



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Tā Te Manatū Whakahiato Ora Rautaki Hangarau

V 2.0 – 14 March 2022

Ko te pae tawhiti whāia kia tata,
ko te pae tata whakamaua kia tina





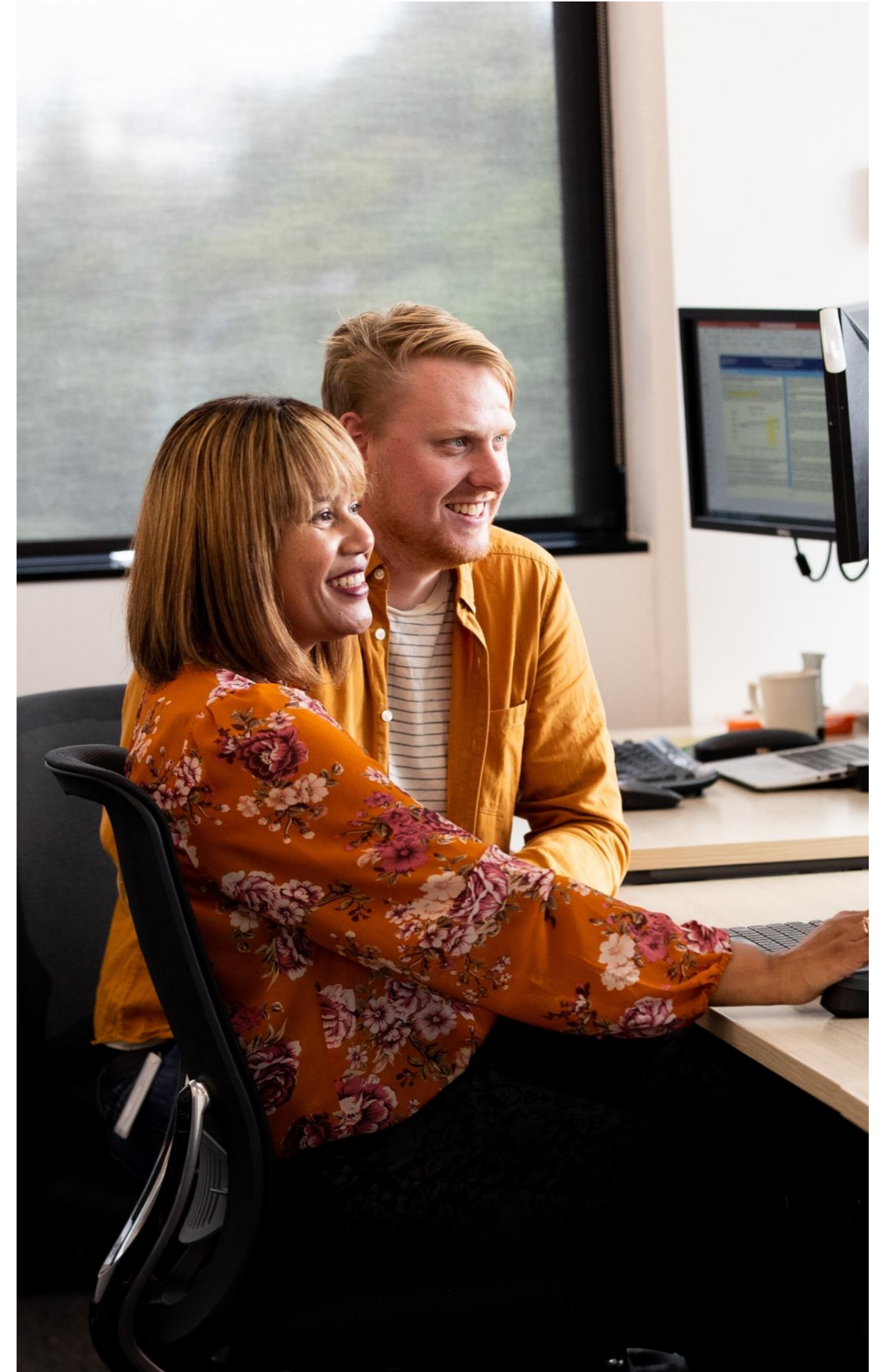
“

He angitūtanga tā
mātou i tēnei wā ki
te panoni tā mātou
aro ki Te Pae Tawhiti:
he rōpū auaha,
matihiko, urupare
hoki.

”

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He angitūtanga tā mātou i tēnei wā ki te haere tonu ai tā mātou aro kia hua ake mātou hei rōpū auaha, matihiko, urupare hoki, e whakarato ana i ngā wheakotanga kē me ngā putanga mō ngā iwi o Aotearoa.

Kua eke te wā kia tautuhi anō ai.

Ko te pānga kore rite nei o te KOWHEORI-19 i tonoa mātou kia huri kē tā mātou aro i ngā tau, e rua kua taha e whakatūturuhia nei a Te Manatū Whakahiato Ora kia taea tonuhia ai te whakarato tautoko mō te hunga o Aotearoa e hiahiatia ana, arā ko ngā tari kāinga, te āhei kia whakaea te piki nuitanga o ngā tono mai, me ngā ratonga hira hōu pēnei me te pūtea tautoko.

I whakakotahi mai mātou hei kapa kotahi, e ao ana kia whakahīhi i tā mātou i whakatutuki ai mō ngā tāngata o Aotearoa..

Ināianei, he wā tēnei kia tautuhi anō.

Kua eke te wā kia panoni ai tā mātou aro ki te whakatutuki hei rōpū auaha, matihiko, urupare hoki e āhei ana ki te whakarato i Te pae Tawhiti me tā te Kāwanatanga panonitanga nuitanga o te whai ora.

Ko te whakahōutanga o tā Te Manatū Whakahiato Ora tiro ki te rautaki Hangarau kua whakamārama mai anō kia kōrero ake tā mātou māramatanga hōu o Te Pae Tawhiti, tā mātou Taura Ratonga Anamata me te Rautaki Hangarau Kāwanatanga o Aotearoa mō tētahi Ratonga Matihiko Tūmatanui. E whakapuaki ana he mahere torowhānui, ko tāna he whai kia kōrerohia ake ko ngā whakangao puta i ngā atamira hangarau, ngā māramatanga rarauranga, ngā ratonga whakahaumaruru me ngā whakahoahoatanga wheako me ngā kaimahi matihiko e whai pānga ai kia whakatutuki i ngā wheakotanga kē me ngā putanga mō ngā tāngata o Aotearoa.

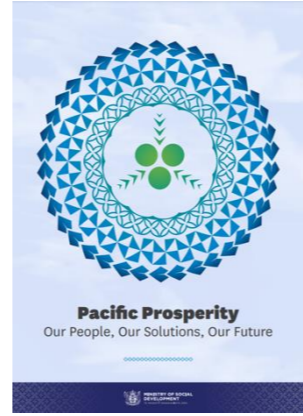
Ka mahi tahi nei te rautaki ki te taha o te rautaki Pārongo, Raraunga me te Tātaringa, ā, ka whakaritea ai mātou ki te ahutanga e hiahiatia ana mātou, ā, ka haere tonu ai mātou ki te hoki ake i a mātou e anga whakamua ana.



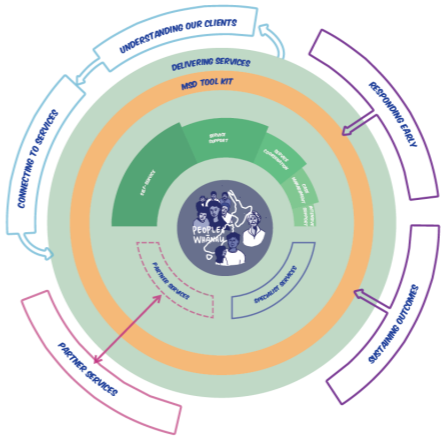
Te Pae Tawhiti



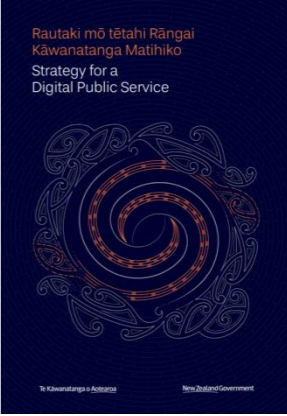
Te Pae Tata – Te Rautaki Māori me te Mahere Mahi



Tōnuitanga PasifMātouika – Tō Mātou Iwi, Ā Rongoā, Tō Mātou Anamata



Tā te Manatū Whakahiato Ora Ratonga Taura



Te Rautaki Hangarau Kāwanatanga o Aotearoa mō tētahi Ratonga Matihiko Tūmatanui



Tā Mātou Pūtake

Manaaki tangata, Manaaki whānau

Ā mātou putanga

Ko tā Te Manatū Whakahiato Ora whai kia whakatutuki i ngā putanga e hāngai ana ki tā te Kāwanatanga kitenga mō te pūnaha ora, e whakakōkiri ana mātou kia panoni te āhua o tā mātou e mahi nei me te whakarato i tā mātou pūtake

- Ka whiwhi i ngā tāngata o Aoteroa te tautoko e hiahiatia ana.
• He manawaroa ngā tāngata o Aotearoa, ā, e noho ana ki tētahi hapori kanorau, tautoko hoki.
• Ka whai waahi ngā tāngata o Aotearoa kia kuhu pai atu ki te porihanga, ā, ka pahawa ai ō rātou nā pitomata.

Te Pae Tawhiti – Tō Tātou Anamata, e whakapuaki ana tā mātou ahunga whakamua me te whakatakoto i ā mātou neke whakamuatanga hei rōpū me whakatutuki i ā mātou putanga

Mana manaaki

A positive experience every time



Te Pae Tawhiti

Ka manaakihia e mātou te rangatiratanga o te tangata ki te korowai mahana, te whakaoko, te whakaute, manaakitanga, te pono me te tōkeke, te tautoko i te tangata, ngā whānau me ngā hapori.

Te Pae Tata

Nā ngā hua o ā mātou mahi ka whakaponhia, ka whakautehia hoki mātou e te Māori. Ka whakarongo mātou, ā ka kore mātou e whakawā. Ka ngākau puare, ka matatika hoki mātou.

Kotahitanga

Partnering for greater impact



E kaha ake ana mātou ina mahi tahi ana mātou ki te whānau, hapū, iwi, ngā kairato, ngā hapori me ētahi ake umanga kāwanatanga.

Ka whakarite mātou i ngā hoatanga rangapū motuhenga ki te Māori. Ka tautokona te Māori kia arahina te hoahoa rātonga, kaupapa whakarato hoki ka whakaritea mō te Māori.

Kia takatū tātou

Supporting long-term social and economic development



Ka whakarite mātou i a mātou anō mō te anamata me te whai i te pae tawhiti mō te hapori, te ōhanga whakatipu, whakawhanake ā-rohe. Kia whakapai ake i ngā putanga whiwhi mahi, ka tautoko ai mātou i ngā tāngata kia whai pūkenga mō te mākete mahi o nainei, o tua anō hoki.

Ka tautoko mātou i ngā wawata a te Māori. Ka hāpai ake mātou, ka tautoko hoki mātou i ngā kaupapa tērā ka kitea te Māori e whanake ake ana, e tipu ake ana, hei Māori.

He tūranga nunui tā te hangarau e whakaāheitia ai Te Pae Tawhiti.

