



# Te Kohanga o te Whenua Hou

Kaupapa me nga fikainga  
Policy & Procedures



# Te Kohanga o te Whenua Hou

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Policy and Procedures of  
Te Kohanga o te Whenua Hou Association Inc.



# Te Kohanga o te Whenua Hou

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*Ka mate kainga tahi, ka ora kainga rua Tihei Mauri ora!*

*He whakamoemiti ki te Atua, nau nei nga mea katoa  
E nga tupuna, kei te mihi kia ratou...mihi atu, mihi atu, mihi atu ra  
Tatou te hunga ora, tena tatou katoa  
He mihi aroha ki te tangata whenua tuatahi, tena koutou katoa  
E nga iwi, nga reo, nga hau e wha, tena koutou, tena koutou, tena koutou katoa...*

This manual is a collection of Statements & Policies for the governance and operations of Te Kohanga o te whenua hou.

Where appropriate, each statement or policy lays out the following:

- An explanation of the policy
- Responsible authorities or positions
- Procedures to follow as guidelines

These Statements & Policies should be enacted in consultation with the Management committee of Te Kohanga o te whenua hou

*Mauri ora kia koutou katoa...*

*Tanya Miles-Houia*

**President**

**Te Kohanga o te whenua hou Association Inc**



# Te Kohanga o te Whēnua Hou

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Te Kōwhiri o te Whēnua Hou

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# Gōvernānce



# Te Kohanga o te Whenua Hou

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## Mission Statement

Te Kohanga o te Whenua Hou recognises that Maori in Australia are a significantly disadvantaged group and over represented on every indicator of social marginalisation. In particular and in Qld, Maori are over represented in Child Protection, homelessness, youth suicide, domestic violence, criminal justice & mental health, second to Aboriginal & Torres Strait Islander peoples.

Te Kohanga o te Whenua Hou further recognises that Maori are accepted as 'top 5' of ethnic populations in Qld and are the largest "Polynesian/Pacific Island" group in Qld.

**our Mission** is to increasing the social, economic, cultural, educational, vocational, emotional & spiritual wellbeing of Maori iwi, whanau and individuals & vulnerable and disadvantaged community, through the provision of community cultural activities as promotion, prevention and early intervention services to tamariki, rangatahi & whanau; and to promote te reo maori & tikanga maori in these activities.

Date of Policy: 11 August 2012:  
Policy No: 000



# Te Kohanga ote Whenua Hou

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## Governance Statement

Te Kohanga Ote Whenua Hou Association is governed by an elected body recognised as the Management committee. The Management committee of Te Kohanga ote whenua hou is elected by financial members of the Association at the Annual General Meeting, and is made up of:

- President (Chair)
- Vice President (vice Chair)
- Treasurer
- Secretary (elected at AGM or nominated by Management committee)
- Any other member/s that are elected to the Management committee at the Annual General Meeting.

The President; Vice President; Treasurer and Secretary make up the executive of the Management committee

The function of the Management committee of is to ensure the delivery of the organisation's objects, to set its strategic direction, and to uphold its values. The Management committee must meet at least three times per year, in any format that it decides.

**Te Kohanga ote whenua hou recognises that "kohanga" as entities operate in Australia differently to they do in Aotearoa. Te Kohanga ote whenua hou accepts that Kohanga is an environment that nurtures the growth, use and promotion of te reo and tikanga maori and merges the kaupapa of the kohanga reo movement into the governance and practises of Te Kohanga ote whenua hou. This can be viewed in the attached "kaupapa" and original vision of Te Kohanga ote whenua hou as laid down by our past leaders.**

### RESPONSIBILITIES

The Management committee is responsible for:

- Ensuring and monitoring that the organisation is performing well, is solvent, and is complying with all its legal, financial, and ethical obligations
- Establishing and maintaining standing orders, policies and procedures, systems of financial control, internal control, and performance reporting
- Demarcate and delegate the functions of sub-committees, officers, and other staff, volunteers & agents.
- Addressing key management and operational issues within the direction and the policies laid down by the Management committee including developing, implementing & recommending organisational strategies and initiatives; managing operations within the budget; Maintaining an effective risk management framework; Managing operations in line with social, ethical and environmental standards & practices.

### PROCEDURES

#### Internal controls

The Management Committee should set and maintain standing orders, policies and procedures, and systems of financial control, internal control, and performance reporting. The Management Committee should ensure that there is a system for the regular review of the effectiveness of its financial control, internal control, performance reporting, and policies and procedures in an annual accounting audit.

#### Managing risk

The Management Committee should undertake a full risk assessment and take appropriate steps to manage the organisation's exposure to significant risks. The Management Committee must regularly review the risks to which the organisation is subject, and take action to mitigate risks identified.

#### Management Committee review

The Management Committee should ensure that there is a system for the regular review of its own effectiveness in meeting its responsibilities.

Date of Policy: 11 August 2012:

Policy No: 001



# Te Kohanga o te Whenua Hou

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## Values Statement

Te Kohanga o te whenua hou promotes the following guiding principles as valuable to the operations and governance of the organisation

### **TANGATA WHENUA TUATAHI**

Te Kohanga o te whenua hou values the indigenous peoples of this land, and acknowledges Aboriginal & Torres Strait Islander peoples as the first nation's peoples, custodians and tangata whenua of Australia, and supports their vision for land rights & self determination.

### **WHAKAWHANAUNGATANGA**

Te Kohanga o te whenua hou nurtures community, whanau and interpersonal relationships that encourage wellbeing, sense of belonging and whanau connectedness. Each person & whanau is treated with respect, honesty, aroha and valued as an integral member of our whanau community.

### **TE REO MAORI**

Whilst understanding that not all Maori people or whanau speak the reo, the Maori language is promoted as the language of Maori people, whanau and organisations and used as much as possible, and is the cornerstone of all Te Kohanga o te whenua hou activities.

### **TIKANGA MAORI**

Maori protocols are used exclusively in consultation with kaumatua & kuia and in consideration of local indigenous groups. Te Kohanga recognises that Maori are tauwi in Australia, & therefore adopts "Pan Tribal" kawa that is informed by our kaumatua and kuia.

### **MANAAKITANGA**

Te Kohanga o te whenua hou values hospitality as a way to engage, support and nurture Maori community, iwi, whanau and people, and to encourage reciprocal relationships and obligations between people, groups, whanau and iwi.

### **AROHA**

Te Kohanga o te whenua hou recognises aroha as a motivating and positive force within te ao Maori. Te Kohanga o te whenua hou aims to provide an environment that is culturally safe, supportive and encouraging of all peoples, groups, cultures and traditions and where all involved feel a sense of being accepted, belonging and empowerment.

### **WAIRUATANGA**

Te Kohanga o te whenua hou acknowledges the spiritual dimension and encourages the use of karakia, inoi, whakamoemiti and other traditional practises to promote Maori spirituality in all of its forms.

### **COLLECTIVISM**

Te Kohanga encourages collective responsibility for the governance of Te Kohanga o te whenua hou through whanau development and participation

### **TURANGAWAEWAE**

Te Kohanga o te whenua hou is an environment where the content and control of learning is Maori and where educations in a cultural context is promoted to strengthen, nurture, develop and build resilience of iwi, whanau, tamariki & rangatahi.

Date of Policy: 11 August 2012:

Policy No: 002



# Te Kohanga o te Whenua Hou

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## Vision Statement

Te Kohanga's vision is to continue developing a strong and sustainable Maori community organisation that continues to provide language and cultural activities for whanau, iwi, tamariki & rangatahi. This vision includes:

- An increase in participation from Maori community in the organisation as service users and volunteers
- An increase in volunteer participation in the organisation to enable the provision of more activities
- A whare that is a modern, sustainable facility from which we can operate our activities
- Having sufficient resources to operate our activities

Our priorities over the next three years:

1. Renovate the whare
2. Source academic support for Takahia
3. Develop an adult program

Date of Policy: 11 August 2012:

Policy No: 003





Te Kōwhiri o te Whenua Hou

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# operational



# Te Kohanga o te Whenua Hou

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## Code of Conduct

Te Kohanga o te whenua hou's code of conduct outlines accepted behaviours for all iwi involved in the governance, delivery and participation of services & activities.

### GENERAL

All iwi involved with Te Kohanga o te whenua hou are encouraged to:

- Behave in a way that promotes **WHAKAWHANAUNGATANGA** to encourage wellbeing, sense of belonging and whanau connectedness.
- Treat others with respect, honesty, aroha and value as an integral member of our whanau community.
- Accept te reo Maori as the language of primacy within the organisation and its diverse use within maori whanau & peoples
- Act in consideration of **TIKANGA MAORI**
- Behave in a spirit of **MANAAKITANGA** to engage, support and nurture Maori community, iwi, whanau and people, and to encourage reciprocal relationships and obligations between people, groups, whanau and iwi.
- Demonstrate **AROHA** as a motivating and positive force, to provide an environment that is culturally safe, supportive and encouraging of all peoples, groups, cultures and traditions and where all involved feel a sense of being accepted, belonging and empowerment.
- Acknowledge **WAIRUATANGA** to promote Maori spirituality.
- Encourage **COLLECTIVISM** through whanau development and participation
- Promote, strengthen, nurture, develop and build resilience of iwi, whanau, tamariki & rangatahi.
- Not gossip or display negative behaviours that discourage or disempower whanau, iwi, tamariki and rangatahi
- Contribute to a harmonious and safe environment
- Support others

### MANAGEMENT COMMITTEE

Members of the management committee are also expected to:

- Act ethically with honesty and integrity
- Make decisions fairly, impartially and promptly considering all available information, legislation, policies and procedures
- Declare any conflict of interests
- Conduct themselves in a way that is consistent with the values of the organisation

### STAFF & VOLUNTEERS

Staff and volunteers are also expected to:

- Act ethically with honesty and integrity
- Treat others with respect & dignity
- Conduct themselves in a way that is consistent with the values of the organisation



# Te Kohanga o te Whenua Hou

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### SERVICE USERS

Whilst participating in activities or services of Te Kohanga o te Whenua Hou, service users are also expected to:

- Not participate in negative behaviours that are derogatory, liable or slanderous towards others within the organisation
- Conduct themselves in a way that is consistent with the values of the organisation

Further behavioural standards for service users – particularly tamariki & rangatahi – include:

- Korero pai i tetahi ki tetahi (Speak nicely to each other)
- Whakarongo ki nga kaiako, nga maatua (Listen to your kaiako, your parents)
- Kia manaakitia tetahi ki tetahi (Respect each other)
- Kia atawhai koutou tetahi ki tetahi (Be kind towards one another)
- Me anga matou ki te rekareka (Have fun together)
- Kia tupato, kia haumaruru (Be careful, be safe)
- Ka mihi tika te iwi katoa (We treat all people fairly)

### BREACH OF CONDUCT

Breaches of this code of conduct is subject to disciplinary measures following complaints process.

Date of Policy: 11 August 2012:

Policy No: 004



## Communications Policy

Te Kohanga Ote Whenua Hou seeks to ensure that all communications comply with behavioural standards and objectives to ensure purposeful outcomes.

- Te reo Maori is promoted at all times
- Te Kohanga ote whenua hou recognises that individuals and whanau within and accessing the organisation have varying degrees of Te reo Maori and accepts the diverse use of te reo within the organisation
- All communications are to be respectful of individuals & whanau within Te Kohanga ote whenua hou
- All communications promote the kaupapa of the organisation
- All communications are to be conducted by the appropriate authority
- Online communications are to be regularly reviewed to ensure a 'safe cyber space' for members and whanau of Te Kohanga ote whenua hou

Date of Policy: 11 August 2012:

Policy No: 005



# Te Kohanga o te Wāhanga Hou

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## Procedure: Communication Strategy

CHANNEL	AREA OF RESPONSIBILITY	OBJECTIVE	AUDIENCE	RESPONSIBLE PERSON	MEASURE
<b>ONLINE COMMUNICATIONS</b>	<i>Blogsite</i>	<ul style="list-style-type: none"> <li>Maintain information on blogsite</li> <li>Provide regular updates</li> <li>Monitor traffic flow</li> </ul>	<ul style="list-style-type: none"> <li>Maori community online</li> <li>General online public</li> </ul>	Volunteer Loop to Email	Increased traffic flow Updated monthly
	<i>Email</i>	<ul style="list-style-type: none"> <li>Provide response to requests</li> <li>Maintain database of online contacts</li> </ul>	<ul style="list-style-type: none"> <li>Maori community</li> <li>General enquiries from wider society</li> <li>Stakeholders</li> </ul>	Volunteer? Secretary? Treasurer?	Increased requests Response time
	<i>Social sites</i>	<ul style="list-style-type: none"> <li>Not supported</li> </ul>	<ul style="list-style-type: none"> <li>Not supported</li> </ul>	Not supported	Not supported – risk management issues
<b>PRINT , AUDIO &amp; VISUAL MEDIA</b>	<i>Newsletter</i>	<ul style="list-style-type: none"> <li>¼' ly newsletter</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders and members of Te Kohanga</li> </ul>	Not allocated & not currently operational	Newsletter developed and distributed each ¼
	<i>Print publications</i>	<ul style="list-style-type: none"> <li>Increase awareness of Te Kohanga</li> <li>Promote Te Kohanga events/activities</li> </ul>	<ul style="list-style-type: none"> <li>Local newspaper distribution</li> <li>Local maori community</li> </ul>	Not allocated	Article or promotion each year in local newspaper
	<i>On air</i>	<ul style="list-style-type: none"> <li>Promote Te Kohanga events/activities</li> </ul>	<ul style="list-style-type: none"> <li>Radio 4EB</li> <li>Other media</li> </ul>	Volunteer	Promote one TK activity each year
<b>PUBLIC EVENTS</b>	<i>Community events</i>	<ul style="list-style-type: none"> <li>Promote Te Kohanga</li> <li>Maintain Te Kohanga kaupapa</li> </ul>	<ul style="list-style-type: none"> <li>Maori community</li> <li>Wider community</li> </ul>	President Kaiwhakahaere	Increased awareness of Te Kohanga in community
	<i>Corporate events</i>	<ul style="list-style-type: none"> <li>Promote Te Kohanga</li> <li>Maintain Te Kohanga kaupapa</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders and wider society</li> </ul>	President	Increased partnership opportunities between TK & Corporate sector
<b>COMMUNITY ENGAGEMENT</b>	<i>Community response</i>	<ul style="list-style-type: none"> <li>Provide specific support to social service requests for assistance</li> </ul>	<ul style="list-style-type: none"> <li>Human Service organisations</li> <li>Maori community</li> </ul>	Kaiwhakahaere Selected committee members	Response time Increased requests for advice



# Te Kohanga ote Whenua Hou

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## Community Visitors Policy

Te Kohanga Ote Whenua Hou welcomes nga iwi from the community as visitors to the Takahia Whakamua Puutahi youth detention centre program. There are a number of rules and expectations around visits to the detention centre and it is important that everyone is aware of these rules.

### Security and Tikanga

- All regular visitors must be current holders of a Qld Blue Card.
- “One off” visitors are not required to be Blue Card holders.
- As Maori people visiting a youth detention centre, we need to show respect for two sets of rules, or tikanga. There is tikanga Maori (our own cultural rules) and the tikanga of the centre itself.
- Detention Centre staff try to maintain a friendly and relaxed atmosphere but this is only possible when all security risks are being managed effectively. A big part of maintaining this security depends on the good conduct of everyone who visits the centre.
- The centre rules are written in a yellow pamphlet called *“Information for Visitors to Brisbane Youth Detention Centre”* and all visitors should read this.
- As visitors you are guests of Te Kohanga Ote Whenua Hou and we have our own expectations about how our guests should behave.
- Te Kohanga Ote Whenua Hou asks that everyone who is invited to take part in our program shows respect for both sides of the tikanga.
- If you are between the ages of 0-18 you will need someone to act as your sponsor, or supervisor for the day. This can be a relative, kaiako or kaumatua/kuia.
- **MAKE SURE YOU ARE ON THE VISITOR'S LIST:** The Te Kohanga Ote Whenua Hou program coordinator will need to know you are planning to visit so your name can be approved and go on the visitor's list. If you turn up at the centre and you are not on the list you will not be allowed in.
- **DON'T BRING ANYTHING INTO THE CENTRE:** There are lots of things that can't be brought into the centre, there is a list of them in the yellow pamphlet. However, to keep it simple, you *do not need to bring anything at all* into the centre. No bags or anything in your pockets. There are limited lockers for personal belongings.
- **MEDICATION:** If you need to keep medication with you, like an asthma puffer, speak to your adult sponsor or the staff member at the reception desk.
- **SHOW RESPECT FOR YOUR ELDERS AT ALL TIMES:** While taking part in the program you will need to show respect for your elders at all times (this includes centre staff). Sometimes it can be tempting to show a little spirit by being defiant or to complain when asked to do something. This behaviour is not acceptable while you are taking part in our program.
- **DRESS RESPECTFULLY:** Dress modestly. No singlet tops, tight or revealing clothes or underwear showing. This applies to boys and girls. Remember young people in detention would love to be able to wear their street clothes but they can't. Show some aroha for them, and respect for yourself and your elders by dressing appropriately.



# Te Kohanga ote Whenua Hou

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- **STAY IN SIGHT:** Don't wander off around corners or to places where staff can't see you. It can be difficult for staff to manage such large groups of people, so stay with the group.

### Privacy & Confidentiality

- **NO SWAPPING PERSONAL INFORMATION WITH RESIDENTS:** Do not swap phone numbers, addresses, letters or any other personal information with young people living at the centre. Passing letters or notes back and forth, no matter what the reason, is strictly against centre rules. If you want this kind of contact (to be able to write letters for example) there is a special process in place. You should speak to the Te Kohanga Ote Whenua Hou program coordinator who will make inquiries on your behalf.
- **CONFIDENTIALITY:** All young people that you meet at the centre are to be treated with respect and confidentiality. This means that you cannot ask young people at the centre why they are there and you cannot tell others outside the centre about the young people that you meet at the centre. No information is to be passed to those outside of the program under any circumstances.

### Consequences if you do not comply

If you breach the rules some of the consequences could be:

- Future access could be denied.
- Worst case scenario the matter could be referred to the Police.
- The trust that exists between the centre and the Maori community will be damaged.

Date of Policy: 11 August 2012:

Policy No: 006



# Te Kohanga o te Whenua Hou

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## Complaints Policy

Te Kohanga Ote Whenua Hou commits to addressing all complaints from those within or accessing the organisation, in a timely, professional and appropriate manner.

- All complaints must be lodged on the appropriate complaints form
- All complaints must comply with code of conduct
- Complaints that found to be derogatory, slanderous or liable will be addressed within the management committee

### PROCEDURE

#### 1. Submission of formal complaint:

Formal complaints are to be lodged to the Chair using the appropriate complaints form

#### 2. Investigation:

Within 15 working days, the Chair will advise key parties of the complaint and arrange an interview with each party to investigate the complaint and consider all material.

#### 3. Making recommendations

Within a further 15 working days, the Chair will write to the parties involved to identify the findings of the investigation and make recommendations for resolution to all involved. Each party shall have seven days in which to object to the findings.

#### 4. Final Decision

After considering any comments or objections by those involved, the Chair will make a decision including any actions that may be taken by those involved in response to the concern. The decision will be communicated in writing to all involved.

Date of Policy: 11 August 2012:

Policy No: 007





# Te Kohanga o te Whenua Hou

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## Privacy & Confidentiality Policy

Te Kohanga o te Whenua Hou operates in accordance with the Privacy Act, Child Protection Act & Youth Justice Act. Te Kohanga o te Whenua Hou is committed to protecting the privacy & confidentiality of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person. Te Kohanga o te Whenua Hou stores the following personal information:

1. Membership
2. Registration for programs
3. Participation data
4. Reviews
5. Volunteer information

**All information in relation to activities with Children or young people subject to the Child Protection Act or the Youth Justice Act are strictly confidential.**

### PROCEDURES

Te Kohanga o te Whenua Hou commits to:

- Store personal information securely, protecting it from unauthorised access;
- Collect information using the appropriate forms
- Provide stakeholders with access to their own information, and the right to seek its correction.
- Collect information that is necessary for the performance and primary function of its programs
- Use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose;
- Use or disclose information with the consent of service users;
- Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant;
- Safeguard the information we collect and store against misuse, loss, unauthorized access and modification;
- Safeguard information where the management committee has ruled that information is confidential

### RESPONSIBILITIES

- The Management committee is responsible for the collection, security and updating of all information;
- It is the Chair's responsibility to ensure that Board materials are appropriately classified as confidential as required;
- The Secretary is responsible for storing information in relation to membership
- Kaiako are responsible for registration information & participation data

Date of Policy: 11 August 2012:

Policy No: 008



# Te Kohanga ote Whenua Hou

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## Volunteers Policy

Te Kohanga Ote Whenua Hou provides services & activities through the use of volunteers who give of their time, efforts and resources to operate these services & activities. Te Kohanga ote whenua hou would not be able to function without the inclusion of volunteers.

- Volunteers may be used as kaiako or kaiawhina and are accorded appropriate status as such
- Volunteers may be used as community visitors to the Takahia Whakamua Puutahi program
- Volunteers may be used to support the organisation in any other capacity
- Where opportunities arise for fee for service or paid use of staff, volunteers who act in kaiako, kaiawhina or any other voluntary capacity should be given priority consideration for these roles
- All volunteers shall, as far as possible be protected from harm and be relieved of liability for acts performed in the discharge of their volunteer functions.

### RESPONSIBILITIES

The Management committee is responsible for:

- The recruitment, induction & coordination of all volunteers
- Appointing an individual to recruit, train and coordinate volunteers where necessary
- Ensuring that all volunteers meet legislative standards where necessary

### PROCEDURES

#### Recruitment

- All volunteers must hold current blue cards
- All volunteers must complete necessary volunteer form

#### Induction

- All volunteers shall be provided with mandatory training where required

#### Supervision

- All volunteers shall receive appropriate supervision in the exercise of their functions.

#### Reimbursement

- Where appropriate, volunteers shall receive remuneration for approved expenditure incurred in the exercise of their functions

#### Dispute resolution

- Where issues arise, volunteers shall be supported in resolving these matters in a professional and timely manner

Date of Policy: 11 August 2012:

Policy No: 009



# Te Kohanga o te Whenua Hou

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## Whare use & good neighbour

Te Kohanga o te Whenua Hou Association Inc. hires the whare to other community groups as an inexpensive and culturally safe space from which to run their community activities.

Further information on whare hire conditions are available in "Hall hire agreement".

Te Kohanga o te Whenua Hou recognises that the whare is located in a residential neighbourhood and as such, Te Kohanga encourages a community approach to neighbourhood relations and welcomes input from local families to the organisation. Te Kohanga o te Whenua Hou encourages positive relations, engagement and opportunities with local neighbours to promote harmony, cultural diversity and positive interaction.

- There is no alcohol consumption permitted on the site, as a matter of cultural protocol (tikanga)
- Tangi are also not permitted on the site, as a matter of policy handed down by kaumatua and kuia (elders)
- Whare users are to be considerate of all neighbours
- The local community are extended an open invitation at every open day.
- The local community have been invited to several community workshops
- Te Kohanga o te Whenua Hou has a whare contact as Community Liaison who is currently .....

Further information on good neighbour conditions are available in "Hall hire agreement".

### Community Liaison is authorised to:

- Coordinate all whare users including entering whare use agreements; bookings; scheduling; and advising Treasurer of payment and invoicing
- Notify all whare users of any issues, complaints, negotiating change of bookings or general booking and agreement matters
- Investigate all complaints and provide recommendations to management committee
- Monitor whare use including parking, cleaning and use of whare
- Communicate information to local residents

In dealing with complaints, the following procedure is to be followed:

- All complaints about whare use are to be referred to Community Liaison
- Community Liaison will investigate each complaint by speaking with all parties; compiling a brief including recommendation/s and provide these to the Management committee and BCC within 7 days
- Management committee will make a decision in relation to the complaint and inform all parties in writing.
- Should further action be required, management committee will participate with BCC in seeking positive and harmonious resolution to the matter

Date of Policy: 11 August 2012:

Policy No: 010



Te Kōwhiri o te Whēnua Hou

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# Service Delivery



# Te Kohanga o te Whenua Hou

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## organisational Brief

Te Kohanga o te whenua hou Association Inc. (“Te Kohanga”) is a ‘Not for Profit’ Maori community association that aims to increase the increasing the social, economic, cultural, educational, vocational, emotional & spiritual wellbeing of Maori & vulnerable and disadvantaged community through the provision of community cultural activities as promotion, prevention and early intervention services to children, young people & their families.

There are no restrictions on participation, and all people, families and groups are encouraged to participate regardless of where they live or come from. Generally most participants are Maori, and live in the Metro/Brisbane North area to Caboolture. However there are current participants from Inner South, Bayside and Logan areas as well as Aboriginal, anglo-australian & Pacific Islander backgrounds (approx.30%).

Te Kohanga currently provides three key regular activities:

1. Weekly Kohanga playgroup for under 5’s and their families every Monday
2. Weekend Tamariki Kohanga for Primary school aged children and their families every Saturday (including healthy eating options)
3. Weekend Takahia Whakamua Puutahi for young people in youth detention, and their families (participants from all over Qld – including far north qld; and from all cultures)

All activities and services are provided by volunteers who freely give of their time, effort and resources each week. There are currently 14 financial members to the association, and more than 100 service users in the Kohanga Playgroup & Tamariki Kohanga, and 35 service users in the Takahia Whakamua Puutahi, youth detention program.

Te Kohanga also provides a range of other activities and supports including:

1. Regular weekend workshops for children, young people and their families (approximately 1 every 12 weeks)
2. Strategic responses to Mainstream Policy development & Service delivery for Maori and Pacific Islander peoples
3. Cross cultural training in Maori culture, for human service sector staff & volunteers
4. Community support to families in crisis including the provision of foodstuffs, brief periods of foster care, referrals to professional agencies and advocacy with mainstream services
5. Post detention support to young people and their families exiting youth detention

Te Kohanga leases a property from Brisbane City Council in Geebung, where all activities & services are delivered – with the exception of the youth program which is run at the Brisbane Youth Detention Centre. Te Kohanga does not receive any funding to run these activities.

The ongoing delivery and longevity of these activities clearly demonstrates that Te Kohanga is an organisation able to maintain sustainable community programs over a long period of time, on minimal resources with little financial backing, and is able to adapt its programs and activities to meet the desires of community and availability of volunteers.



# Te Kohanga o te Whenua Hou

Kaupapa me nga tikanga  
Policy & Procedures

## Kohanga Playgroup Brief

Te Kohanga o te Whenua Hou has been running since 1993 teaching "kohanga" to whanau on the Northside, with the aims to teach te reo Maori, tikanga Maori & taha Maori and provide support to Maori living in QLD. We are currently located in a community whare at Delaware St, Geebung (close to the children's playground) and have been there since 2003.

Te Kohanga o te Whenua Hou has three main weekly programs: **Playgroup**; **Saturday Tamariki Kohanga** & **Takahia Whakamua Puutahi** youth detention program.

**Kohanga Playgroup** is a program that utilises volunteer kaiako and kaiawhina to provide a Maori style playgroup focusing on te reo, waiata and tikanga Maori for pepa & tamariki and their whanau. Kohanga Playgroup operates during the school term every Monday from 9.30am to 1.30pm. Cost is \$2 and kai to share for lunch.



# Te Kohanga o te Whenua Hou

Kaupapa me nga tikanga  
Policy & Procedures

## Saturday Tamariki Kohanga Brief

Te Kohanga o te Whenua Hou has been running since 1993 teaching "kohanga" to whanau on the Northside, with the aims to teach te reo maori, tikanga maori & taha maori and provide support to maori living in qld. We are currently located in a community whare at Delaware St, Geebung (closet to the children's playground) and have been there since 2003.

Te kohanga o te Whenua Hou has three main weekly programs: **Playgroup**; **Saturday Tamariki Kohanga** & **Takahia Whakamua Puutahi** youth detention program.

**Saturday Tamariki Kohanga** is a basic program of te reo/kapahaka/taonga takaro/mahi toi, that assists tamariki come to terms with their identity in another land and focuses on including all tamariki and whanau to build a place of belonging, nurturing and learning.

The Saturday Tamariki Kohanga program targets primary school aged children of any age from prep to yr 7. It runs every Saturday during school term teaching across four learning areas – te reo (with a focus on mihi); kapahaka; mahi toi and taonga takaro. We only teach one item per week per learning area to ensure that tamariki find the class stimulating, fun and supportive. Each term has a different focus area: the focus for term 3 is pepeha (te reo); Koru (mahi toi) and mau rakau (taonga takaro). The program also promotes healthy kai so families are encouraged to bring a of healthy food to share, and the cost is \$2 per child per week.

Saturday Tamariki Kohanga starts at 9.30am and finishes at 2.30pm. At the end of the day, all tamariki clean the whare as a way to show their tauutuutu and belonging in the community as a part of our whanau.

Te Kohanga o te Whenua Hou is very strong on supporting tamariki and whanau within a whakawhanaungatanga approach. We recognise that many of our tamariki have been born here or came here very young, and so we aim for an inclusive and supportive environment ki te aroha tatou katoa, ko whanau tahi tatou!



# Te Kohanga o te Whenua Hou

Kaupapa me nga tikanga  
Policy & Procedures

## Takahia Whakamua Puutahi Brief

Te Kohanga o te Whenua Hou has been running since 1993 teaching "kohanga" to whanau on the Northside, with the aims to teach te reo Maori, tikanga Maori & taha Maori and provide support to Maori living in QLD. We are currently located in a community whare at Delaware St, Geebung (close to the children's playground) and have been there since 2003.

Te Kohanga o te Whenua Hou has three main weekly programs: **Playgroup**; **Saturday Tamariki Kohanga** & **Takahia Whakamua Puutahi** youth detention program.

**Takahia Whakamua Puutahi** is an intervention program teaching Maori language, arts, dance and protocol, from within a Maori learning environment, to young people in the Brisbane Youth Detention Centre. Takahia has been running in youth detention centres since 1996. The program operates every weekend from April to August; with a follow up program in October; a fellowship program over the Christmas period and community visitors throughout the year.

Similar programs have also been run in the community with young people, including within schools. Takahia also provides post detention supports to rangatahi exiting detention and their whanau.

A full brief can be found in the FAQ sheet developed by Te Kohanga for youth detention centres.





# Te Kohanga o te Whenua Hou

Kaupapa me nga tikanga  
Policy & Procedures

## Other activities Brief

Te Kohanga o te Whenua Hou has been running since 1993 teaching "kohanga" to whanau on the Northside, with the aims to teach te reo Maori, tikanga Maori & taha Maori and provide support to Maori living in QLD. We are currently located in a community whare at Delaware St, Geebung (close to the children's playground) and have been there since 2003.

Te Kohanga o te Whenua Hou has three main weekly programs: **Playgroup**; **Saturday Tamariki Kohanga** & **Takahia Whakamua Puutahi** youth detention program. Te Kohanga o te Whenua Hou also provides a number of other activities from time to time, including:

1. Regular weekend workshops for children, young people and their families (approximately 1 every 12 weeks)
2. Strategic responses to Mainstream Policy development & Service delivery for Maori and Pacific Islander peoples
3. Cross cultural training in Maori culture, for human service sector staff & volunteers
4. Community support to families in crisis including the provision of foodstuffs, brief periods of foster care, referrals to professional agencies and advocacy with mainstream services
5. Post detention support to young people and their families exiting youth detention

These activities operate at the availability of volunteers and resources.



Te Kōwhiri o te Whēnua Hou

Kaupapa me āra fikainga  
Policy & Procedures

# Attachments



# Te Kohanga ote Whenua Hou

Kaupapa me nga fikainga  
Policy & Procedures

## Forms

Te Kohanga Ote Whenua Hou provides the following forms

- **MEMBERSHIP FORM:** to be completed by any person, whanau or group wishing to join Te Kohanga ote whenua hou Association as a member. This information will be collected by the Secretary
- **COMPLAINTS FORMS:** to be completed by individual making complaint
- **REGISTRATION FORM:** to be completed whanau accessing Kohanga ote whenua hou activities. This information will be collected by kaiako
- **VOLUNTEER FORM:** to be completed by individual wishing to become a volunteer with Te Kohanga ote whenua hou. This information will be collected by appropriate management committee member.

Date of Policy: 11 August 2012:

Policy No: 011



# Te Kohanga o te Whenua Hou

Kaupapa me nga fikainga  
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## APPLICATION FOR MEMBERSHIP

You can apply for two classes of membership:

- Ordinary** – as an individual, affiliate, group or whanau. Ordinary members are entitled to a single vote at all general meetings of the association (including AMG); nominate a member or stand for election to management committee; OR
- Associate** – as an individual, affiliate, group or whanau. Associate members are not entitled to vote at meetings or stand for election

All memberships are renewable from July of each year. Annual membership fee for Ordinary membership is \$5. There are no fees for Associate membership.

WHANAU DETAILS					
Surname	First:	Middle:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss <input type="checkbox"/> Ms.	<b>Cultural background (circle)</b> Maori Samoan Tongan Fijian Aust Tokelau Cook Is ATSI Murri Other
Address:			Birth date: / /	Age:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F
Email:		Phone:		Mobile:	
YOUR WHAKAPAPA					
<b>WAKA</b>	<b>IWI</b>	<b>HAPU</b>	<b>MARAE</b>		
<b>I wish to apply for the following membership:</b>					
<input type="checkbox"/> <b>Ordinary (financial) – full voting and election rights</b>			<input type="checkbox"/> <b>Associate (non financial) – no voting or election rights</b>		
<input type="checkbox"/> Individual <input type="checkbox"/> Affiliate <input type="checkbox"/> Group <input type="checkbox"/> Whanau			<input type="checkbox"/> Individual <input type="checkbox"/> Affiliate <input type="checkbox"/> Group <input type="checkbox"/> Whanau		
IF YOU ARE JOINING AS AN AFFILIATE, GROUP OR WHANAU, PLEASE PROVIDE DETAILS					
<b>GROUP DETAILS (Names)</b>	<b>WHANAU DETAILS (Names)</b>		<b>AFFILIATE DETAILS (Names)</b>		
<b>CONDITIONS OF BEING A MEMBER OF TE KOHANGA OTE WHENUA HOU:</b> All members must commit to all of the following:		<input type="checkbox"/> Code of conduct	<input type="checkbox"/> Supporting the kaupapa of the Te Kohanga o te whenua hou	<input type="checkbox"/> Attending the annual working bee to help clean the whare	
By signing this form, I agree to abide by the rules , regulations and conditions of Te Kohanga o te whenua hou membership and paying my annual membership fee		Signed:		Date:	
OFFICE USE					
<b>NOMINATED BY</b> 1. 2.		<b>FEE RECEIVED:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applic.	<b>DATE FEE RECEIVED:</b>	<b>DECISION:</b> <input type="checkbox"/> Membership granted <input type="checkbox"/> Membership rejected	
<b>GROUND FOR REJECTION (if applicable)</b>		<b>DATE OF DECISION</b>	<b>SIGNED BY CHAIR:</b>		



# Te Kōwhiri o te Wāhanga Hou

Kaupapa me āga fikainga  
Policy & Procedures

## COMPLAINTS FORM

The information contained on this form will be kept confidential and will not be used other than for the purpose it was collected.

PERSONAL DETAILS		
Your Name	Your contacts	Your email
DETAILS OF COMPLAINT		
Date of incident:	Person/s involved in incident:	Person/s witness to incident:
COMPLAINT		
Signed:	Date:	
OFFICE USE		
Received by:	Signed	Response:
Date:		



# Te Kohanga o te Whenua Hou

Kaupapa me nga fikainga  
Policy & Procedures

## REGISTRATION FORM

All whanau that use Te Kohanga o te whenua hou programs are asked to register their personal details. This information is needed in case we need to contact you; or if there are any changes that you need to be aware of; and for consent to participate in our activities. This information will be kept confidential

WHANAU DETAILS							
<b>WHAEA:</b> Surname		First:	Middle:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss <input type="checkbox"/> Ms.	<b>Cultural background (circle)</b> Maori Samoan Tongan Fijian Aust Tokelau Cook Is ATSI Murri Other	
Address:					Birth date: / /	Age:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F
Email:			Phone:		Mobile:		
WHAKAPAPA – WHAEA							
<b>WAKA</b>		<b>IWI</b>		<b>HAPU</b>		<b>MARAE</b>	
<b>MATUA:</b> Surname		First:	Middle:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss <input type="checkbox"/> Ms.	<b>Cultural background (circle)</b> Maori Samoan Tongan Fijian Aust Tokelau Cook Is ATSI Murri Other	
Address:					Birth date: / /	Age:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F
Email:			Phone:		Mobile:		
WHAKAPAPA – MATUA							
<b>WAKA</b>		<b>IWI</b>		<b>HAPU</b>		<b>MARAE</b>	
YOUR TAMARIKI							
<b>TAMARIKI</b>	<b>AGE</b>	<b>PROGRAM ACCESSING (circle)</b>			<b>MEDICAL CONDITIONS, ALLERGIES, ETC</b>		
		Kohanga Playgroup / Tamariki Kohanga					
		Kohanga Playgroup / Tamariki Kohanga					
		Kohanga Playgroup / Tamariki Kohanga					
<b>CONSENTS</b> For your tamariki to attend Te Kohanga o te whenua hou activities, your consent must be given. This helps Te Kohanga to promote its activities and access funds		<input type="checkbox"/> I give my consent for our whanau to participate in Te Kohanga o te whenua hou activities  <input type="checkbox"/> I do not consent for our whanau to participate in Te Kohanga o te whenua hou activities			<input type="checkbox"/> I consent to photo's of our whanau used to promote Te Kohanga o te whenua hou both online & printed. I understand that identifying information will not be provided without my further consent  <input type="checkbox"/> I do not consent to photo's of our whanau being used		
<b>CONDITIONS OF USING TE KOHANGA:</b> All whanau must commit to all of the following:		<input type="checkbox"/> Code of conduct		<input type="checkbox"/> Supporting the kaupapa of the Te Kohanga o te whenua hou		<input type="checkbox"/> Attending the annual working bee to help clean the whare	
By signing this form, I agree that I have provided all information, responded to all consents and commit to the conditions of use, as indicated			Signed:			Date:	



# Te Kohanga o te Whenua Hou

Kaupapa me nga fikainga  
Policy & Procedures

## VOLUNTEER FORM

The information contained on this form will be kept confidential and will not be used other than for the purpose it was collected. If you have any queries about any of the information requested below please direct them, at first instance to Management committee.

PERSONAL DETAILS					
Surname	First:	Middle:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss <input type="checkbox"/> Ms.	<b>Cultural background (circle)</b> Maori Samoan Tongan Fijian Aust Tokelau Cook Is ATSI Murri Other
Address:				Birth date: / /	Age: Sex: <input type="checkbox"/> M <input type="checkbox"/> F
Email:			Phone:		
Mobile:	Drivers License:		Blue Card:		
WHAKAPAPA					
<b>WAKA</b>	<b>IWI</b>	<b>HAPU</b>	<b>MARAE</b>		
EMERGENCY CONTACT					
Name:				Relationship:	
Email:		Phone:		Mobile:	
VOLUNTEERING PROGRAM (Circle)					
<input type="checkbox"/> <b>KOHANGA PLAYGROUP</b>	<input type="checkbox"/> <b>SATURDAY TAMARIKI KOHANGA</b>	<input type="checkbox"/> <b>TAKAHIA WHAKAMUA PUUTAHI</b>	<input type="checkbox"/> <b>OTHER</b> List:		
VOLUNTEER TO COMPLETE					
<p>All volunteers must abide by Te Kohanga o te whenua hou Policies and Procedures as implemented from time to time. Failure to comply with Te Kohanga o te whenua hou Policies and Procedures may render a volunteer liable for disciplinary action, including but not limited to instant dismissal.</p> <p>It is a condition of volunteering that any volunteer leaving any premises which is under the jurisdiction of Te Kohanga o te whenua hou, on request, satisfy the security officer or person in authority, that they are not improperly in possession of company property. This may involve the opening of bags, cases, lockers or any other places of concealment.</p> <p>I, _____ have read and understand the above rules and conditions.</p> <p>I certify that the above information is accurate.</p> <p><b>Signature:</b> _____ <b>Date:</b> _____</p>					
OFFICE USE					
<b>Volunteer Position:</b>		<b>Program:</b>		<b>Signed:</b>	



# Te Kohanga o te Whenua Hou

Kaupapa me nga tikanga  
Policy & Procedures

**Te Kohanga Ote Whenua Hou Ass. Inc.**  
*(The Language Nest of the New Land)*

**Te Kaupapa**





# Te Kohanga o te Whenua Hou

Kaupapa me nga tikanga  
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## Te Kaupapa o te Kohanga Ote Whenua Hou

*The following principles and goals are taken from Te Korowai, the charter of practice and philosophy of Te Kohanga Reo movement in Aotearoa.*

### Our most important aims are to create and maintain:

- Security of Te Reo Maori
- Supportive, caring environment for mokopuna
- Whanau (collective) protection of kaupapa
- Whanau (collective) sharing of responsibilities, knowledge and expertise
- Greater respect and appreciation of each other
- (means) Less likelihood of conflict within the whanau

**And to Remember** - Te Reo (the language) was the fundamental reason for the establishment of Te Kohanga Reo

### In Te Kohanga We Expect to See:

- **Speaking Maori only at Kohanga,**
- **Whanau decision-making and responsibilities,**  
(If everyone shares the load then it avoids blaming others when things go wrong and prevents a few people having too much control)
- **Accountability**  
(Kohanga will be accountable to the creator, our ancestors, our whanau and iwi, to ourselves and each other, our mokopuna and the government)
- **No Smoking in Kohanga**  
(No smoking rules increase awareness about the importance of healthy bodies among mokopuna and nga matua).

Te Kohanga Ote Whenua Hou aims to abide by these principles. There are differences however, in the way we are able to operate compared to nga kohanga in Aotearoa. Without funding (we are all volunteers) or training opportunities for kaiako, we are unable to offer a full preschool program five days a week. This makes total immersion difficult. Even so, we should remember to speak Maori whenever we can. Parents should use their time at Kohanga to practice Te Reo.



# Te Kohanga ote Whenua Hou

Kaupapa me nga fikainga  
Policy & Procedures

Since it was founded, Te Kohanga Ote Whenua Hou has benefited immensely by trying to operate within the kaupapa of te kohanga movement of Aotearoa. The practical goals developed by te kohanga movement are shown below.

## Our Special Goals

Kohanga will aim to:

1. Create an atmosphere of openness, acceptance and support for whanau, hapu and iwi values through discussion and collective decision making in the best interests of the mokopuna
2. Be accountable for the quality of the program offered and for the proper management of the finances
3. Help the mokopuna in their growth and learning while responding to the needs of whanau
4. Cater for the individual and different needs of mokopuna
5. Maintain the health and safety of the Kohanga environment, spiritually, culturally, physically, intellectually, emotionally and socially.
6. Ensure parents and whanau of mokopuna are involved in decision-making.
7. Be fair and good in the administration of Te Kohanga, to ensure kaupapa is maintained in the operation of Te Kohanga
8. Ensure that those who work in the operation of Te Kohanga understand the development of mokopuna and be competent in Te Reo or have a desire to learn.
9. Encourage learning and further education for all members of the whanau to strengthen the whanau.
10. Review practices and programs regularly to encourage improvements for the benefit of nga mokopuna, to monitor the development of Te Reo
11. Encourage whanau members to be vital and aware, to realise the dreams and aspirations of their ancestors.



# Te Kohanga ote Whenua Hou

Kaupapa me nga fikainga  
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In 1994, when Te Kohanga Ote Whenua Hou became an incorporated association, we submitted our aims and objectives to the government. They were:

## Objectives

1. To teach the Maori Language and Culture
2. Language and Culture Learning for All
3. Members will Learn other Skills, such as Administration
4. Collective Responsibility for Administration and Operations of the Kohanga Reo through Whanau (family) Development
5. All Involved will be Helped to Feel the Sense of being Accepted and Belonging which is Crucial to their Empowerment
6. The Content, Context and Control of Learning will be Maori

## Aim

The aim of Te Kohanga Ote Whenua Hou is:

*"To teach within a cultural context, to be inclusive and empower individuals through a sense of belonging."*

Te Whakamarama (explanation):

### To Teach

Teaching the Maori language and culture to children, young people and their families secures our cultural survival. It also encourages students to learn new things. If cultural learning is rewarding, students may be encouraged to learn in other areas as well. Kaiako nurture personal growth by setting achievable tasks within a cultural context.

### To Include

Everyone is made to feel welcome and a part of the group. Children and young people are helped to overcome shyness.

### To empower

Knowledge is power. Building identity builds confidence.



# Te Kohanga ote Whenua Hou

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## To build a sense of belonging

Being part of a group, a team or a class is to belong somewhere.

## The Youth Detention Centre Program –

### Takahia Whakamua Puutahi (moving forward together from the crossroads)

In 1996, as Te Kohanga Ote Whenua Hou was preparing to conduct our first program in the John Oxley Youth Detention Centre, our kaumatua and other members decided to develop the program based on the same kohanga reo aims and objectives already in place. The difference being that in this case, our students couldn't come to us, so we would go to them.

What we hoped to achieve was to apply the principles of whanau based learning to provide social, spiritual and emotional support to detained young people within a Maori cultural context.

## Achievements

If we are succeeding in these aims, then some of the signs should be:

- ◆ The young people demonstrate a commitment to learning and show respect for their elders during each lesson.
- ◆ Relationships between the students, teachers and members of the community as an overall group are productive, rewarding and peaceful.
- ◆ The students show signs of increased maturity and positive behaviour in group situations.
- ◆ Staff at the detention centre report an improvement in the student's ability to cope with being in detention.
- ◆ The program continues to improve and we are able to identify the reasons for the improvement

## Detention Centre Program Objectives

Over time, the program has developed a particular set of objectives that help to guide our approach to teaching and planning. They are:

To teach participants:

1. Te Reo Maori or the Maori language;
2. Tikanga Maori, kapahaka and Maori culture;
3. Maori Art and design techniques;

To develop in participants:

4. A sense of confidence and maturity;



# Te Kohanga ote Whenua Hou

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5. An ability to cope with being in detention;
6. Opportunities for students and their whanau to link with the Maori community;
7. Opportunities for reintegration and participation in the Maori community;

To Provide:

8. Support to participants whilst in detention.

## Te Kohanga Ote Whenua Hou ass. inc.

PO Box 271 Wilston Q 4051

Phone

Margie Aorangi 54986989 (President)

Deirdre Green 38576957 (Secretary / Vice President)

Fax 38576022

Classroom/Whare

10 Delaware Street Geebung Brisbane

Web site: <http://kohanga.wordpress.com/>

## Nga Kupu (Glossary)

Hapu	Sub-tribe
Iwi	Tribe
Kaumatua	Elder/s
Kaupapa	Principles, philosophy
Matua	Parents
Mokopuna	Children, descendents
Te Reo	The Maori language
Whanau	Family, close group