

# Shields & Forcefields

## ELIGIBILITY POLICY

It is the policy of the Kia Ora Hauora Mai Tawhiti online e-mentoring programme that each participant must meet the defined eligibility criteria outlined below. Extenuating circumstances may be reviewed at the discretion of the Project Coordinator and acceptance may then be allowed with the written approval of Kia Ora Hauora National office when any eligibility requirements are not clearly met.

It is the responsibility of each individual to inform the Kia Ora Hauora Project Coordinator should their eligibility change during the programme. Changes in eligibility once Kia Ora Hauora Mai Tawhiti begins will be managed on a case by case basis with the Project Coordinator and Kia Ora Hauora National office.

Eligibility for the programme is intended to be broad and capture as many Māori as possible. Participation will only be limited by the resources we are able to provide each student as a core component of our programme is the wrap around support we provide each individual.

## ALL TUAKANA MUST AGREE THEY MEET THE FOLLOWING ELIGIBILITY CRITERIA:

- Māori who are currently registered with the overall Kia Ora Hauora programmes and who are currently studying on a health related pathway.
- Passionate/ committed to supporting Māori to pursue health careers.
- Be able to provide proof of identity e.g. Passport, drivers licence (support can be provided to get formal ID)
- Be willing to adhere to all Kia Ora Hauora Mai Tawhiti Forcefields and Shields (policies and procedures)
- Agree to commit to the programme duration (to be carried out over a school term period)
- Commit to a minimum of one, 1 hour 1-1 session or group session per week for the duration of the programme
- Complete the registration procedures
- Agree to attend orientation sessions
- Agree to be a part Kia Ora Hauora Mai Tawhiti promotions and communications
- Agree to provide regular feedback and participate in an end of programme interview
- Have never been accused, arrested, charged, or convicted of child abuse or molestation.

*Note: all Tuakana will be screened for criminal history and all Tuakana and Teina will be required to complete the application process and a phone interview with the Project Coordinator.*

## TUAKANA PŪTEA

All Tuakana are entitled to a \$1,000 cash payment in recognition of the time and effort they have given to be a Tuakana. This payment will be made in three instalments and is reliant on 100% participation of Tuakana however, will not be impacted by a lack of participation by a Teina. A contract will be sent to each Tuakana to formally sign and to share bank details.

## ESCALATION POLICY - MANDATORY REFERRAL PROCESS

It is the policy that all participants of the programme must report and refer any issues outside of their role within Kia Ora Hauora Mai Tawhiti to the Project Coordinator. Kia Ora Hauora is dedicated to creating a safe space for every person who joins our online Kia Ora Hauora Mai Tawhiti Kaupapa and ask that if at anytime anyone does not feel safe themselves or for someone else then the Project Coordinator should be contacted.

The only topic that must always be referred to the Project Coordinator is if either the Tuakana or Teina state they are a victim or perpetrator of:

- Child abuse and/or neglect
- Sexual abuse
- Family violence
- Suicide

If any of the above topics are mentioned by someone as being a victim or perpetrator, the Project Coordinator must be contacted immediately.

We expect Tuakana and Teina to form meaningful relationships built on trust and respect. Kia Ora Hauora is dedicated to ensuring the emotional and physical wellbeing of all participants and staff and as such, we have processes in place for if a relationship becomes more like a counselling session and /or there is concern for someone's mental or physical safety by another individual.

No individual should feel responsible for ensuring another's wellbeing. While this programme is intended to support others through a big change in their life – enrolling in university - it is not intended that these sessions replace a professional counselling service.

If there are safety concerns about the safety of another or yourself

The Escalation process has been developed with the individual at the centre ensuring that Kia Ora Hauora can identify those who may need to be connected to additional support. If there is any concern about someone within the programme the person with the concern should contact the Project Coordinator to make sure the person of concern is connected to the services they may need. To be clear – the Project Coordinator is not a councillor but they are able to activate a network of support around individuals and will do so when called on.

The processes around how such a situation will be managed below:

### *Tuakana/Teina has concerns about their Mai Tawhiti mentoring partner*

Please do not attempt to handle serious situations, such as a partner having suicidal thoughts, on your own. If there is any conversation that occurs which makes someone feel uncomfortable and/or concerned for the safety of someone else within Kia Ora Hauora Mai Tawhiti contact should be made with the Project Coordinator immediately who will take responsibility for managing the concern.

You are not a professional therapist and you will not have all the answers, and that's okay. Listen, learn, and offer support and friendship where you are able to and seek immediate support from the Project Coordinator.

If you feel like talking to the Project Coordinator let your partner know about the resources on our website and state that you will be asking the Project Coordinator to contact you both asap as they are able to activate support. No one is expected to share more detail then is needed to activate support and this can be as simple as asking the Project Coordinator to contact the individual to check on their wellbeing or it could be sharing the details of what has been shared. Please note that the Project Coordinator will keep all confidentiality and if needed can help individuals with their own support if they feel weighed down or overwhelmed by what has been shared.