Mana manaaki

A positive experience every time



Ka whakamana mātou i ngā tāngata me ngā whānau kia tomo māmā nei i ngā pārongo me ngā ratonga mā te whakarato marika **ngā wheakotanga omni-channel, he mea aunoa ēnei, rite tonu, māori noa, ā, kia tomo kau.**

Ka whakamana mātou i ā mātou kaimahi aroā kapa kia whakarato pai ake ai i ngā ratonga me ngā putanga mā te whakaiti i ngā whakawhitinga noa kia taea ai e rātou te aro wā nui ake ki te tautoko kounga ake me te **whakamāmā ake te tomo i ngā pārongo e tino hiahiatia ana te mōhio ngā kiritaki** me ngā whānau ki te tūhono atu ki ngā ratonga e hiahia ana rātou.

Ka whakamana mātou i ngā kairato hapori e whakapono ana te Māori me Pasifika. Kia toro ai ki ō rātou hapori e mahi nei i te āhua e whai waahi mai ai, e tautoko anō ai i ō rātou hapori. Kia whakatūturu e whai tautoko ana rātou ki ngā pārongo e hiahia ana rātou.

Ka whakautē mātou i ngā pārongo e hōmai ana ki a mātou, ā, ka whakakaha whakapono mā te whakamana i ā mātou kiritaki mā rātou e noho rangatira ki a rātou pārongo. Kia pai ake ai tā mātou whakamahi, ā, e whai mana ai rātou he pēhea nei te whakamahinga puta i te rāngai ā-iwi.

Kotahitanga

Partnering for greater impact



He tūranga nui tā mātou kia whakamana i te Manatū Whakahiato Ora kia whakarato i ā mātou ratonga mā te **pūnaha hauropi o ngā rangapū whakarato ratonga**, waihoki te whakamana i te ratonga **torowhānui, whakakotahi ratonga taura puta i ngā rāngai tūmatanui.**

Ka waihanga ake mātou i ngā **pūnaha whakawhitiwhiti raraunga** e whakamanatia ai ngā pārongo me ngā kitenga **te tuari māmā nei me te waiahnaga** i ngā umanga kāwanatanga, ngā ranagapū, ngā hapori me te tangata whenua, **kia mārama ai ki ngā whakaine whai take** mō ngā tāngata, ō rātou whānau hapori hoki. Ka tauawhitia te whakaōritetanga, ngā āhua auau, ā ka kore mātou e hono ai ki te ahureitanga.

Ka mahi tahi mātou puta i te pūnaha hauropi rangapū ki te waiahnaga me te tuari i ngā kitenga whai hua me ngā **mātauranga e whakahōhōnu ō mātou mōhiotanga kotahitanga me tōna āhua ki** ō ētahi whakaaro o tangata kē, whānau kē hoki, ā, me pēhea ai e whakatutuki i ngā putanga pai, e tautoko mai ana i a tātou katoa kia mahi pai ake ai ki te tautoko i ngā tāngata o Aotearoa.

Kia takatū tātou

Supporting long-term social and economic development



Ko tā mātou whakangao ki ngā putanga rautaki o te pae tawhiti e toro whānui atu i ngā whakawhanake ā-iwi **kia whakarato mau roa ai i ngā putanga e whakakahatia ai ngā tāngata kia manawaroa ake ai** ki ngā wero e puta ai nō rātou ka hīkoi whakamua ki te ao o te mana motuhake.

Ka tautoko ai tā mātou māramatanga o te pūnaha whai ora me te pai o tā Te Manatū Whakahiato Ora ratonga mō ō tātou tāngata me ō rātou hapori kia tūhuratia ai me te whakaarotauhia ngā take pae tawhiti me whakatika ake. Ko tā mātou māramatanga pai ake nei e whakamana ana i a mātou ki te waihanga pai ake tā mātou tautoko, ā mātou ratonga, me te whakarato taunakitanga me te panonitanga kaupapa here kia roa ai te pānga o te whakaawenga.

Ka whakamana mātou i a te Manatū Whakahiato Ora kia pai ake ai te haupū moni ā-iwi, e whakarato kaha ake ai i ngā putanga, mā te **whakamana i ngā putanga o ngā whakangao kia whāia whakateroa ai**, i konei e whakamana ana i te rāngai kia aro ki ngā whakangao ki te waahi e whakarato ai ngā putanga.

Ka waihanga i ngā **pūnaha rite manawaroa** nei, e māmā ai te whanake kia tautoko i ngā hangarau te puta ake, ā, **kia whakangao i te ako tonutanga me ngā umanga ara whakamua pae-tawhiti** nei mō ō tātou tāngata.

He tauira ratonga o MSD mō te anamata

Tā Mātou Tauira Whakarato Anamata e whakanui ai ngā whānau ko rātou te uho o ā mātou mahi katoa, e whakatū ana he tauira whakarato whakaraupapa e whakamana ana i ngā ara tautoko takitahi ake.

Kia mārama mātou ki a mātou kiritaki

Me pai ake tō mātou mōhio, mārama i te tangata kia tika ai tā mātou tūhono i a rātou ki te ratonga e ao ana hei whakaea i a rātou hiahia. Me mārama pai ake hoki mātou ki te taha o ō rātou whānau ina ao ana

Te whakahono i ngā ratonga

Me tika tonu atu te tūhura i ngā hiahia o te tangata i te pā tuatahitanga mai. Ki te kore e taea tēnei, ka whakahono noa atu rātou ki te momo tautoko e ao ana i a Te Manatū Whakahiato Ora, ki ngā rangapū rānei.

Te keteparaha a Te Manatū Whakahiato Ora

Ka whai tomonga a mātou kaimahi, ngā pūnaha me ngā rangapū ki ngā mea katoa nō rātou e hiahia ana.

Ngā ratonga rangapū

E kaha ake ana mātou ina mahi tahi ai ki ngā whānau, hapū, ngā kairato ā-iwi, ngā hapori me ētahi atu umanga kāwanatanga, kaiwhakawhiwhi mahi hoki

Te urupare tōmua

Ko te tikanga o te urupare tōmua ko tā te Manatū Whakahiato Ora, ōna rangapū rānei, he whakarato tautoko ārai kia mau tonu ai ō rātou rangatiratanga me te kore pā ki te toimaha ā-moni nei, me te kuhu anō ki te pūnaha whai ora, ko te whai rānei i te tautoko roa ake nei rānei.

He whakarato whakaraupapa

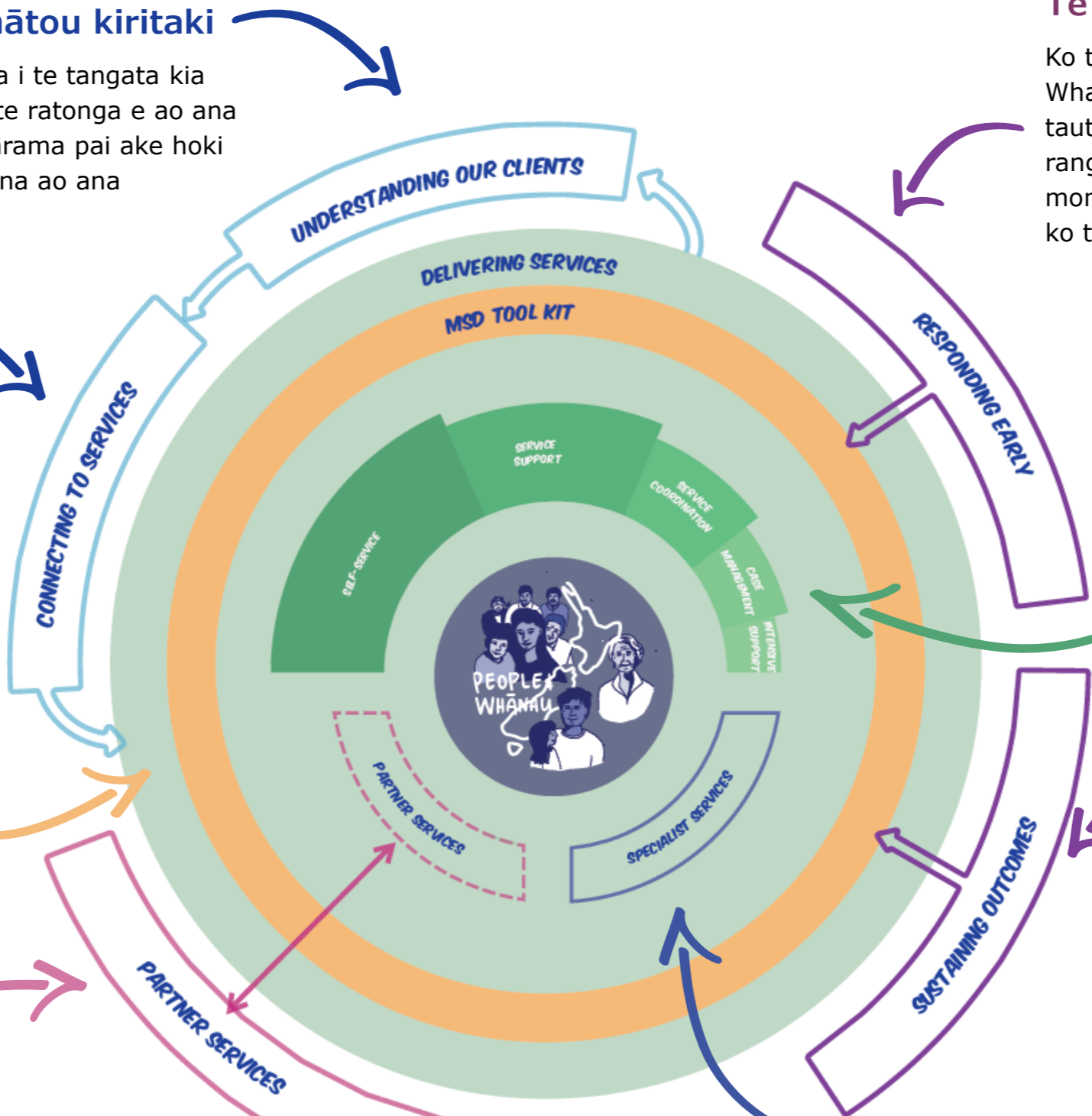
Mātou (Te Manatū Whakahiato Ora, ōna rangapū rānei) e whakarato ai i ngā tautoko taumata hiahia rerekē hei tā te taumata hiahia o te tangata, te whānau rānei. Ko ngā tāngata me ngā whānau e āhei ki te whakawhiti noa i ngā ratonga taumata rerekē i a rātou ake āhuatanga e panoni ai otiia, me āhei ai e ngā ratonga.

Te whakatoitū i ngā putanga

Kei te hiahia mātou kia noho haumaruru, kaha, rangatira hoki ngā tāngata, nā reira ko te ratonga e whakarato ai mātou, he whakamana i a rātou. Mā tēnei e whai kaha ai rātou i te wā ka wehe atu i a mātou hei kiritaki, e whakamaheretia ā rātou ake mahi, ā rātou ake whāinga. Kia manawaroa ake ki ngā wero ka puta mai ki a rātou i a rātou ka whai tata atu i te rangatiratanga.

Ngā ratonga motuhake

Ka haere tonu ai tā mātou āta whakatū, me te whakamau i ngā honoga me ngā tūhonotanga ki a mātou kaimahi, ngā ahumahi me ngā rōpū hapori, ētahi ake hunga whai pānga o roto i te rohe, kia whakatairanga i ngā tū tautoko e whakarato ana i ā mātou ratonga.



