to disciplinary action, which may include losing your mahi at Mana Ātea.

Mana Ātea understands that alcohol and drug problems can happen, and we encourage anyone who needs help to reach out to a support group or organisation.

For Poumahi and Manuhiri, it's important to stay clear headed and able to mahi safely at all times. At Mana Ātea events, alcohol may be allowed, however, everyone is encouraged to drink responsibly. No one should get drunk or behave inappropriately.

#### 11.2 Rongoā Whakaritea | Prescribed/Over-The-Counter Medication

If you are taking rongoā (prescribed/over-the-counter) that might affect your mahi, please let the Poumahi you report to know as soon as possible. You might be asked to show a medical certificate to confirm that you are fit to mahi or to outline any restrictions.

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### 11.3 Tirotiro | Screening

Mana Ātea may require drug and alcohol testing for Poumahi. Testing can happen:

- Before you start mahi with us.
- If there is a reason to believe you might be impaired at mahi.
- After an incident or accident.

Random testing can also happen at any level of Mana Ātea.

Here are some things that could lead to disciplinary action, including losing your mahi, if you:

- Are sent home due to impairment or suspicion of impairment.
- Test positive for drugs or alcohol.
- Have any amount of alcohol or drugs in your system during hours of mahi.
- Refuse to take a drug or alcohol test.
- Have illegal drugs with you at mahi or in Mana Ātea vehicles.

If you mahi at a whānau site that does regular or random drug and alcohol testing, you will need to participate in that testing.

If you're suspected of being under the influence, you may be asked to take a test. Testing positive or refusing a test can lead to disciplinary action, which could include losing your mahi with Mana Ātea.

If you test positive or refuse a test, you may need to leave mahi immediately. When you're no longer affected by drugs or alcohol, you'll need to check in with the Poumahi you report to, to kōrero what happened. They will let you know when you can return to mahi and share any necessary follow-up steps.

### 11.4 Kawa Auahi Kore | Smokefree Workplace Policy

Smoking and vaping are not allowed on Mana Ātea premises or in Mana Ātea vehicles. You can only smoke or vape in designated areas during your breaks. Please always dispose of cigarette butts safely.

Poumahi should not smoke around whānau at any time and should turn down any offers to smoke from whānau we awhi.

If you're working at a different site, follow the smoking rules for that location.

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## Āwhiowhio | Letting us know

### **He aha te kai a te rangatira? He kōrero, he kōrero, he kōrero**

*What is the food of a leader? It is communication, communication, communication*

If you think Mana Ātea or any of its Poumahi is involved in something wrong, like:

- Breaking the law.
- Ignoring legal obligations.
- Putting someone's health and safety at risk.
- Harming the environment.
- Hiding any of this information.

Please kōrero about your concerns to the Poumahi you report to first. They will handle the matter confidentially.

If you're not satisfied with the response you can raise your concerns with the right authority, like the police, New Zealand Transport Agency, the Environment Protection Authority, or Worksafe NZ.

You will be supported if you report a genuine concern. However, if someone makes a report in bad faith (for example to harm others or settle a personal issue), disciplinary action may follow.

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## Awhi Mahi | Supporting you in your mahi

### Mauria te pono

*Believe in your self*

#### 13.1 Whakatātaki | Introduction

Mana Ātea understands that, over time, you might find it harder to keep up with your mahi. This can happen if the mahi itself changes or if you're facing personal or health challenges.

#### 13.2 Whakapakari Āhua | Job Changes Or Performance Concerns

If we are concerned about your ability to do your mahi, or if your mahi changes, we'll kōrero with you to make sure you know what's expected and provide any needed wānanga and support. We'll first kōrero these concerns informally and give you time to improve.

If you still have difficulties, we'll give you a written warning about the importance of improving. If needed, we'll look at the possibility of transferring you to more suitable mahi. If things don't improve over time and we can't find a better fit, we may have to end your mahi with appropriate notice.

#### 13.3 Ngā Pānga Whaiaro/ Hauora | Personal Or Health Issues

Sometimes, health or personal issues don't stop you from coming to mahi however, make it hard to do your mahi. In these cases, we may need to get expert advice on your health. We'll usually ask for a report from your doctor, with your permission, so we can understand your situation better. Once we have all the information, we'll kōrero with you to decide on the best way forward – whether you stay in your mahi or move to mahi that's a better fit for you.

If you need to take time off due to illness or personal circumstances, we'll look into when you might return to a regular attendance pattern. Again, we may ask for medical advice to guide us in making the right decision for your future with Mana Ātea.

#### 13.4 Poumahi Ratonga | Short Service Employees

For new Poumahi, we may adapt this process based on your length of service with us.



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## Ārahi Tika | When rules are broken

### I ōrea te tuatara ka puta

*A problem is solved by continuing to find solutions*

#### 14.1 Whakatātaki | Introduction

This outlines the standards of behaviour expected by Mana Ātea and the steps we follow for any disciplinary issues. Our goal is to encourage improvement, ensuring fairness and understanding in any actions taken. We reserve the right to update these rules when necessary, and you'll always have a chance to present your side.