#### *Teina-Tuakana is feeling unwell themselves*

If any person is feeling physically and emotionally unwell during a session the Project Coordinator should be contacted so they can support the person to get the help they need. Should anyone disclose to their partner during a session or at any other time, that they are feeling unwell and they are concerned for someone's safety they should contact the Project Coordinator so that they can reach out to the concerned individual. Everyone can trust that should this happen the Project Coordinator will uphold all personal privacy for the concerned individual.

Should anyone make contact or be contacted by the Project Coordinator they can expect to be supported into finding a therapist or social service that suits their personal needs.

#### *Tuakana/Teina relationship post concern raised with Project Coordinator*

It may be that either a Tuakana or Teina feel uncomfortable to continue a Tuakana - Teina partnership. If so, the Project Coordinator will facilitate either a change in Tuakana-Teina partnership or an early exit from the programme.

Every possible solution will be considered to ensure that should there be a breakdown within the relationship or a need for change, the Project Coordinator will work with both individuals to facilitate another match if possible.

## **TRAINING POLICY**

All Tuakana must attend all four orientation sessions to both inspire and upskill and to go through the workbook and session plans.

The sessions are below:

Session 1: Tuakana only orientation

Session 2: Tuakana only orientation

Session 3: Group Orientation - Mihi Whakatau/Welcome (Tuakana and Teina)

Session 4: Group Orientation - (Tuakana and Teina)

These sessions are first and foremost relationship building and therefore essential to Kia Ora Hauora Mai Tawhiti.

## **CONFIDENTIALITY POLICY**

It is the policy of the Kia Ora Hauora Mai Tawhiti to protect the confidentiality of all applicants, participants and their families. With the exception of the limitations listed below. The Project Coordinator and Kia Ora Hauora Staff may only share information about Tuakana, Teina, and their families with each other for safety and programme improvement purposes. Furthermore, all prospective Tuakana, Teina, and parents/guardians should be informed of the scope and limitations of confidentiality by the Project Coordinator and Kia Ora Hauora staff. Additionally, Tuakana are required to keep information about their Teina and his/her family confidential.

As a part of the application process a confidentiality agreement must be agreed to by all participants.

In order for Kia Ora Hauora Mai Tawhiti to provide a responsible and professional service to participants, it is necessary to ask Tuakana, Teina, parents/guardians, and other outside sources to divulge extensive personal information about the prospective participants and their families, including:

- Information gained from Tuakana and Teina, written or otherwise, about themselves and/or their families, in application to and during programme participation
- Participants' names, addresses, emails, phone numbers and images gained from participants themselves, Tuakana-Teina 1-1 and group sessions, training sessions, and any other activities associated with the programme.
- Information gained about participants from outside sources including confidential references, school staff and or employers.

Records are, therefore, considered the property of the Kia Ora Hauora, not the Project Coordinator. Furthermore, these records and are not available for review by Tuakana, Teina, or parents/guardians without Kia Ora Hauora approval.

#### *Limits of Confidentiality*

Information from Tuakana and Teina records may be shared with individuals or organisations as specified below under the following conditions:

- Information may be shared between current members of the Mai Tawhiti programme and the Project Coordinator if there are any safety concerns about someone for the Project Coordinator to activate appropriate support through the duration of the programme.
- Information may be collected and shared about programme participants with other participants, individuals, or organizations upon receipt of signed "release" forms from Tuakana, Teina, and or parents/guardians.
- Identifying information (including names, photographs, videos, etc.) of programme participants may be used in Kia Ora Hauora publications or promotional materials upon written consent of the Tuakana, Teina, and or parents/guardians.
- Kia Ora Hauora staff and the project coordinator may have access to participant files outside of their allocated regions if authorized by Kia Ora Hauora National office. The Kia Ora Hauora National office shall identify the person(s) to be authorized to review such records, the specific purpose for such review, and the period of time during which access shall be granted. All representatives granted access are required to comply with this policy on confidentiality and may use the information only for purposes stated and approved by Kia Ora Hauora National office. Known violations shall be reported to Kia Ora Hauora National office. A violation of the agency's confidentiality policy by the project coordinator and or Kia Ora Hauora staff may result in a written warning or disciplinary action such as suspension or termination from the programme in their current role.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving Kia Ora Hauora staff and or the project coordinator. Such information is considered privileged information, and its confidentiality is protected by law.