Tā matou mahere panonitanga e whakarato ana ki ngā kaupapa rautaki e ono, ā, e tautokohia ana e ngā mahi tūāpapa matua me whakarato e mātou e whakamanatia ai te panonitanga whānui

1.0 Te wheako hangarau



Ko ngā tāngata, whānau me ngā rangapū e whakamana ana kia tomo ai ki ngā pārongo me ngā ratonga, ahakoa te wā

2.0 Te whakamana ratonga



Te whakamana i ngā wheakotanga whakakotahi, tere, kounga rawa ake i ia wāhanga puta atu i ngā teihana katoa

3.0 He pūnaha hauropi kotahi



Kia āta whakamanatia te pūnaha hauropi kotahi e tautoko ai i te anamata o tā te kāwanatanga o Aotearoa ratonga tūmatanui

4.0 Whakamana ana i ngā māramatanga pai ake



Whakamanahia ngā ratonga takitahi, whai waahitanga, ārai anō me tētahi rōpū e whakamahi ana i ngā māramatanga kia whakapai ake i ngā ratonga, ngā whakahaere me ngā kaupapa here

5.0 Kia hangarau te waahi mahi



Kia whakamanatia ai ō tātou tāngata ki ngā hangarau o te wā e mahi pai ai kia māmā anō ai te mahi tahi

6.0 Kia whakahangarautia te hunga kaimahi



Kia koi ki te hangarau, kia moruki, kia mahi tahi e hīkoi ai he ahurea akoako, auaha hoki

Te waihanga wheakotanga aunoa, tomo, takitahi ake anō mō ngā kiritaki, ngā kaimahi me ngā rangapū e whakapaitia tonuhia ai e mātou. I konei, ka māmā ai mō ngā tāngata, ngā whānau ki te tomo i ngā pārongo me ngā ratonga, ahakoa te wā i te wā tonu ai e tautoko ana i a mātou kaimahi me ngā rangapū kia whakarato ai te tautoko kōkiri, pāhekohekotanga me te mārama anō ki ngā hiahia takitahi ake.

Te panoni haere i ngā hangarau matua e whakamanatia ana ā mātou ratonga anamata e waihangaia ai he tirohanga kotahi ki ā mātou kiritaki. I konei, e mārama ai mātou i roto i te horopaki o ā rātou hiahia, kia whakarato mai he ratonga kounga rawa atu, kōkiritanga ake, takitahi anō hoki e whai tūāpapa ana ki ngā tika tangata, matatika hoki.

Kia whai waahi te tangata ki te whakahuahu i ngā hangarau e tautoko ai i ngā ratonga ā-iwi o te anamata: he tūhonotanga pāhekoheko e whai waahi mai ai ētahi atu umanga, whānau, hapū, iwi, ngā hapori me te rāngai tūmataiti e mahi tahi ai rātou ki te whakaea i ngā hiahia o tēnā, o tēnā o Aotearoa.

Kia whakangao i ngā raraunga whai take e āhei ana ki te whakahaere i ngā raraunga kore hanganga maha nei mai i ngā puna o waho whānui e whakarato ai i ngā tātaranga raraunga whakatau wawe o te wā tonu i te wā anō e whakangao ana i ngā āheinga ā-roto kia tautoko i ngā māramatanga e whakapaipai ake ai i ngā ratonga, ngā whakahaere me ngā panonitanga kaupapa here.

Kia whakamanatia ai ō tātou tāngata ki ngā paraha tika mā te mahi, kia whai taputapu hiko te katoa, kia tūhonotia ai me te pūnaha o te wā e āheitia ai mātou ki te mahi pai atu, whai take atu, i te wā anō e mahi tahi māmā nei ki ō mātou kapa me ngā tūhonotanga rangapū.

Ko te kawehia i ngā tāngata i tā mātou hīkoitanga hangarau, me whakapakari ai mātau te ao hangarau me tō mātou rōpū kaimahi, ō mātou rangapū me ā mātou kiritaki me te whakaneke atu tō mātou rōpū kaimahi kia urutau ki ngā ara mahi tahi moruki me te wairua e tauwahitia ana tēnei mea te akoako me te whakamātau i ngā mea hōu.

Ngā tūāpapatanga

He kapua momorua me te Tūhonotanga

Ngā pārongo me te whakahare raraunga

Tuakiri kiritaki · kaimahi · rangapū

Whakahaumarū

Pāhekoheko

Tukanga aunoa

Whakaeretanga taurira me te hunga kaimahi

Ko te mahi rangapū atu me ā mātou kaiwhakarato kia whakatū i ngā tūāpapatanga iti kau me whakatoka iho i te tīmatanga i mua i tā mātou tīmata te whakarato o ta panonitanga o Te Pae Tawhiti

Kapua momorua me te Tūhonotanga	Te whakahaere o ngā pārongo me ngā raraunga	Tuakiri Kiritaki · kaimahi · rangapū	Ngā tūāpapa haumaruru	Pāhekoheko	Tukanga aunoa	Taura whakahaere me te hunga mahi
<p>Ka whakarawatia ngā tūāpapatanga kaha mō 'kapua,' e pai ai te noho a Te Manatū Whakahiato Ora ki te whakahaere pai he taiao kapua-ruarua ki te tautoko i ngā mahinga nui mai o ngā ratonga māori noa me te āta nukutanga atu o ngā ratonga o roto mai i te tari ki te kapua.</p>	<p>Ka whakatū mātou he tūāpapa pārongo, rarunga hoki kia whakamana i ngā pārongo e hiahia ana mātou e tika ana te whakahaerehia me te pupuru kia whakamana anō ai i ngā māramatanga e whai take ana, i te wā tonu, me whakaute ngā tika me ngā whiringa o ā mātou kiritaki, whānau, hapū, iwi hoki i a mātou ka whakarato i Te Pae Tawhiti.</p>	<p>Ka whakamahia e mātou ngā pūnaha Whakahaere Tuakiri auaha, manawaroa me ngā tukanga, whakamana kiritaki, kaimahi me ngā rangapū ki te tomo pārongo me ngā ratonga pai noa puta atu i ngā teihana katoa, i te wā tonu e whakaute ana i ngā whiringa kiritaki, haratau, mana me te matatapu.</p>	<p>Ka whakatinana i a mātou ngā atamira me ngā paraha e herea ana e te Haumarutanga me te Manawaroatanga kia whakahaere pai ai me te whakamimiti i ngā tūraru o te rā nei otiia, e whakamana tonu ana i te mahi tahitanga e tautoko ana i te Taura Ratonga Anamata, e whakamana ana i te haumarutanga mā roto mai i te whakahoahoatanga.</p>	<p>Ka whakaaauaha tā mātou pāhekohekotanga hoahoanga me ngā otinga ki te tautoko i ngā pāhekohekotanga matihiko ki ngā rangapū pūnaha hauropi, tae atu ki ngā rangapū whakahaere me ngā kaiwhakarato ratonga.</p>	<p>Mā mātou e whakatau tā mātou rautaki aunoa, kōhiwiria me ngā paraha o, ā, kia whakatū tō mātou āheinga aunoa kia noho pai mātou ki te whakamana i te tukanga aunoa mai i te tīmatatanga mutu noa mō ngā kiritaki, kaimahi me ngā rangapū.</p>	<p>Ka whakahōu mātou i tā mātou rautaki taura hoahoa whakahaere, hunga kaimahi – kia noho pai ai ā mātou kaimahi hangarau ki te whakarato pai i ngā hiahia whakahaere BAU i te wā tonu e whakahaere ana ngā pīroiroi o te taiao panonitanga me te whakariterite kia whakawhiti ki ngā pūkenga hōu me ngā āhuatanga mahi hōu.</p>

Tirohia atu te tāpiringa 1 mō ētahi pārongo anō me ngā mahere-ara mō ngā tūāpapa e rārangi iho nei i konei

Ko ngā tāngata, whānau me ngā rangapū e whakamana ana ki te tomo pārongo me ngā ratonga i ngā wā katoa

E kawatau ana te tangata ki te wheakotanga ratonga rite tonu i ngā umanga kāwanatanga e whai hari ana i te rāngai arumoni: māori noa, māmā ki te whakamahi, takitahi ake me te wheakotanga kōkiri māu ake, e rite ai te whanake tonutanga ki te whakamāmā i te āhua o tā mātou pāhekoheko.

Ka whakangao mātou ki ngā āheinga hangarau māu-uru kia taea ai e ngā tāngata, whānau me ngā rangapū te tomo pārongo, ngā ratonga me te whakahaere hoki ā rātou ake pārongo i te ipurangi, ahakoa te wā, me te kore pāhekoheko atu ki tētahi kaimahi o te Manatū Whakahiato Ora. Ka whakapaitia tā mātou wheakotanga hangarau mā ngā karetao hangarau kōrero, mōhiotanga horihori, ā, ko tāna he whakamāmā ki te whai pārongo e hiahitia ana e te tangata otiia, ka tuku taunakitanga kāore i whakaaro ake rātou te kimi mai.

Ka whakangao hoki mātou ki te whanake i ngā wheakotanga pai ake mā ā mātou kaimahi, e whakamana ana i rātou ki te tiki i ngā pārongo e hiahia ana i te wā tika kia mōhio pai ai mātou ki ā mātou kiritaki me te whakarato āwhina tere, takitahi ake i ngā wā katoa kei ngā wāhanga katoa puta atu i ngā teihana katoa.

Ka waihangatia ai ā mātou wheakotanga hangarau mā te katoa, kia tomo, e whakarato pārongo mārama, whakamana hoki kei ngā reo maha, e whakaea ana i ngā hiahia o ngā iwi katoa, kia whai ara maha ake kia tomo ai i ngā pārongo me ngā ratonga a te Manatū Whakahiato Ora.

Tā mātou kitenga

- Ka hiahia mātou kia whakarato ā mātou teihana he pārongo mārama, whakamana hoki kei roto i ngā reo maha i runga i te āhua e whakaea ai i ngā hiahia tomo o te hunga whaikaha.
- Ka hiahia mātou mā ngā tāngata e whai wheakotanga rere pai noa, ōrite hoki i ngā wā katoa, kia mōhio ai ki ngā tautoko e wātea ana ki a rātou, ahakoa te teihana, te ratonga anō hoki e tomohia ana.
- Ka waihangatia mātou i ngā pūnaha e whāngai tautoko ana ki ā mātou kaimahi kia toro noa ki te hunga tēnā pea ka hiahia tautoko atu anō.
- Ka tautokona ā mātou kaimahi ki ngā pārongo e hāngai ana e puta ai i ngā *matatūtaki*¹ *māori noa*² e whakamana ana i a rātou ki te whakarato i ngā wheako takitahi ake, ōrite tonu e matakite ana mātou.
- Ka kitea e ngā kaimahi ko wai mā e whakarato ana i ēhea ratonga puta atu i te pūnaha hauropi rangapū, me te mahi tahi anō ki ngā hohenga mahere e mahi tahi ana.