The kawa ensures that:

- The right steps are followed if you're asked to attend a disciplinary hui.
- You clearly understand the behaviour and performance expected.
- Any needed disciplinary actions are fair, prompt and consistent.
- You will not be disciplined without a thorough investigation and an opportunity to explain.
- You can have a support person with you during all formal hui.
- Dismissal will only happen after repeated issues or serious misconduct.

Sometimes temporary suspension might be needed to allow for an uninterrupted investigation, however this isn't a penalty.

#### 14.2 Kupu Ārahi | Disciplinary Rules

While we can't list every possible rule or offence that might lead to disciplinary action – since they may differ depending on the nature of the mahi – the examples of unsatisfactory conduct, misconduct, and serious misconduct provided in this kawa serve as general guidance.

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### 14.3 Ture Whakatūpato | Rules And Misconduct

While we can't list every rule, some examples of behaviour that could lead to disciplinary action include:

- Not following health and safety kawa and tikanga.
- Actions that put health and safety at risk.
- Repeated absenteeism or lateness.
- Low mahi quality or not meeting standards.
- Disrespect or harassment toward others.
- Misusing Mana Ātea resources, like email or social media.
- Ignoring instructions or damaging property.

### 14.4 Mahi Hīanga | Serious Misconduct

Serious misconduct may result in immediate termination without prior warnings.

This includes however, not limited to:

- Theft or fraud.
- Physical violence or bullying.
- Intentional property damage.
- Discrimination or harassment.
- Drug possession, or impairment at mahi.
- Serious health and safety breaches.

### 14.5 Ārahi Tika Whakahaere | Disciplinary Process

Disciplinary actions may follow this sequence:

Offence	1st occasion	2nd occasion	3rd occasion	4th occasion
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Termination
Misconduct	Final written warning	Termination		
Serious misconduct	Termination			

We may adjust the process based on your length of service and the severity of the issue. In some cases, a final written warning could be issued immediately, though not an instant termination. Each warning stage gives a clear explanation of the issue and what needs to change.

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#### 14.6 Te Rōanga o te Whakatūpato | Duration Of Warnings

Warnings will generally expire after the following periods:

- i. **Formal verbal warning:** expires after a six-month period.
- ii. **Written warning:** expires after a 12-month period
- iii. **Final written warning:** expires after an 18-month period.

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## Te Reo Amuamu | I have the right to complain

### Hāpaitia te ara tika pūmau ai te rangatiratanga

*Foster the pathway of knowledge to strength and independence*

#### 15.1 Whakatātaki | Introduction

This kawa is here to guide you if you need to raise a personal grievance, such as issues with harassment or discrimination, so we can mahi together to sort things out.

A personal grievance could be about:

- Being dismissed (let go).
- Action taken by Mana Ātea against you.
- Feeling discriminated against.
- Feeling sexually harassed.
- Experiencing racial harassment.
- Feeling pressured because of union membership or non-membership.

If you have smaller complaints, you might want to kōrero with the Poumahi you report to first. Mana Ātea can decide on a case by case basis how to handle any issues raised. Some matters might be treated more as complaints rather than grievances. We handle grievances confidentially and there's no need to worry about retaliation.

#### 15.2 Ō Tikanga | Your Rights

If you have a grievance, you're entitled to have it addressed using this process.

There are two ways to approach it:

1. Informal Resolution: trying to solve the issue without proving if the complaint is true. It's more about quickly finding a solution.
2. Formal Resolution: Investigating the issue to determine if it actually happened and then taking steps to resolve it.

While we encourage informal resolutions first, you're welcome to choose the formal process if that feels more suitable.

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### 15.3 Tō Mana Whakahaere | Your Responsibilities

If you want to raise a grievance, please do it promptly and keep details private, sharing only with those involved in resolving the issue. You're also expected to cooperate with any investigation and attend hui as needed.

### 15.4 Whakahaere | Process for Raising a Grievance

Here is how you can go about it:

#### i. Whakatau Ōpaki | Informal resolution

If you feel comfortable, try to discuss the issue directly with the person involved. You can also talk to Mana Ātea if you need advice or just want to discuss it confidentially.

Alternatively, you can ask the Poumahi you report to, to kōrero informally to the person involved. This is a light touch approach where the Poumahi will remind them of workplace kawa and ask them not to repeat the behaviour.

Note: this isn't an investigation – just a quick way to handle things. If you want a full investigation, you'll need to go through the formal process.

#### ii. Whakatau Ōkawa | Formal resolution

If you want a formal investigation, submit your grievance to Mana Ātea in writing, including any evidence. This must be done within 90 days of the issue occurring. If it involves bullying or harassment, we'll follow the Mana Ātea bullying and harassment kawa.

If the grievance involves the Poumahi you report to or you're uncomfortable raising it with them, submit it to a more senior Poumahi. We'll then arrange a hui to understand your grievance in detail. After that, Mana Ātea will investigate and consider all available facts before making a decision, aiming to handle grievances fairly and consistently.

You'll be informed in writing about the outcome, and our decisions will be final.