- Kia Ora Hauora staff, Tuakana and or Teina must disclose any information indicating that a Tuakana or Teina may be dangerous to or intends to harm him/her or others. The Mandatory Referral Procedure provides clear guidelines on how to manage this situation.
- If the project coordinator and or Kia Ora Hauora staff receive information at any point in the match process that a participant is using illegal substances, pending outcome of court or criminal action as defined in the eligibility policy, or is inappropriately using alcohol or other controlled substances, the information will be shared with relevant Kia Ora Hauora staff, Teina and or Tuakana and will be given the option to close the existing match.
- At the time a Tuakana or Teina is considered as a match candidate, information is shared between the prospective match parties. Names are shared with match mates only after the involved parties have agreed to be formally matched. At no stage during the entire process shall private address, emails and or phone numbers be exchange unless both parties agree to it. Each party shall have the right to refuse the proposed match based on the anonymous information provided to them. The information provided may include:

**Tuakana:** age, sex, Iwi affiliations, interests, hobbies, employment, reasons for applying to the programme, and a summary of why the individual was chosen for the particular match. Results from police vetting may also be shared.

**Teina:** age, sex, Iwi affiliations, interests, hobbies, a summary of their needs assessment, and expectations for match participation.

#### *Safekeeping of Confidential Records*

Kia Ora Hauora Staff are considered the custodians of the confidential records pertaining to this programme. It is his/ her responsibility to utilise an electronic database and or a lockable hardcopy filing system to supervise the management of confidential information in order to ensure safekeeping, accuracy, accountability, and compliance with this policy.

#### *Requesting Confidential Information from Other Agencies*

A Teina's/ Tuakana's and their families' right to privacy shall be respected by the Kia Ora Hauora programme. Requests for confidential information from other organizations or persons shall only be approved by a signed release from the Tuakana, Teina, and/ or parent/guardian. Additionally, this action must also be approved by the Kia Ora Hauora National Office.

#### *Violations of Confidentiality*

A known violation of this policy on confidentiality by a programme participant may result in a written warning or disciplinary action such as suspension or termination from the programme in their current role.

## **USE OF ALCOHOL, DRUGS, TOBACCO AND VAPING POLICY**

It is the policy of the Kia Ora Hauora Mai Tawhiti to prohibit and discourage the use of drugs, alcohol, vaping and tobacco. Teina and Tuakana are prohibited from using drugs, alcohol, vape or tobacco while engaged in their online Tuakana- Teina relationship. Any suspected violations should be reported to the Project Coordinator which may result in a written warning or disciplinary action such as suspension or termination from the programme in their current role.

#### *Alcoholic Beverages*

No participant of Kia Ora Hauora Mai Tawhiti will possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in this programme, nor shall

any participant endorse the excessive use of alcohol.

#### *Drugs*

No participant of the Kia Ora Hauora Mai Tawhiti will manufacture, possess, distribute, or use any illegal substance while engaged or prior to actively engaging in Kia Ora Hauora Mai Tawhiti, nor shall any participant endorse the manufacturing, distribution or use of illegal drugs.

#### *Tobacco/Vaping*

The intent of this programme is to provide smoke, vaping and tobacco-free environment as per DHB policy. Smoking, vaping, and the use of all tobacco products is prohibited on DHB facilities and while engaged in Kia Ora Hauora Mai Tawhiti activity.

Any violation of this policy will result in the immediate suspension and/or termination of the Kia Ora Hauora Mai Tawhiti Tuakana Teina relationship. In addition, violations of this policy may result in notification being given to legal authorities as per the confidentiality policy that may result in arrest or legal action, and may be punishable by fine and/or imprisonment.

## **UNACCEPTABLE BEHAVIOUR POLICY**

It is the policy of Kia Ora Hauora Mai Tawhiti that unacceptable behaviours will not be tolerated on the part of Tuakana or Teina while participating in the programme. This policy is in addition to behavioural requirements stipulated in other policies or procedures. This policy in no way is intended to replace or take precedence over other policies or procedures including, but not limited to, the following:

- Confidentiality Policy
- Mandatory Referral Policy
- Use of Alcohol, Drugs, Vaping and Tobacco Policy.

A number of behaviours are regarded as incompatible with the Kia Ora Hauora Mai Tawhiti goals, values, and programme standards and therefore are considered unacceptable and prohibited while participants are engaged or prior to actively engaging in Kia Ora Hauora Mai Tawhiti activities:

- Unwelcome physical contact, such as inappropriate touching, patting, and pinching, punching, and physical assault
- Unwelcome physical, verbal, visual, or behavioural gestures or conduct that degrades, shows hostility, cyber bullying or hatred toward any participants
- Any unauthorised verbal, visual and text contact via online social networking websites, cell phone, smart phone applications and email facilities.
- Demeaning or exploitive behaviour of either a sexual or nonsexual nature, including threats to conduct such behaviour
- Display of demeaning, suggestive, or pornographic material
- Known sexual, child and family abuse
- Defamation, public or private, of any Teina parent/guardian or family members
- Defamation, public or private, of political or religious institutions or their leaders
- Violation of any local and national laws
- Possession of illegal substances.

Any unacceptable behaviour, as specified but not limited to the above, will result in a written/ verbal warning and or disciplinary action including suspension or termination from participation in Kia Ora Hauora Mai Tawhiti in their current role.