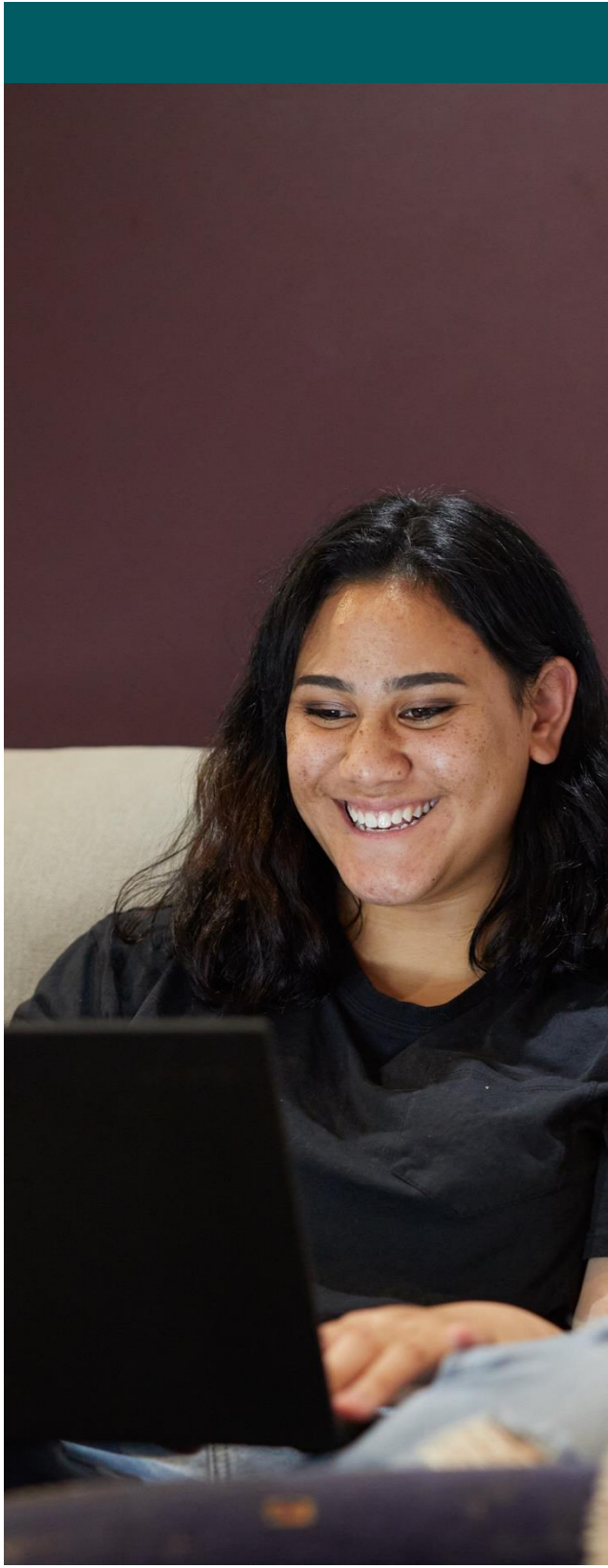
Ā mātou mahi nui

- 1.1 Ngā tūāpapa hangarau
- 1.2 Ko te whakautu i ngā ratonga hangarau (ka puta raupapa mai puta i ngā kaimahi, ngā tauira, te hunga pakeke, te hunga pakeke mahi, ngā rangapū ratonga)
- 1.3 Whakawhānui i ngā ratonga matihiko

¹ interface

² intuitive

Ko ngā tāngata, whānau me ngā rangapū e whakamana ana ki te tomo pārongo me ngā ratonga i ngā wā katoa



1.1 Ngā tūāpapa wheako matihiko	Ka whakatū mātou i te atamira wheako matihiko e tautoko ana tā te Manatū Whakahiato Ora wheakotanga matihiko whakakotahitanga, e whakamana ana i ngā tāngata me ngā whānau ki te tomo māmā ki ngā ratonga me te whakahaere anō i a rātou pārongo ki te ipurangi.
1.2 Ko te whakauta i ngā ratonga hangarau (whiwhi mahi, ngā tauira, te hunga pakeke)	Ka whakatū he whakauta ratonga hangarau ki tā mātou atamira wheakotanga hangarau hei tā ngā whakaarotau pakihi, e whakarato ana i tētahi pāhekoheko wheakotanga puta i ngā ratonga a Te Manatū Whakahiato Ora mā ngā tāngata, whānau, kaimahi me ngā rangapū.
1.3 Whakawhānui i ngā ratonga matihiko	Ka whakawhānuihia e mātou he ratonga hangarau ki te whakakotahi mai i a mātou hua katoa me ngā ratonga e wātea ana nō mātou e whakawhanake ana i a mātou āheinga ki ngā take nui mā ō tātou iwi, whānau, kaimahi me ngā rangapū.

Whakamana ana i ngā wheakotanga whakakotahi, tere, kounga rawa atu, takitahi ake kei ia wāhanga katoa puta i ngā teihana katoa



Ko te whakatutuki i te mana manaaki – he wheakotanga pai i ia te wā – ko te tikanga o tēnei, me whakarato ratonga ōrite nei, takitahi ake, whaimana, pūataata hoki e whakaea ai i ngā hiahia o te katoa, ahakoa mā te ipurangi, kanohi ki te kanohi, i ētahi atu, mā te waea rānei.

Ka panoni haere i ā mātou pūnaha whakahaere matua e whakamana ai he tirohanga kotahi o ngā tāngata me ngā whānau i roto i ō rātou oranga. Ka tautoko hoki i ngā kaimahi āwhina, ngā kiritaki me ngā rangapū ki te tomo i ngā pārongo hāngai nei ina hiahia ana e rātou, ā, kia whakarato pono i ngā tātaitanga āheinga.

Ka pāhekohekotia ā mātou ratonga me te whakakore i ngā tari mahi moke e tū ana i ēnei rā puta atu i te taha whiwhinga pūtea, mahi, whare me ngā hapori, ā, ko te tikanga kia kore noa e peke haerehia ngā tāngata me ngā whānau i waenga i ngā kaimahi me ngā teihana.

Ka whāia e mātou te ara o te 'omnichannel', ka noho ai ko te wheakotanga o ngā tāngata, whānau hoki hei matua, me te turaki i ngā taupānga i waenga i ngā teihana rerekē ki te waihanga i tētahi wheakotanga kotahi, pāhekoheko, whakakotahitanga anō hoki.

Ka whakaaunoa mātou i ngā rerengamahi mā ngā tāngata, whānau me ngā kaimahi kia whakamāmāhia ai te tomonga ki ngā ratonga. I konei, ka nui ake te wā ki te whakarato tautoko tūturu kua ki ngā ratonga whakawhaiti noa, e whakamana ana i a mātou kaimahi ki te aro nui atu ki ngā hiahia ratonga pīroiroi.

Whakaaetanga, ngā tika tangata me nā matatika e tautoko ai i tā mātou whai i a mātou ka āta mahi kia whakamātau, whakaine me te whakawhānui atu i tō mātou āheinga ki te mahi aunoatanga me te mōhiotanga karetao (AI) ki te whakapai ake i te wheakotanga i ā mātou kiritaki, kaimahi hoki.

He mana tō tēnā me tēnā ki te whakahaere whakaaetanga me te māramatanga kia mōhio ai me pēhea ai mātou e tomo, whakamahi me te tuari i ā rātou raraunga.

E whakakite ana mātou te whakataunga AI-tautoko e puta tētahi whai ana i tētahi i roto i te wā nō muri atu i te whakamātautanga rētō me te whakaaetanga hei mahi hei tā te pai o ngā putanga.

Tā mātou kitenga

- Ka whakawhiwhia ki te tangata he ratonga ōrite tonu, whaimana puta i ngā teihana katoa.
- Me mārama ngā hiahia o ngā tāngata i roto i te horopaki o ō rātou whānau, e taea ai e mātou te whakarato taunakitanga motuhake ake mō ngā ratonga, tautoko hoki mō te takitahi me tō rātou whānau.
- Ka āheitia te tangata ana hiahia tonu me ngā whakawhitinga pūtea te tūhura, te whakatau ki te waahi tuatahi o tāna tono mai (mā te matihiko, te waea, kanohi ki te kanohi rānei).
- Kotahi anake te kōrerohia e te tangata tāna kōrero, inā rā ka whai i ngā kaimahi i te tirohanga kotahi o ō rātou hiahia, ā, ka panoni haere ina panoni anō ngā āhuatanga ki a rātou.
- Ki te hiahia tautoko atu anō e te tangata ina tono mai ana mā te ao matihiko, ka taea e rātou te hono tere, māmā hoki ki te tautoko takitahi ake nei me ngā pārongo.

Ā mātou mahi nui

2.1	Arotake i ngā taumata matua kiritaki	2.4	Whakawhitiwhiti Teihana Ōmikorona
2.2	Te pūnaha whakahaere kiritaki	2.5	Mōhiotanga whakahaere ratonga
2.3	Te atamira whakauta whiwhi mahi	2.6	Te atamira utu kiritaki, moni tārewa.

Whakamana ana i ngā wheakotanga whakakotahi, tere, kounga rawa atu, takitahi ake kei ia wāhanga katoa puta i ngā teihana katoa



<p>2.1 Te arotakenga matua kiritaki atamira</p>	<p>Ka whakahaere mātou he arotakenga kia whakatau i ngā atamira matua kiritaki nei, e whakamanatia ai te Manatū Whakahiato Ora ki te whakarato i ngā putanga ka whakatakotohia e Te Pae Tawhiti, me te Taura Ratonga Anamata. Ka puta ai he kupu ārahi e arahina ngā whakataunga o te anamata.</p>
<p>2.2 Te pūnaha whakahaere kiritaki atamira</p>	<p>E whakatūturu ai mātou ko ā mātou Pūnaha matua Whakahaere kiritaki e whakamana i ngā kaimahi, rangapū hoki kia whai tautoko whai take ki ngā tāngata i roto i te horopaki o ō rātou whānau, e whakamana ana i ngā pūnaha pāhekoheko e whakahaere mō te roanga o ngā oranga tangata, waihoki kia pūataata, kia urutau ngā tātaitanga āheinga.</p>
<p>2.3 Ngā atamira whakautu whakawhiwhi mahi</p>	<p>Ka whakatū mātou te atamira whakawhiwhi mahi e tautokona ai ngā ratonga whakawhiwhi mahi matihiko o te Manatū Whakahiato Ora, e whakamana ana i ngā whānau me ngā ranagapū whakawhiwhi mahi ki te tūhono ki ngā ratonga whiwhi mahi mā ngā teihana matihiko.</p>
<p>2.4 Te whakawhitiwhiti Teihana Ōmikorona</p>	<p>Ka whakahoahoa me te whakatinana mātohe atamira whakawhitiwhiti Teihan Ōmikorona e puta ai he tū kapua waahi whakapā mai e pāhekoheko kaha nei ki te atamira wheako. I konei, e whakamana ai i ngā ārahitanga mata, i tērā ka puta mai ngā matapakina tautoko e hāngai ana.</p>
<p>2.5 Mōhiotanga ratonga whakahaere</p>	<p>Ka whakatinana mātou he pūnaha mōhiotanga whakahaere ratonga e āhei ana ki te whakamana i ngā tāngata, whānau hoki ki te tomo māmā ki ngā pārongo mō ngā ratonga me te tautoko hoki i a mātou kaimahi, ngā karetao hiko me te puna pono kotahi e tautokona ai tō mātou āheinga ki te whakarato i te tautoko ōrite tonu, tere anō hoki.</p>
<p>2.6 Te atamira utu kiritaki, moni tārewa</p>	<p>Ka whakaauahatia ā mātou pūnaha atamira utu kiritaki, moni tārewa. Ka whakarato ai he tukanga aunoa me te whakatika hoki i ngā utu tārewa, i konei e whakamimiti ana ngā utu kāore e tika ana me utu, me te aha, ka heke te moni tārewa ki a Te Manatū Whakahiato Ora, i te wā anō e whakarato ana i ngā raumei tika.</p>

E āta whakamana ana i te pūnaha hauropi rangapū kotahi e tautoko ai i ngā ratonga tūmatanui matihiko kāwanatanga o Aotearoa o te anamata.

Kia whakarato ai i te kotahitanga, e hiahia ana mātou ki te whakamana i ngā ara pāhekoheko nui atu o te mahi tahi puta atu i te rāngai ā-iwi,

- Mā te whakamana i tētahi tauira e āheitia ai ngā rangapū whakarato ratonga, nō rātou ngā mōhiotanga motuhake, mātangatanga, me ngā tūhono kia mau toitū ngā panonitanga pai ki te oranga o te tangata, whānau hoki. Kia whai waahi nui mai rātou ki tā mātou ratonga tauira i tōna tīmatanga mutu noa.
- Kia āta mahi tahi me ngā Manatū whai tūhono mai pēnei me te Hauora, Ture, Ngā Tamariki me te Mātauranga. Kia whakaaro tahi, whakarite tahi i ngā angitūtanga ki te urupare tōmua me te whakarato manaakitanga torowhānui.
- Kia whai waahi mahi ki te whakahuahu i te panonitanga whai oranga, matihiko o te kāwanatanga o Aotearoa.

Ka whakamana ai mātou tēnei me ngā tūmomo whiringa hangarau e whakamana ai i ngā umanga whakapono, ngā iwi, ngā ratonga, ngā hapori me ngā kaiwhakawhiwhi mahi mā runga i te tāwariwari ki te tomo me te tuari i ngā pārongo i runga i te āhua e pai ai ki te pakari, hiahia hoki o ia rangapū.

Ka āta mahia, tautokona hoki e mātou te māketete raraunga o te kāwanatanga, e waihangatia ana ngā mea me whai kia taea ngā pāhekohekotanga o waho me te whakatūturu hoki te tomonga o ngā raraunga e tāia e mātou. Ka arahina e mātou mō te rāngai ā-iwi, e whakamāhuki nei ngā paerewa API, ā, e whakatūturu nei ko ngā putanga kounga rawa atu e tūhuratia ana ka whakatū tōmua ai.

Ka āta whakangao mātou ki te tautoko i tā mātou tūhonotanga kia mahi ake ai i ā mātou paraha e taea ana te whakarato ka whakaute ai, me te manaaki i ngā pārongo ka tuari me rātou.

Ka mahi atu mātou i te pūnaha, e noho huaki ai ngā whakaaro ki te tuari me te mahi tārua kia pai ake ai ngā putanga mō ngā tāngata o Aotearoa. Ka kōkiri hoki i ngā utu pai puta i te rāngai tūmatanui. Ka kore mātou e noho motuhake ake.

Tā mātou kitenga

- Ka kitea te momo anamata e mātou ehara i te mea me mōhio ai ngā tāngata o Aotearoa ki ngā whakahaere a te kāwanatanga e riro ai i āna ratonga, ka whāia ai ā rātou here, te kimi pārongo rānei. Ina hoatu pārongo e te tangata ki tētahi umanga kotahi, ko ā rātou raraunga e whai tomonga ki tētahi atu umanga kia kore ai e kī tārua ma.
- Ka kitea te momo anamata e mātou e whakaarotau ai e ngā umanga ki ngā waihanga o te APIs me ōna wāhanga, paerewa me ngā pupurutanga raraunga ki te ratonga tūmatanui e āhei ai ngā umanga, ngā pakihī, NGOs me ētahi atu ki te mahi anō i ngā raraunga, ngā kurutete me ngā ture.
- E āhei ai e ngā tāngata te hono noa mai ki te ratonga tika, ahakoa ko Te Manatū Whakahiato Ora he rangapū rānei, ahakoa tēhea teihana e tomoa mai ana e rātou.
- Ka whai āheinga ā mātou kaimahi kia kitea ko wai rā e whakarato ana i ēhea ratonga puta atu i tō mātou pūnaha hauropi rangapū. Ka mahi tahi ki te hapori ngā rangapū iwi, ngā kairato me ngā umanga kāwanatanga ki te whakahoahoa me te whakarato i ngā hohenga mahi e mahi tahi nei mātou me ngā ratonga tauawhi.

Ā mātou mahi nui

- 3.1 Tauira hononga rangapū kaiwhakahaere mahi.
- 3.2 Te tuari raraunga haumarū, papai hoki.
- 3.3 Pāhekoheko rangapū

E āta whakamana ana i te pūnaha hauropi rangapū kotahi e tautoko ai i ngā ratonga tūmatanui matihiko kāwanatanga o Aotearoa o te anamata.

3.1 Taura hononga rangapū kaiwhakahaere mahi

Ka whakahōu tā mātou taura hononga rangapū kaiwhakahaere mahi kia haere pai ake i te tukanga o te mahi tahi ki ngā rangapū ki te whakarato ā mātou ratonga me te tūhono ki ngā kiritaki.

3.2 Te tuari raraunga haumarū, papai hoki

Ka āta whakarite mātou me te whai waahi ki te māketē raraunga a te kāwanatanga, e waihanga ana i ngā mea e hiahiatia ana kia taea ai ngā API's me te whakamana i te tomonga o ngā API's e tāia ai e mātou.

3.3 Te pāhekohekotanga rangapū

Ka pāhekoheko me ngā pūnaha rangapū, e māmā ake ai mā mātou ki te mahi tahi ki ō mātou rangapū, te tuari pārongo me te whakahaere ratonga me ngā hohenga mahi tahi kia taea ai e ngā tāngata me ngā whānau te whakawhiwhi i te tū tautoko e ao ana.



E whakamana ana i ngā ratonga takitahi ake, whaimana, ārai hoki, ā, me tētahi rōpū e whakamahi nei i ngā kitenga ki te whakapai ake i ngā ratonga, ngā whakahaere me ngā kaupapa here



Ko ngā tātaringa raraunga he whakamanatanga matua e tautokona ana te rawa aunoa o ngā ratonga takitahi ake, whaimana, ārai e matakitehia ana e Te Pae Tawhiti me tā mātou Taura Ratonga Anamata, waihoki ko te whakamana i Te Manatū Whakahiato Ora kia hua ai hei rōpū e kōkirihi ana e ngā kitenga e whakamahi nei i ngā kitenga o te wā ki te whakamōhio i ngā whakapaitanga ratonga me te panonitanga kaupapa here.

Ka whakangao mātou ki ngā rawa raraunga whai take e āhei ana ki te whakahaere i ngā tini raraunga āhua kore mai i ngā puna ratonga whānui o waho ki te whakarato i ngā raraunga matatike mataora. Ka whakangao hoki mātou ki ngā āheinga pūtaiao e whakamanatia ai mātou ki te waihanga i ngā tauira e tautoko i ngā ratonga takitahi ake, ngā taunakitanga me ngā kitenga matakite e whakamana ana i a mātou ki te urupare tōmua nā te whakamahinga o ngā raraunga puta atu i te rāngai tūmatanui ki te āta whai kia tūhura i ngā angitūtanga kia te whakarato i ngā ratonga ārai ki ngā tāngata me ngā whānau i mua i te wā e hiahia ana rātou ki te pūnaha whai ora.

Ka whakamana mātou i a mātou kaimahi mā te whakatū mōhiotanga pakihī māu-uru me te whakakaha i te āheinga o ō mātou tāngata ki te whakamahi pai ake i te wāriu o ngā pārongo e pupuru nei i roto mai i Te Manatū Whakahiato Ora, waihoki puta atu i te rāngai ki te whakapai ake i tā mātou mahi whakahaere, whakarato ratonga me te whakamōhio kaupapa here.

Ka tino mārama ai mātou ki ā mātou kiritaki mā te whakakotahi i ngā kitenga e mārama ai mātou mō ngā āhuatanga, wheakotanga, whakaarotau, whāinga hoki o te tangata me ngā taunakitanga pēnei me ā rātou kawatau whāinga tawhiti mō ngā putanga ā-iwi, ngā āhua e whakaaweawe ai tō rātou hauora me ngā whai pānga o ngā ratonga rerekē.

I ēnei mahi katoa, e whakatūturu ai ngā whakataunga tautokona AI, me ngā wheakotanga atamai e tautokohia ana e te ngākau ponotanga kia manaakitia ai ā rātou pārongo ki te whakaute: e tiaki ana i ngā pārongo, e whakamana ana i te tangata kia noho rangatira me te mārama hoki ki te whakamahinga o ā rātou pārongo. Waihoki, kia whai wā tika ai ki te whakaputa a AI pōturi nei nō muri atu i ngā whakamātautanga kia hua ai te māia i ngā putanga.

Tā mātou kitenga

- Ka tautokona ā mātou kaimahi ki te whakarato i ngā pāhekohekotanga auau, whaimana puta whānui atu i ngā ratonga me te tautoko i ngā whakatau tere.
- I ngā āhuatanga o te tangata e panoni haere nei, e taea ana e mātou te taunaki i ngā ratonga o taumata kē, momo kē rānei e taea ai e ngā tāngata, whānau rānei te tūhono ki te momo tautoko e hiahia ana rātou i runga i te tere.
- Mā te tautoko tōmua i ngā tāngata, whānau hoki, e kawatau ana mātou ka heke te tokomaha o te hunga ka uru ki te toimahatanga, te pūnaha whai ora, e hiahia tautoko roa ana rānei.

Ko te tikanga ia, me nui atu ā mātou mahi ki te tautoko i te hunga e noho pānekeneke ana o te pana mahi, te hunga rānei ko ōna āhuatanga, whaikaha rānei e whai pānga tūraru nei ki te ao mahi, te whakangungu rānei. Ko ngā tauira me te hunga rangatahi e wehe ana i te wānangananga, whakangungu rānei. Te hunga rānei he tūraru pūtea whakawhiwhi mahi e whakaero ana, te whai kāinga pānekeneke nei, te hunga he āhuatanga whānau e whai pānga tūraru ana kia āhei ai rātou ki te whakatutuki, toitū hoki i ā rātou whāinga, ā, ko te hunga rerenga, hūnuku mai rānei.

E tautoko ai tēnei te whakatutukitanga o Kia Takatū Tātou, te whakapaitanga i te oranga taha ā-iwi, ohoha anō hoki o ō tātou hapori.

Ā mātou mahi nui

- | | | | |
|-----|--|-----|----------------------------------|
| 4.1 | He anga putanga pai ake | 4.4 | Mōhiotanga pakihī māu-uru |
| 4.2 | He atamira raraunga, tātari raraunga hoki. | 4.5 | Ngā raraunga kiritaki māu-uru |
| 4.3 | Whakahaere whakaaetanga | 4.6 | Ngā tātaringa raraunga mahi tahi |

4.0 he whakamana mōhiotanga pai ake

E whakamana ana i ngā ratonga takitahi ake, whaimana, ārai hoki, ā, me tētahi rōpū e whakamahi nei i ngā kitenga ki te whakapai ake i ngā ratonga, ngā whakahaere me ngā kaupapa here



4.1 He anga putanga pai ake	Ka whakahōhonu ake tō mātou mōhiotanga o te pakari o te pūnaha whai ora, te whai taketanga o ngā mahi tautoko ki ngā tāngata me ngā hāpori mā te whakamāhuki mō te āhua o tēnei mea te pai, e whakamana ana i mātou ki te whakaine ai i ngā putanga puta atu i ā mātou ratonga.
4.2a Te atamira raraunga, tātaringa raraunga (inc. BI)	Ka whakatinana mātou i te wāhanga tīmatanga o te atamira raraunga hōu, tae ake ki te whakahaeretanga tūāpapa raraunga me ngā mahi whakahaere, kia pai ake ai a Te Manatū Whakahiato Ora mōhiotanga pakihi, rīpoatatanga me ngā āheinga tātari raraunga.
4.2b Te atamira raraunga, tātari raraunga hoki (Te tātari raraunga whatutoto)	Ka whakapakari ake i tō mātou i atamira raraunga, ka tāpiri mōhiotanga pakihi, arotakenga me ngā ratonga tātari raraunga whatutoto ki te whakarato taunakitanga mataora, ngā ratonga takitahi ake me ngā tātari raraunga matakite me whai mai kia urupare tōmua.
4.2c Te whakarato ratonga mōhio	Ka whakawhānui atu tā mātou atamira ki ngā raraunga mahi, e āhei ana ki te whakahaere i ngā raraunga kore hanganga maha mai i te whānuitanga o ngā puna ō-waho ki te whakarato mataora nei ngā tātari raraunga matakite.
4.3 Whakahaere whakaaetanga	Ka whakahoahoa mātou, ā, ka whakatinana hoki he anga whakaaetanga mārama ki te whakatūturu e mahi tika ana i ngā pārongo o ngā tāngata i runga i te whakaute.
4.4 Mōhiotanga pakihi māu-uru	Ka whakapakari anō ai mātou i ā mātou atamira raraunga ki te whakarato i ngā paraha ki te whakamana ā mātou kaimahi ki ngā āheinga mōhiotanga pakihi māu-uru.
4.5 Ngā ratonga raraunga kiritaki māu-uru	Ka whakarato mātou i te piaritanga, kia whai mana, kōwhiringa ki ā mātou kiritaki mā te whakamana i a rātou kia kite mai, te whakahōu me te whakahaere anō i ngā pārongo ka tuari mai ki a mātou mā roto mai i tā mātou atamira matihiko wheakotanga.
4.6 Ngā tātaringa raraunga mahi tahi	Ka whakatū mātou i tētahi atamira pūtaiao mahi tahi e whakamana ai ō mātou rangapū, ngā umanga me te pūnaha hauropi whānui kāwanatanga kia whakapai tonu ai i ngā ratonga me ngā putanga mā te whakamahi i te mōhiotanga pakihi me te raraunga pūtaiao.

Te whakamana i ō mātou tāngata ki ngā paraha matihiko kia mahi pai ai me te mahi tahi māmā



Ka whakamana mātou i ō tātou tāngata ki ngā paraha e hiahia ana rātou ki te mahi pai, tere hoki, e whakatūturu e taea ana e mātou te aro ki ā mātou rauemi ki te whakarato i ngā putanga wāriu mō ngā tāngata o Aotearoa:

- Te whakamana i tā mātou hunga kaimahi ki ngā paraha e whakamana ana i a mātou ki te mahi pai ake, mahi tahi hoki.
- Te whakarato i ngā hangarau e hiahiatia ana ki te tautoko i ngā mahi tahitanga moruki ki te mahi: whakaaunoatia ngā paraha, tūhonotanga, ngā paraha hiko, ngā whakakitenga pāhekoheko.
- Te whakauaha i ngā pūnaha pāuaua kia whai taputapu tika te hunga kaimahi hāpai ō ki te mahi tika, pai hoki, e kōkiri ana i ngā hua mahi puta atu i tō mātou rōpū me te whānuitanga o ngā hononga.
- Kia whakataptapuhia ō mātou whare ki ngā hangarau hui, tūhono e whakamanatia ai te mahi tahitanga māmā nei i waenga i ā mātou kaimahi, ngā rangapū, ētahi atu umanga, ngā ratonga iwi, ngā hapori me ngā kaiwhakawhiwhi mahi.
- Kia whakarato tonu ai me te whakapai ake i ngā angitu kia whakaaunoatia ai ngā tukanga mai i tōna tīmatanga ki tōna mutunga, kia whakamahi i ngā hangarau o te ao hōu kia whakapai tonu ai te āhua o ā mātou mahi, whakarato hoki i ngā ratonga.

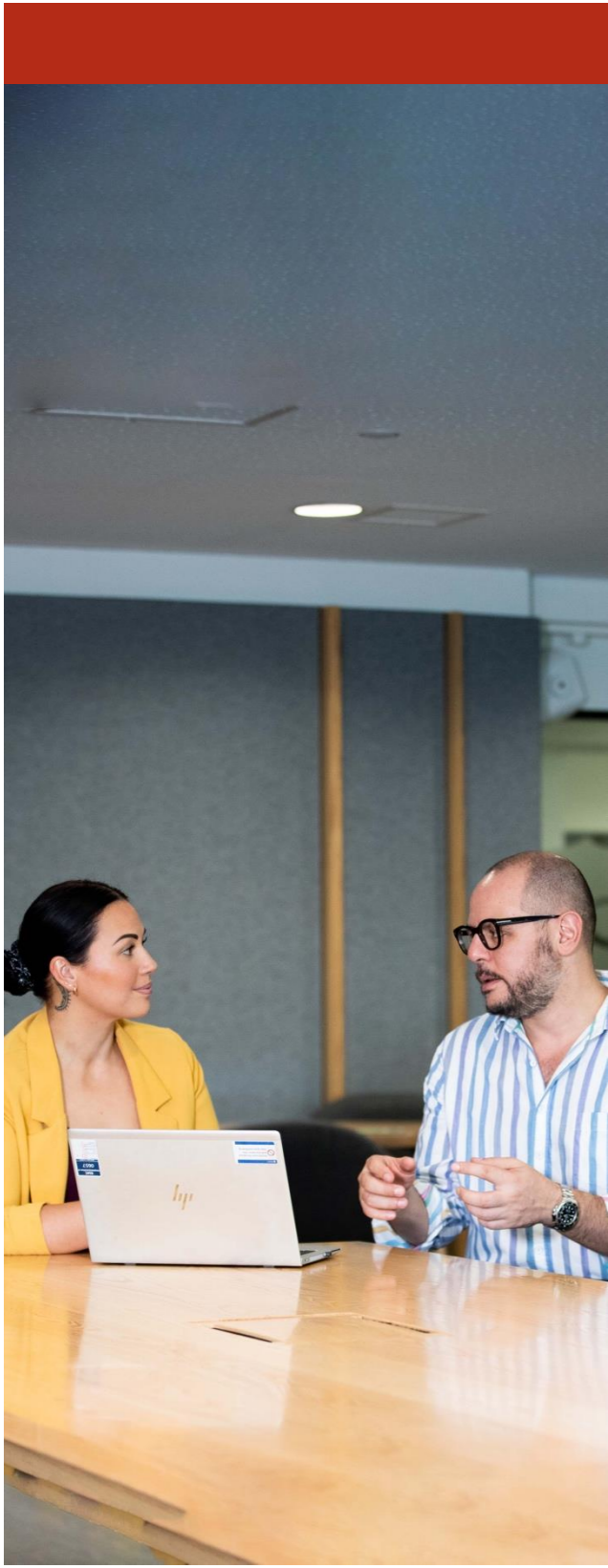
Tā mātou kitenga

- Kia whakamanatia ō mātou tāngata ki ngā paraha whai hua, mahi tahi, kia māmā ake ai ki te mahi tahi i waenga i a mātou anō, ō mātou rangapū me ētahi atu umanga.
- Kia whakamanatia ō mātou tāngata ki ngā hangarau raumāota e whanake tonu ai ki te tautoko i a mātou ki ngā paraha hōu rawa o te wā mā te mahi.
- Ka aunoa ai ngā tukanga hei hātepe kia aunoatia ai ngā tukanga noa.
- Ka tūhara tonutia ai ngā ara hōu ki te whakapai ake i te āhua o ā mātou whakarato ratonga, mahi me tiaki ō mātou tāngata, te tūhura me te whakaine i ngā ara auaha ki te whakaputa i ngā hangarau hōu puta i tō mātou pakihī.

Ā mātou mahi nui

- | | |
|--|---|
| 5.1 Te whakamana i ngā kapa whakarato ki ngā paraha aunoa | 5.7 Whakahaere rawa hangarau |
| 5.2 Kōpaki rangatōpū | 5.8 Whakamahere hinonga |
| 5.3 Ngā paraha whai hua o te waahi mahi | 5.10 Mana whakahaere hinonga, tūraru, tūtohu (GCR) |
| 5.4 Te whakamana i ngā kaimahi aroākapa | 5.12 Whare atamai |
| 5.5 FinOps: Nukuhia atu te hangarau mai i te utu ki te wāriu | 5.13 Matihikotanga haumarū kaimahi me te whakahaumarū |
| 5.6 Whakahaere i hirangi hinonga | |

Te whakamana i ō mātou tāngata ki ngā paraha matihiko kia mahi pai ai me te mahi tahi māmā



<p>5.1 Te whakamana i ngā kapa whakarato ki ngā paraha aunoa</p>	<p>Ka whai kia tika, kia aunoa, ā, kia pāhekoheko ai ngā paraha ki te whakamana i ō mātou kapa ki te mahi pai, ōrite tonu, kia kua noa e moumou wā otiia, kia piki ai te mahi ki ngā mahi whai wāriu. Tae atu hoki ki ngā paraha e whakamāmā ana i te whakamahaere me te whakarato i ngā hinonga, waihoki te whakaaunoa i ngā tukanga DevOps.</p>
<p>5.2 Kōpaki rangatōpū</p>	<p>Ka auahatia tō mātou atamira rangatōpū, me te taha pūtea, rārangi utu, whiwhinga me te whakahaere kirimana, ngā pūnaha rauemi tāngata, e whakatūturu ai e tika ana ngā pūnaha a Te Manatū Whakahiato Ora, ngā tukanga pakihī, pārongo hoki kia whakarato i ngā kawatau a te kāwanatanga.</p>
<p>5.3 Ngā paraha waahi mahi whai hua</p>	<p>Ka whakataputapuhia ō mātou kapa ki ngā paraha tari raumāota whai hua, ngā paraharaha e ao ana, hui hoki me ngā pūnaha AV, e whakatūturu ana ā mātou kaimahi e tautokona ana ki ngā paraha e hiahia ana ki te mahi tahi me te mahi pai, whai take hoki.</p>
<p>5.4 Te whakamana i ngā kaimahi aroākapa</p>	<p>E whakatūturu ai mātou i te hunga mahi aroākapa me ngā tari whakapā e whai paraharaha ana, ngā ratonga me ngā tūhono otinga e whakamana ana i a rātou ki te whakarato i ngā wheakotanga pai i ia te wā.</p>
<p>5.5 Nukuhia atu te hangarau mai i te utu ki te wāriu</p>	<p>Ka tautoko mātou kia panoni i ngā whakaaro o te hangarau hei waahi utu hei waahi whai wāriu mā te whakapakari i te āheinga ki te mapi i te utu hangarau tika atu ki ngā putanga ratonga.</p>
<p>5.6 Whakahaere i hirangi hinonga</p>	<p>Ka whakamāhuki, ka whakarato i tā mātou rautaki whakahaere i hirangi hinonga kia taea ai e ngā kaimahi te tomo, te tohutoro hoki i ngā i hiranga kua tāia kātahi, kārua ngā i hirangi hoki ka rapua puta atu i ā mātou teihana matihiko mahi tahi.</p>
<p>5.7 Whakahaere rawa hangarau</p>	<p>Ka tātari mātou i tā mātou whakahaeretanga i ngā rawa hangarau kia whakatūturu ai ko ngā rawa hangarau katoa, tae atu hoki ki ngā ratonga kapua, e taea ana te whakahaere pai, e whai ana i ngā otinga e ao ana e pāhekohekotia ana ki te whakahaeretanga otinga rawa hinonga.</p>

Te whakamana i ō mātou tāngata ki ngā paraha matihiko kia mahi pai ai me te mahi tahi māmā



<p>5.8 Whakamahere hinonga</p>	<p>Ka whakatinana mātou i ngā paraha whakamahere hinonga e whakamana ai i a Te Manatū Whakahiato Ora kia whāia ai te kawenga whai tikanga kia āta puta te whakamahere rautaki panonitanga hoki.</p>
<p>5.9 Mana whakahaere hinonga, tūraru, tūtohu (GCR)</p>	<p>Ka arotake i ngā whiringa me te whakatinana i te/ngā otinga hinonga e whakamanatia ai a Te Manatū Whakahiato Ora kia whakahaere pai i ngā hinonga tūraru puta atu i ngā apa katoa o te rōpū, e whakamimiti ana i ngā whare whare moke pupurutanga kei roto kē i te whakahaeretanga tūraru ki ngā paraha.</p>
<p>5.10 Ngā whare atamai</p>	<p>Ka whakaaauaha ā mātou pūnaha whakahaere rawa, e whakauru i ngā otinga hōu ki te tautoko i ngā kaimahi ki te whakahaere ai te waahi rātou e mahi nei, ā, pēhea hoki e mahi ai rātou, ā, ka whakamana i ngā rawa kia whakapai ake i ngā whakahaere rawa me ngā āhuatanga whakanonoi.</p>
<p>5.11 Matihikotanga haumarū kaimahi me te whakahaumarū</p>	<p>Ka tūhura mātou i ngā angitūtanga kia tautoko i ngā hangarau matihiko te ara ake kia whakakaha ake i te ora kaimahi me ngā tikanga haumarū, ā, kia tautoko hoki i ngā taiao mahi haumarū.</p>

Kia koi ki te hangarau, kia moruki, kia mahi tahi e hīkoi ai he ahurea akoako, auaha hoki



Ko te nui atu te matihiko i tērā o ngā hangarau hōu me te whakapai ake i ngā pūnaha IT. He hira tonu kia kawea tahi i ngā tāngata i tēnei hīkoitanga anō hoki:

- Kia whakamātau ai te taha matihiko o ā mātou kaimahi, rangapū me ngā kiritaki.
- Kia ako ai kia whai ara mahi rerekē, kia whāia ngā ara mahi whakakotahi kapa kanorau kia aro ai ki ngā kiritaki, kia moruki, kia mahi tahi ngā āhuatanga mahi.
- Kia tōngakingaki ki te ako tonutanga e pai tonu ai tā mātou mōhio ki ngā panonitanga hangarau i roto i te wā, e whanake ana i a mātou umanga mahi mā ngā ara ka kore e pōhewatia ana i te rā nei.
- Kia waihangatia ai he taiao e noho haumaruru ai te tangata, kia auahatia, kia tuku whakaaro, kia ngana, ahakoa hapa ana i ētahi wā.

Ko tā mātou rautaki a Te Pae Tawhiti e whakarite ana i te wā tere mō te whakatū ake o ngā hangarau me ngā pūnaha matua e tautoko ai i te kaupapa panonitanga. Mā mātou e whakarite te terenga o te panonitanga: e āta mahi ana ki ngā rangapū ki te whakaterere i te whakamahinga o ngā pūnaha hōu, te whakapūkengahia terehia o mātou kapa me te whakapiki moruki puta i te rōpū.

Ka tīmata ngā mahi whakamahere i te hunga kaimahi tautuhi rite hei wāhanga ki ia rautaki whakaaro, e whakatūturu ana kia rite te whakahaeretanga me te whakaritetanga i roto mai i te tirohanga whakahaere e āta hāngai ana ki ia mega epic. Ko ngā whakaaro kei tēnei wāhanga o te rautaki e aro ai ki ngā panonitanga whānui hunga kaimahi e tautoko ai i te panonitanga whakatutuitanga kia hua ai he rōpū auaha, matihiko urutau hoki.

Tā mātou kitenga

- Ka whakarato mātou he ratonga auaha mō ngā tāngata o Aotearoa e urutau tonu ai ki ngā āhua o te wā. Kia whakatutukihia atu i tēnei, ka tōngakingaki mātou ki te ako tonutanga me te whakapaipai tonutanga.
- Ka mahi mātou i roto i ngā kapa rerekē, kanorau hoki, e waihangatia he taiao e rongorongo ai te tangata i te haumaruru ki te whakaputa whakaaro, kia ngana, ahakoa i ētahi wā ka hē ai.
- Ka māori noa ngā rangapū puta atu i te kāwanatanga me te ahumahi kia whakawhanake āheinga, whakawhiti pūkenga me te tautoko kia whakapakari kapa whai hua nui.
- Ka whakangao mātou kia whakapakari, kia mau tonu ai o mātou tāngata, e whakatairanga ana i ngā ara umanga pai e noho kawatau ai tēnei mea te akoako, ā, ko te whakawhanaketanga e āta kimi ana mā roto mai i ngā wheaketanga hōu, ngā angitūtanga, me ngā kapa kōtui tari.

Ā mātou mahi nui

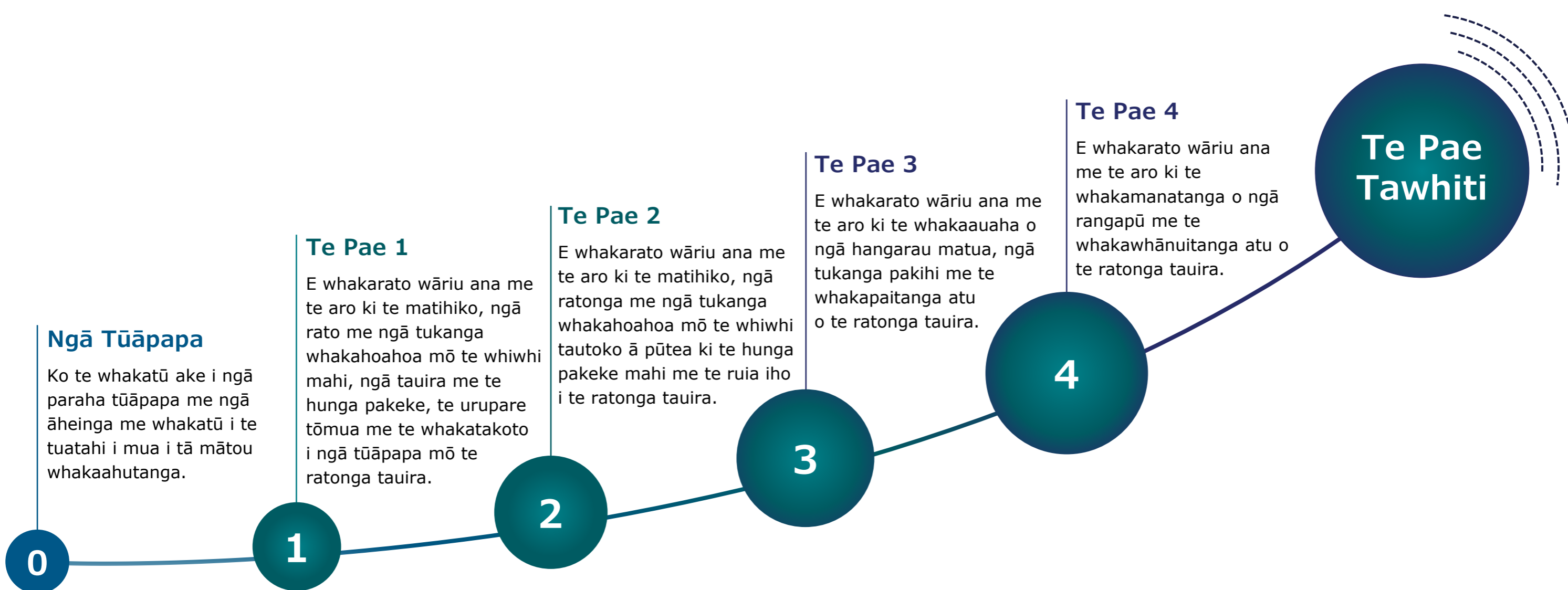
6.1	Mātau matihiko	6.6	Whakapiki āheinga: whakarato ratonga, pāhekoheko rangapū
6.2	Te whakawhanake pūmanawa hangarau	6.7	Whakatū hangarau hei rangapū pakihi
6.3	Kia ruia te morukitanga mō ngā kapa ratonga	6.8	Tauira auaha
6.4	Kia whakapiki āheinga kia whakahaere i ngā kaihoko	6.9	Whakatū i ngā tauira whakapaipai tonutanga
6.5	Kia whakapiki whakahaeretanga rite		

Kia koi ki te hangarau, kia moruki, kia mahi tahi e hīkoi ai he ahurea akoako, auaha hoki



6.1 Mātau matihiko (kaimahi, ngā kiritiki, ngā rangapū)	Kia mahi rangapū tata ki ngā Rōpū Tangata, ko te hangarau hei rangatira e whakamōhiotia ai, ārahi hoki i te mātautanga matihiko o ngā kaimahi o Te Manatū Whakahiato Ora, ngā kiritiki me ngā rangapū.
6.2 Te whakawhanake pūmanawa hangarau	Ka whakangao mātou ki te āta whakatipu i tō mātou pūmanawa ā-roto, e tautoko ana i ngā tāngata ki te whakawhiti ki ngā pūkenga matihiko hōu me tētahi ahurea akoako e whakatūturuhia ai e taea ana e mātou te whakaauaha tonuhia i ngā wheakotanga matihiko ki tua.
6.3 Kia ruia te morukitanga mō ngā kapa ratonga	Ka ruia morukitanga tonu ai e mātou, e waihanga ana i ngā kapa āheinga maha kia whakarerekē i ngā wheakotanga mā te tangata, whānau me ngā rangapū i te wā tonu e whakamana ana i ērā e tautoko ana i ngā pūnaha pīroiroi kia haere tonu ai i ngā āhuatanga mahi o te wā.
6.4 Kia whakapiki āheinga kia whakahaere i ngā kaihoko	Ka whakapiki mātou i tō mātou raukaha kia whai pai atu me te whakahaere i ngā rangapū ratonga hangaru rautaki e taea ai e mātou te waihanga i rangapūtanga putanga toitū e whakarato wāriu tonu ai ki te pae tawhiti.
6.5 Kia whakapiki whakahaeretanga rite	Ka tautoko mātou i tō mātou āheinga ki te whakatutuki toitu ai i ngā panonitanga pae tawhiti mā te whakatūturu i ngā whakahaeretanga rite me te whakariterite hoki e rite pai ai i mua i ngā putanga hangarau.
6.6 Whakapiki āheinga: whakarato ratonga, pāhekoheko rangapū	Ka whakarite mātou i ngā hangarau kia whakamana i tā Te Manatū Whakahiato Ora kia nuku ki tētahi pūnaha hauropi kotahi mā te whakarite i ngā waihanga tūnga me te whakapiki i ngā pūkenga kia whakatūturu me te pupuru i ngā tūhonotanga, hononga hoki, waihoki kia arotake i ngā rangapū torohū kia whakamahere i te pāhekohekotanga.
6.7 Whakatū hangarau hei rangapū pakihi	Ka whakarerekēhia ngā tūnga hangarau matua kia noho tahi ki ngā ratonga kōpaki me ngā Kaiwhakahaere Hua, e whakarato ana i te ārahitanga hautūtanga kia whakaauaha tonu ai i ngā wheakotanga a ngā kritaki.
6.8 Tauira auaha	Ka mahi tahi mātou ki te whakahōu he anga auahatanga e whakamanatia ai a Te Manatū Whakahiato Ora kia whakapaipai tonu, me te whakaahu i te āhua i tā mātou e mahi ai, ngā rangapū me ngā whakarato ratonga ki te pae tawhiti
6.9 Whakatū i ngā tauira whakapaipai tonutanga	Ka whakaroa ake te morukitanga kia mahi mai he tauira whakahaere e tautoko ana i te whakapaipai tonutanga. E whakatūturu ana mātou kia whāia kia whakarongo tonu ai ki ngā whakaaro, whakahoki kōrero, e whai ai te ara pai atu me te whakaahu i te āhua o tā mātou e mahi nei me te whakarato i ngā ratonga.

Whāia ana ngā tūāpapataga, tā mātou mahere rautaki e whai ana i ngā pae, e whā e hāngai ana ki te Kaupapa a Te Pae Tawhiti, e whakatūturu nei ko ā mātou whakapaunga kaha e kōtuia ana puta i te rōpū.



Ngā tūāpapa **Te Pae Tawhiti Programme**

Foundations

- Kapua momorua me te tūhonotanga**
- Pārongo, raraunga me te tātari raraunga**
- Tuakiritanga**
Kiritaki · Kaimahi · Rangapū
- Whakahaumarū**
- Pāhekoheko**
- Tukanga aunoa**
- Tauira whakahaere me te hunga kaimahi**

Tirohia te āpitihanga 1 mō ētai kōrero taipitopito ake me ngā ara-mapi ki ngā kaupapa tūāpapa

1.0 Wheakotanga matihiko

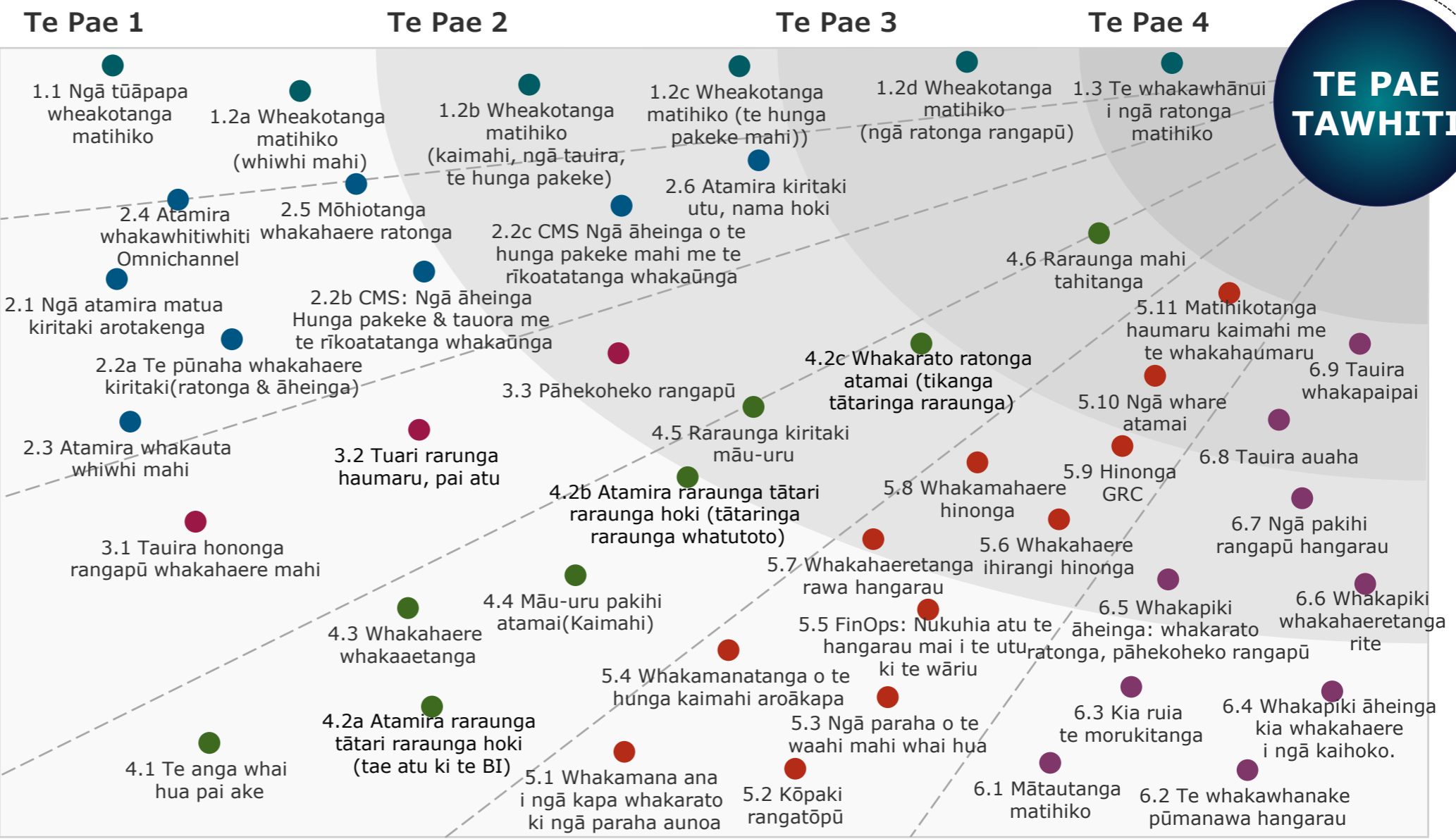
Ngā tāngata, whānau me ngā rangapū e whakamanatia ana ki te tomo pārongo me ngā ratonga ahakoa te wā.

2.0 Whakamana ratonga

Kia whakamana i te wheakotanga kotahi, tere, kounga rawa, takitahi ake kei ngā wāhanga katoa puta anō i ngā teihana katoa.

3.0 He pūnaha hauropi kotahi

Kia āta whakamanahia te pūnaha hauropi kotahi e tautoko ai te anamata o ā te kāwanatanga me Aotearoa ratonga tūmatanui.



4.0 He pūnaha hauropi kotahi

Kia āta whakamanahia te pūnaha hauropi kotahi e tautoko ai te anamata o ā te kāwanatanga me Aotearoa ratonga tūmatanui.

5.0 Waahi mahi matihiko

Whakamanatia ai ō mātou tāngata me ngā paraha auaha kia whai hua ngā mahi me te mahi tahi māmā ake.

6.0 Hunga kaimahi matihiko

Kia mātanga ki te matihiko, moruki me te mahi tahi, e whakatinana ana i te ahurea akoako, auaha hoki.



Ko te whakatutuki i ngā ratonga auaha, urutau, takitahi ake hoki me āta whai kia whai tikanga mahi rerekē



Te whakaāhei angitūtanga Ā mātou mātāpono ārahi



I a mātou ka kōkiri whakamua i tēnei hīkoitanga ka puta mai ai he take ka kore pea mātou e whai urupare, ka kore pea he mātāpono e ora ana hei ārahi.

I ēnei tū āhuetanga, ka runaia mātou e ā mātou ūara matua, te takunetanga rautaki o Te Pae Tawhiti, Te Pae Tata me te Tōnuitanga Pasifika, ā, mā ēnei mātāpono ārahi e nanao ki te takunetanga o tēnei rautaki.

Te whakarato wāriu

Ko ngā whakataunga katoa e mahi nei mātou e arahina ana e te whakapaipai wheakotanga, te tōkeke me ngā putanga ki ngā tāngata katoa o Aotearoa.

Ka whakamimiti i ngā para me te whakarato wāriu puta i te rāngai mā te tere puta atu ki te māketē, waihoki kia whakamāmā nei i ngā whakahaere, te tuari me te rangapū atu.

Ka kore e whai waahi te whakapae mō ngā hiahia o ngā tāngata me te hunga kaimahi, ā, ka noho tūhono tonu ki ō rātou whakaaro mā te whakaine i te mokoritanga o te hunga kaimahi, ngā kiritaki me ō rātou whānau.



Te mahi takohanga

Tō mātou āheinga ki te whakarato kitenga me ngā wheakotanga atamai e whirinaki ana i tō mātou āheinga ki te wjakapakari me te mau roa i te whakapono e tiaki pai ai i ngā pārongo ki te whakaute.

Ka whakahaumarū mātou i ngā raraunga me ngā pārongo o ngā tāngata, ō rātou whānau, ā mātou kaimahi me ō mātou rangapū, ā, ka tōngakingaki ki te whakamahi tika e aro nui ana ki te matataputanga, ngā tika tangata, matatika me te whakaute ki Te Ao Māori i roto i a mātou mahi katoa.

Ko te whakatutukitanga atu i tēnei hei tūāpapa kia noho haumarū, kaha, rangatira anō a Aotearoa.



Whakamana pūnaha hauropi

Ka whai tūranga nunui mātou ki te whakaahuahu me te whakatutuki mai he rāngai kotahi whakarato ratonga mō ngā iwi katoa o Aotearoa me te whakarato hoki i te rautaki hangarau a te kāwanatanga o Aotearoa.

Ka whāia e mātou te pūnaha ara whānui i a mātou mahi katoa, i te whakahoahoa me te waihanganatanga me te pūnaha hauropi kei ngā huatau me te hiki i te kaha o tō mātou tūhono kia whai hua ai ki Te Manatū Whakahiato Ora kau.

Ka toitū ai i ngā hononga mau roa puta atu i tō mātou rāngai me te haporī o ngā rangapū whakarato ratonga, e mahi tahi ana ki te tuari mātauranga, kia waihanga i ngā pūnaha pāhekoheko me te whakapiki ake i te āheinga mōhiotanga hangarau mō tō tātou pūnaha hauropi whānui atu.



Ō tātou iwi, tō tātou anamata

Ko te manaaki i te ora me te manawaroa o ō tātou iwi he hira kē. Ina whāia ai e mātou, ka manaaki i ō tātou whānau ki te mahi, ā, ki te kāinga anō hoki.

Ka āta whāia e mātou kia tika te nui o te kawenga mahi, kia whai reo anō ki ō mātou tāngata e taea ai e mātou te whakaine me te urupare tere atu ina puta mai he take.

He whānau tō mātou ahurea. E whai tūranga ana te katoa, he noho haumarū nei ki te whakaputa huatau, kia whakamātauria ngā mea hōu me te hapa anō hoki i ētahi wā.

Ka whakangao mātou ki te whanake i te angitūtanga toitū o ō mātou tāngata mā te poipoi i te ahurea o te ako tonutanga e tautokona e ngā kaupapa angitūtanga kia waihanga mai he wheakotanga i ngā pūkenga hōu, me ngā kapa o te rōpū.



Manaaki
Ka manaaki mātou i te ora me te anagitūtanga o te tangata



Whānau
He whānau kotahi mātou ka whai waahi ai ki te katoa



Mahi tahi
Ka mahi tahi ai mātou, e whai take ai mō ngā haporī



Tika me te pono
Ka whāia te ara tika ki te pono

Rautaki ki te hohenga



Kia āta whanake tonuhia i te mahere-ara pāhekoheko Te Pae Tawhiti

Kia mahi tahi tonu ao puta atu i ngā kōpaki hangarau me te kaupapa a Te Pae Tawhiti ki te whanake i te mahere ara pāhekoheko, kia whakapai ai te wā, te whakaraupapa me ngā utu e taea ai he tāpiringa taumata te kōrerohia me te whai i te ara wāriu ki te whakaarotau whakarato nunui.

Whakatere i ngā tūāpapa

- Kia mahi tika tonu atu ki te whakarato i ngā tūāpapa matua me ngā arotakenga, e whakamana ana he whakatere whakarato o Te Pae Tawhiti
- Ngā atamira matua arotakenga (2.1)
 - Kapua momorua tūāpapatanga
 - Pārongo, raraunga me ngā tūāpapa tātari raraunga
 - Ngā tūāpapa haumaruru
 - Ngā tūāpapa tuakiri
 - Ngā tūāpapa pāhekoheko
 - Ngā tūāpapa tukanga aunoa

Kia whakahōu i ngā tauira whakahaeretanga hangarau a te Manatū Whakahiato Ora

Ka Whakahōu i ngā tauira whakahaeretanga Hangarau kia whakamanatia ngā hangarau kia āhei ai ki te panoni haere pai nei hei te terenga me te whakarite pai ai ki ngā nukuhanga kaimahi e puta ai i Te Pae Tawhiti.

Kia whakarārangi i te whakahaere ki Te Pae Tawhiti

Kia whakahāngai i te whakahaere ki te Kaupapa a Te Pae Tawhiti mā roto mai i te Komiti Pīroiroi Whakahoahoa.