If a grievance is found to be frivolous or vexatious (not made in good faith), it could be seen as serious misconduct, which may lead to disciplinary action.

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## Kōrero Haumarū | Keeping Information Safe

### Kia noho tapu te kupu

*Respect the sacredness of words/information*

#### 16.1 Whakatātaki | Introduction

At Mana Ātea, we take your privacy seriously. This kawa is here to make sure your personal information is handled carefully and kept private and confidential.

#### 16.2 Kohinga Whaiaro | Collecting Your Personal Information

We may collect personal information about you during the hiring process and throughout your time of mahi with us. Sometimes, this information may be shared within Mana Ātea, however, only for things like processing your application or administrative needs. We follow privacy laws and will only use this information for legitimate purposes.

Your personal information may include:

- Details about your hiring, training, discipline, or resignation.
- Information about ending your mahi.
- Mahi terms and conditions.
- Your contact details and emergency contacts.
- Details about your performance and behaviour.
- Your mahi hours, salary, or wages.
- Any trade union or professional memberships.
- Information about different types of leave you may take (annual, sick, maternity, etc).
- Your tax, banking, and retirement savings information.

We'll do our best to keep this information accurate, complete, and up to date. Please let us know if any of your information changes.

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### 16.3 Tō Mana Whakahaere | Your Responsibilities

Because we're serious about protecting privacy, we ask you to handle personal information responsibly. If you have access to other Poumahi information or information about whānau we awahi, you're expected to keep it confidential. This means you should not share or use it outside of relevant mahi related processes, even after you leave Mana Ātea.

Additionally, please don't discuss your own confidential employment details with other Poumahi or whānau we awahi.

If this Kawa is breached, there may be disciplinary action.

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## Te Ōritetanga | Everyone is Welcome

### Aroha ki te tangata, Ahakoa ko wai te tangata

*Love people, inspite of who they are*

#### 17.1 Kawa Kōrero | Statement Of Policy

At Mana Ātea, we believe that discrimination is unacceptable, and we are committed to equal opportunities for everyone. If this kawa is broken, it may lead to disciplinary action.

We want to make sure that no one – whether they're applying for mahi or already doing the mahi here – is treated unfairly because of age, disability, gender identity, marital status, pregnancy, political views, family background, race, religion, sex, or sexual orientation. We'll keep a neutral workplace where everyone feels safe and respected.

#### 17.2 Tono Tangata | Recruitment And Selection

When hiring, we are careful to avoid discrimination. We provide wānanga so that anyone involved in recruiting makes fair decisions, without conscious bias.

Promotions and advancements are based on merit, not personal bias. Job ads are placed in a way that doesn't favour any one group. All applicants are given a fair chance based on their ability to do the mahi.

If you're involved in hiring, you'll periodically review mahi requirements to ensure there's no unintentional discrimination. Interviews are ideally conducted by more than one person, and questions will focus only on what's necessary for the mahi.

#### 17.3 Ōritetanga | Equal Pay And Pay Equity

We follow the Equal Pay Act 1972, which means we will:

- Offer the same mahi terms, benefits, and opportunities for everyone with similar qualifications, regardless of gender.
- Ensure fair pay for the same or similar mahi, regardless of gender.
- Ensure that mahi done mainly by women are not paid less than if they were done by men with the same skills, experience, and effort.

If you believe your mahi is undervalued, you can make a pay equity claim. To do this, the claim needs to be in writing, with details like your name, mahi, and why you think your mahi is undervalued. Once we receive your claim, we'll contact you to kōrero the next steps.



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## Wehenga atu Mahi | When you leave us

### Mate atu he tetekura. Ara mai he tetekura

*As a frond dies away another grows in its place*

#### 18.1 Ngā Wehenga | Resignations

If you decide to resign, you must provide a written notice stating your reason for leaving.

#### 18.2 Mahi Whakamutunga Kaore He Pānui | Leaving Without Notice

If you leave without giving the required notice, as stated in your employment agreement, Mana Ātea may deduct the costs of covering your mahi during the notice period from your final pay.

#### 18.3 Whakahoki Taputapu | Returning Mana Ātea Property

When you leave, you must return any Mana Ātea property in your possession by your last day of mahi. If you don't return items in seven days, the cost of the items may be deducted from your final pay. Return all items to the designated person.

#### 18.4 Noho Ki Te Kainga | Garden Leave

If you or Mana Ātea gives notice to end your mahi, Mana Ātea may ask you to take 'gardening leave' for part or all of your notice period. During this time, you'll still receive your full pay and benefits, however, you may not need to come to mahi.

#### 18.5 Wehenga Atu Pātai | Feedback

When you leave us we may ask for your feedback about your time and experience with Mana Ātea, this is to help us understand where we do well and where we can improve and enhance our mahi.

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## Puka Tautoko | Acknowledgement Form

I

\_\_\_\_\_

(*please print name*) acknowledge that I received a copy of this **Mana Ātea He Korowai Tikanga** and that I have read and understood it.

\_\_\_\_\_  
**Waitohu** | Signature

\_\_\_\_\_  
**Rā** | Date: