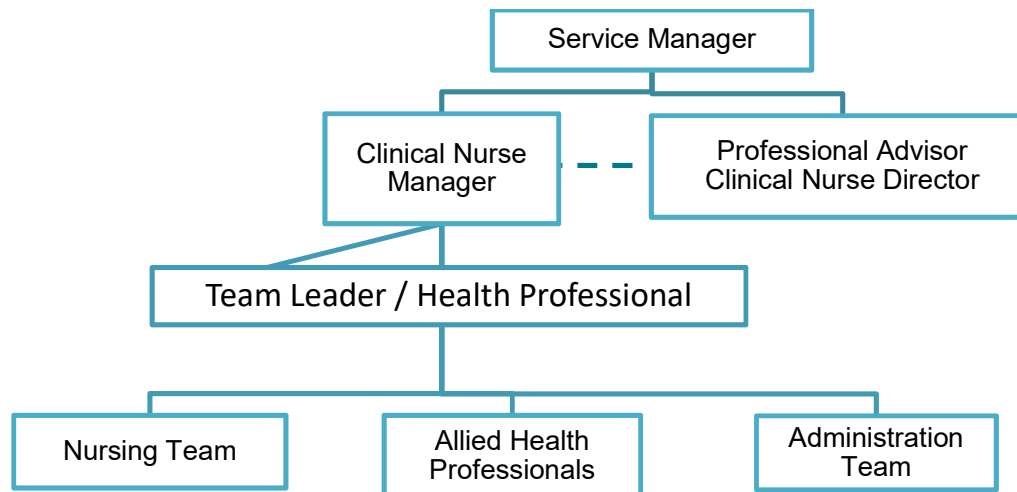


## POSITION DESCRIPTION

|                               |  |                               |   |
|-------------------------------|--|-------------------------------|---|
| <b>Position</b>               | <b>Registered Nurse - Acute Response Team (ART)</b>  | <b>Direct Reports</b>         | Nil   |
| <b>Responsible To</b>         | Clinical Nurse Manager (CNM) Te Ngako Community Mental Health & Addictions Service<br>Service Manager Mental Health & Addiction Services   | <b>Location</b>               | Rotorua and Taupō   |
| <b>Financial Delegations</b>  | Nil  | <b>Date</b>                   | 11 October 2022   |
| <b>Relationships Internal</b> | Senior Leadership Team MH&AS<br>Director of Area Mental Health Service (DAMHS)<br>Professional Advisors<br>Acute Inpatient Services (Te Whare Oranga Tangata o Whakaue)<br>Community Mental Health & Addictions Services (including Mental Health Services for Older People Service and Infant Child and Adolescent Mental Health Service)<br>Primary Mental Health Intervention Services (PRIMHIS)<br>Emergency Department (Rotorua and Taupo Hospitals)<br>Primary Health Care<br>Clerical / Administration Staff<br>Nursing Staff<br>Allied Health Staff<br>Medical Staff<br>Other Departments<br>Duty Managers<br>Maori Health Teams<br>Multi-Disciplinary Teams<br>Clinical Nurse Educators<br>Clinical Nurse Specialists<br>Clinical Nurse Directors | <b>Relationships External</b> | Service Users, Caregivers,<br>Family/whanau, Iwi representatives<br>Consumers and Family/whanau<br>Other Health Providers<br>Social Services<br>Community and Statutory agencies (e.g. LinkPeople)<br>Non-Government Agencies<br>NGO Addiction Services<br>Primary Health Organisations |



## 1. Primary Purpose(s) of the Position

The Registered Nurse (RN) is responsible and accountable for the assessment, planning, delivery and evaluation of safe and appropriate nursing care.

Provides nursing care based on the RN scope of practice, NCNZ competencies, Lakes policies and protocols and current best practice.

Te Whatu Ora Lakes Acute Response Team provides an urgent mental health response service 24 hours per day, 7 days per week throughout the Lakes region. This is within roster shifts with on call requirement.

Recovery happens when hope is present and therefore service is provided in a way that ensures positive experience for tangata whaiora and their whānau.

Facilitate timely access to specialist help that is easy to navigate, during mental health and addiction crises.

Engage with tangata whaiora (service user) and their whānau (families) to provide the right support, information and advice.

The role of Duly Authorised Officer, and associated statutory functions, is a key component.

This position will be based in Rotorua and will require services across the Lakes catchment area.

The Acute Response Team member will be working within the context of a multi-disciplinary team to provide tangata whaiora and their whānau focussed care in a culturally appropriate manner.

Lakes Acute Response Team will access Te Aka Matua as an active component in ensuring culturally safe engagement.

Best Practice will be achieved through the application of specialist mental health and addiction knowledge and guided by Lakes policies, procedures and values.

Nursing response to **Te Ara Tauwhirotanga - “Pathways that lead us to act with kindness”** (Model of Care) to provide the optimal environment and service to effect client’s wellness and recovery.

## Te Ara Tauwhirotanga- *Pathways that lead us to act with kindness*

Model of Care for Mental Health and Addictions for Te Whatu Ora Lakes area

- **Tangata – People**
  - My experience matters
  - Family/Whānau as partners
  - Caring and well supported workforce
  - Connectedness
- **Tikanga –Values**
  - Te Ao Maori: Maori worldview
  - Protecting and promoting wellbeing
  - Easy quick access to help when I need it
  - Healing and recovery
- **Taiao – Environment**
  - A local service presence
  - Equitable outcomes



## Key Objectives

### Nursing Practice

The Registered Nurse provides safe effective client care using professional knowledge and skills in accordance with the Registered Nurse Scope of Practice and Nursing Council of New Zealand competency requirements.

## Expected Outcomes

- Demonstrates continuing achievement of competencies within the four domains for a Registered Nurse with Nursing Council of New Zealand (NCNZ):  
<http://www.nursingcouncil.org.nz/content/download/263/1205/file/Nursing%20comp%20for%20RN.pdf>
- Professional Responsibility;
- Management of nursing care;
- Interpersonal relationships;
- Inter-professional health care and quality improvement.
- Maintains NCNZ requirements of an annual practicing certificate.
- Meets the orientation and ongoing knowledge and skill requirements for relevant clinical areas.
- Maintains currency in organisational core certification as relevant to the clinical area.
- Notify your manager of any changes to your scope of practice or conditions on practice (determined by NCNZ).
- Comply with any specific conditions on practice as determined by NCNZ.
- Demonstrates the NCNZ Competences through the required attributes, skills and knowledge described in the Standards of Practice for Mental Health Nursing in Aotearoa New Zealand
- Meets practice and educational hours in accordance with NCNZ minimum requirements.
- Maintains knowledge of and practices within the HPCA Act, code of conduct NCNZ and other governing legislation relevant to the nursing role.
- Practices within Lakes guidelines, protocols and Nursing Practice Standards.
- Provides specialist clinical care following the principles of the model of care Te Ara Tauwhirotaanga – Pathways that lead us to act with kindness

### Contribution to Clinical Service Delivery

Member of the Nursing team, contributing to collaborative team work, and individual responsibility for generating and maintaining accurate data.

Provides support to line manager / CNM in achieving the aims of the department

- May be responsible for a portfolio within the unit i.e. Health and Safety (H&S).
- Provides support to colleagues and the multidisciplinary team (MDT) to meet patient care and service needs.
- Patient care must be actualised for each patient on each shift within the designated time frame.
- May be required to work in other units to meet patient care needs.
- Is mindful of and responsible for the appropriate and cost effective use of resources in relation to allocated patients within the unit.
- Undertakes and manages a specific portfolio of responsibilities as agreed with the CNM
- Actively facilitates and role models team working and flexibility between clinical and support staff members
- Works proactively with medical specialists and nurse specialists to ensure effective services to patients using the department.

## Key Objectives

## Expected Outcomes

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### Assessment, Care and Treatment

Safe, quality assessment, care and treatment options in accordance with healthcare service user / tangata whaiora needs, professional standards of practice, Lakes policies, guidelines and values

- Provides care which enables effective patient journeys through the care continuum.
- May take the leadership role by coordinating the shift.

- 
- Safe quality assessment, care and treatment planning including the use of acute alternative facilities or home based treatment options provided in Mental Health or Addictions crisis situations and home based treatment service provision.
  - Performs confidently and proficiently clinical skills and competencies specific to the area and specific professional discipline requirements
  - Therapeutic interventions and medications are administered in accordance with Lakes policies.
  - Demonstrates autonomous establishment of assessments and care treatment planning.
  - Maintains documentation according to Lakes policies and area standards.
  - Proficiently plans discharge/transfer of care using MDT and other appropriate resources.
  - Best Practice is used as a basis for assessment, care and treatment.
  - Uses a variety of treatment modalities including home based treatment where possible brief intervention talking therapies to meet the needs of consumer / tangata whaiora.
  - Uses Feedback Informed Treatment as an engagement tool and outcome measure.
  - Carries out function and duties of a **Duly Authorised Officer** under the general direction of the Director of Area Mental Health Services.

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### Safety

Demonstrates clinical, ethical, legal and cultural safety to practice

- The registered nurse promotes that people are entitled to consideration and respectful care without prejudice against gender, ethnic background, lifestyle, education, and religion.
- Attends cultural awareness sessions and Treaty of Waitangi workshops as developed by Lakes.
- Respects the rights of the person to dignity, privacy and confidentiality in accordance with Lakes' Code of Rights, the Privacy Act and discipline specific codes of practice
- Acts in resolving ethical dilemmas and makes ethical decisions within the framework of care and responsibility.
- Acts within guidelines of informed consent.
- Knows own limitations and seeks help and guidance appropriately.
- Challenges established practices that do not fit with best practice principles
- Follows up when unsafe/unprofessional behaviour is observed

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### Professionalism

Demonstrates accountability and responsibility for professional practice

- Is aware of and upholds the professional standards of practice of their own discipline and Lakes.
  - On-going Professional Development goals and objectives are set at least annually and there is evidence of progress towards achieving these goals.
  - Is self-directed at maintaining an advanced level of practice.
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## Key Objectives

## Expected Outcomes

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|   |  |
|---|--|
|   | <ul style="list-style-type: none"><li>• Feedback is sought regarding own performance and appropriate improvement demonstrated.</li><li>• Participates in performance appraisals.</li><li>• Engages in Clinical Supervision as per Mental Health &amp; Addiction Service Policy.</li><li>• Provides Clinical supervision if considered appropriate by Service Management, Professional Advisor, and self as per MH&amp;AS Policy.</li><li>• Acts a role model while promotes professional practice and Lakes vision and values</li><li>• Maintains own health and wellbeing and refers to relevant support personnel as necessary.</li><li>• Participates in approved research in area.</li></ul> |
| <b>Education</b><br>Undertakes teaching and learning activities with consumers, colleagues and students   | <ul style="list-style-type: none"><li>• Accesses hospital and community resources to promote health and wellness.</li><li>• Integrates teaching into service user / patient assessment, care and treatment and provides appropriate education for service users / tangata whaiora and families and whānau.</li><li>• Facilitates the learning of students, provides appropriate feedback to tutors and students.</li><li>• Assists in orientation of new staff members.</li><li>• Willingly shares knowledge and skills with colleagues</li></ul>  |
| <b>Clinical Supervision</b><br>Engages in regular structured reflective practice with a credentialed supervisor   | <ul style="list-style-type: none"><li>• Personally accountable for supervision on a monthly basis.</li><li>• Uses a formal evaluation process with supervisor to capture the experience and gains from supervision</li></ul>   |
| <b>Utilisation of Telehealth</b><br>Provision of patient centric care which will give patients the option of telephone or video appointments where there is no need for an in-person appointment. | <ul style="list-style-type: none"><li>• Service provision is in line with the New Zealand Health Strategy and the Nurse Executives of New Zealand Telehealth Position statement to provide care “closer to home”.</li><li>• Assist doctors and nurse practitioners to deliver care via video and phone.</li><li>• Advise patients in the use of tele-monitoring devices (where appropriate) and provide follow-up care to prevent unnecessary hospital admissions.</li></ul>   |
| <b>Other Requirements</b>   | <ul style="list-style-type: none"><li>• Lakes is required to provide 24 hour services which at times may require you to change duties or redeploy to another unit/department to ensure safe patient care.</li><li>• This position description is not exhaustive and you may be requested to perform other reasonable tasks within your scope of practice.</li></ul>  |
| <b>Model of Care</b><br>Follows the principles of the Model of Care “Te Ara Tauwhirotaanga – Pathways that lead us to act with kindness.”   | <ul style="list-style-type: none"><li>• Utilises <b>Te Ara Tauwhirotaanga – “Pathways that lead us to act with kindness”</b> model of care to engage with patients, visitors and multidisciplinary teams.</li><li>• Incorporates and follows the principles of the model of care Te Ara Tauwhirotaanga into day to day business activities.</li></ul>  |

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## Key Objectives

### Communication and Personal Interaction

#### Te Ringa Hora



*the open hand (denoting someone who is sociable)*

## Description

Openly communicates and cooperates with all levels of Lakes employees, patients and visitors.

## Expected Outcomes

- Builds and maintains open respectful relationships.
- Openly and constructively participates in conversations with multidisciplinary team, patients, managers and visitors.
- Accepts differences of opinion can occur but these happen respectfully.

### Strategy & Performance

#### Te Ringa Raupā



*the roughened hand (symbolising a hard worker)*

Spends energy on delivering role requirements and meeting objectives.

Organises own time to deliver on required tasks and duties.

- Has an energetic approach to work and is self-motivated.
- Accepts direction and instruction of manager but is able to work effectively without direct guidance.
- Maintains expected productivity in line with assigned duties.

### Development and Change

#### Te Ringa Ahuahu



*the hand that shapes or fashions something (refers to someone who is innovative)*

Accepts change in day to day practices and contributes to decision making of the team.

Makes suggestions to increase efficiency of the unit.

- Constructively makes suggestions to improve process or practices and gain efficiencies.
- Demonstrates positive attitude and responsiveness to opportunities for improvement.
- Is solution focused.
- Undertakes and manages a specific portfolio of responsibilities as agreed with the CNM.

### Personal Accountability

#### Te Ringa Tōmau

Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.

- Offers and receives constructive critique of practice and self.
- Shows respect and establishes rapport when responding to the different needs of people and practice situations.
- Advises manager whenever issues may be impacting on performance.

## Key Objectives



*the hand that is trustworthy*

## Description

Looks for and undertakes development activities appropriate for role and career development.

## Expected Outcomes

- Recognises areas that could be improved in own practice and takes action to address those needs.

## Culture and Values

**Te Ringa Taurima**



*the hand that nurtures, encourages, supports*

Operates in line with Lakes values and expectations and professional codes of conduct.

- Demonstrates manaakitanga, respect, integrity and accountability in every day performance.
- Incorporates the Lakes Way into day to day business activities.
- Demonstrates the culture and the agreed behaviours of Te iti Kahurangi.
- Shows respect for patients, colleagues, managers, Multi-disciplinary team and others.

## Compulsory Requirements

## Expected Outcomes

### Māori Health

Māori philosophies and values of health are demonstrated in work practice.

- Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes Maori Health division in the planning and delivery of services.
- Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.
- Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.
- Māori are enabled to access and participate in cultural activities provided by the Lakes.
- A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes is shown.

### Te Iti Kahurangi

The Lakes Way, Our Place Our Culture.

- Works within the Te Iti Kahurangi framework and supporting guide document.

### Record Keeping

- Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records.





**Compulsory Requirements**

**Expected Outcomes**

**Quality & Risk**

Patient safety is paramount to the service we deliver at Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.

- Employees are supported to lead by example and implement a culture of continuous quality improvement.
- Risks that may prevent Lakes from achieving their goals are identified, reported, and managed.
- Māori patients are provided patient-centred care to achieve positive Māori health outcomes.
- Needs of Māori are reviewed and reported in the further development of practice, process and or policy.
- Evidence-based methodologies are used to support improvements, e.g. Kaupapa, Māori methodology.
- Quality care is provided to certification standards.

**Health & Safety**

Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.

- Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Lakes policy and legislative requirements.
- Healthy lifestyles are actively promoted and participated in, within the work area.
- Employees participate in Health and Safety within areas of work.
- Health and Safety activities are appropriately documented within specified timeframes.
- Health and Safety policies have been read and understood and are applied in the workplace.
- Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.
- Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.
- All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

**Signatures:**

**Line Manager:**

Position Description Approved: \_\_\_\_\_

**Employee:**

Acceptance of Position Description: \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

**Person Specification**

**Essential**

**Desirable**

**Education and Qualifications**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Registration with the Nursing Council of New Zealand (NCNZ).</li> <li>• Current Annual Practising Certificate in the appropriate scope.</li> <li>• Commitment to on-going post graduate education.</li> <li>• A relevant nursing qualification. In some instances particular experience and/or on-the-job training may be required</li> </ul> | <ul style="list-style-type: none"> <li>• Qualification relating to area of practice.</li> </ul> |
|--|---|



**Person Specification****Essential****Desirable****Experience**

- 
- RN (RCompN or RPN) with recent mental health and addiction clinical experience.
  - Experienced Registered Nurse / Registered Health Professional
  - Possesses a current Motor vehicle drivers licence – Class 1
- 
- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Meets competent level or higher on the Professional Development and Recognition Programme.</li><li>• Recent hospital clinical practice</li><li>• 3-years post graduate mental health specific clinical experience</li><li>• Demonstrates ability to undertake a key worker role within a multi- disciplinary team</li><li>• Possess well developed clinical skills</li><li>• Sound assessment and psychosocial intervention skills</li><li>• Good understanding of challenges in working in a acute response and/or community setting.</li><li>• Proven ability to deliver evidence based clinical care.</li><li>• Proven commitment to delivery of quality nursing care.</li><li>• Proven communication and interpersonal skills.</li><li>• Proven ability to work successfully with Maori clients utilising a whanau ora approach.</li><li>• Proven ability to manage a work load in a planned and coordinated manner.</li><li>• Proven ability to apply research to the practice setting.</li><li>• Proven clinical ability and theory-based practice.</li><li>• Understanding of philosophy of client/patient/caregiver empowerment.</li><li>• Demonstrates cultural safety in the practice setting.</li><li>• Evidence of effectiveness in managing workloads in a planned and co-ordinated manner.</li><li>• Commitment to application of evidence based practice.</li><li>• A proficient knowledge base relating to the specific presentation, assessment, treatment and rehabilitation of people presenting with mental illness and addiction problems.</li></ul> | <ul style="list-style-type: none"><li>• Proven skills as a client/caregiver educator.</li><li>• Demonstrated commitment to own professional development.</li></ul> |
|---|--|
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**Person Specification****Essential****Desirable**

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- An understanding of application and side effects of psychiatric medication.
- Impacts identification and intervention options regarding risk to adults e.g. drugs and alcohol, family violence, self-harm/harm to others, vulnerability to abuse, child abuse and neglect, postnatal depression, dual diagnosis etc.
- Ability to manage workload through prioritisation, and setting and meeting objectives efficiently
- Ability to work with all cultural groups and their advocates
- Developed counselling, cognitive behaviour therapy and advocacy skills
- Ability to network and work positively with relevant NGO and community agencies

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**Knowledge**

- Te Tiriti O Waitangi in the provision of health care services and support to Māori.
  - Te Tiriti O Waitangi in practice, process, policy development and decision making.
  - Health and Disability Code of Consumer Rights 1996
  - Health and Disability Service Standards (2008)
  - Health Information Privacy Code 1994
  - Nursing Council of New Zealand Code of Conduct 2004 and update June 2012
  - Nursing Council of New Zealand Competencies for Scope of Registered Nurse 2005
  - Standards of Practice for Mental Health Nursing in Aotearoa New Zealand (2012 3rd ed).
  - Treaty of Waitangi Act 1975 and its application to the mental health setting.
  - Health Practitioners Competency Assurance Act 2003
  - Human Rights Act 1993
  - Medicines Act 1981 and Medicines Regulation 1984
- Knowledge of Disability Support sector networks, Rehabilitation Sector and Maori systems and networks.
  - Have an awareness of Iwi and Hapu within the boundaries of region.
  - Knowledge of the Mental Health and Addiction Service Development Plan (2012)

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**Person Specification****Essential****Desirable**

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- Misuse of Drugs Act 1975 and Regulations 1977
- Mental Health (Compulsory Assessment and Treatment) Act 1992 and Amendments Act 1999
- Substance Abuse Compulsory Assessment and Treatment Act
- Health and Safety in Employment Act (1992)
- Criminal Justice Act 1985
- Ministry of Health Service Provision Guidelines
- Privacy Act (1993) and Health Information Privacy Code (1994)
- Domestic Violence Act (1995)
- Children, Young Persons and their Families Act 1989
- Vulnerable Children's Act 2014
- Crimes Amendment Act 2011
- Let's get real: Real Skills for people working in mental health and addiction (2008)
- Te Whatu Ora Lakes Quality Framework.

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**Skills**

- Pronunciation of Te Reo Māori words and names.
  - Computer literate and competent in using general suite of Microsoft products such as Word.
  - Proficiency in tikanga and te reo.
  - Nursing theory and its application in the field of mental illness and addiction problems
  - Comprehensive knowledge of child development.
  - A proficient knowledge base relating to the presentation, assessment and treatment of infants, children, adolescents and youth presenting with mental illness.
  - Understanding the impact of the following in infants, children, adolescents and youth
    - Family violence including child abuse and neglect,
    - Grief and loss,
    - Post natal depression and attachment issues,
    - Drug and alcohol abuse,
-



**Person Specification**

**Essential**

**Desirable**

**Personal Attributes**

- Other issues which may include health, education, and wider stress factors.
- Caring and compassionate attitude towards clients, whanau and co-workers.
- Motivated and self-directed.
- Excellent interpersonal skills.
- Adaptability and flexibility.
- Prioritisation, time and workload management skills.
- Works well within team to achieve collective outcome.
- Contributes positively to the culture of the organisation, is a team player, takes direction and accounts for performance. Demonstrate a caring and compassionate attitude towards clients, whanau and co-workers.

- Non-smoker preferred.



- Flexibility and lateral thinking.
- Commitment to ongoing post graduate education
- Evidence of relevant professional development in speciality clinical knowledge and skills
- Professional affiliation (preferably to College of Mental Health Nurses)

**Work Tasks (may include any combination of the following):**

- Assesses, plans, implements and evaluates nursing care for patients according to accepted nursing practice and standards;
- Works in consultation with other health professionals and members of health teams, and co-ordinating the care of patients;
- Provides interventions, treatments and therapies such as medications, and monitors responses to treatment and care plans;
- Promotes health and assists in preventing ill health by participating in health education and other health promotion activities;
- Answers questions and providing information to patients and families about treatment and care;
- Supervises and co-ordinating the work of enrolled nurses and other health care workers.

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**Work environment**

- Works indoors and clinics and other health care facilities in private and public hospitals and medical centres and specialist practices and clinics.

- 



## Person Specification

### Essential

### Desirable

## Health Practitioners Competence Assurance Act 2003

- Works in adequately lit, heated, ventilated and clean, well maintained and hygienic workspaces.
- Works rostered shifts.
- You are required to maintain your current competency based practicing certificate.
- You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
- You must complete the requirements of any competency programme.
- You must notify the employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
- You are required to know the provisions of the HPCAA as the governing legislation.

## 2. About Te Whatu Ora – Lakes

At Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### Vision

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

### Strategic Mission

- Achieve equity in Māori health.
- Build an integrated health system.
- Strengthen people, whanau and community wellbeing.

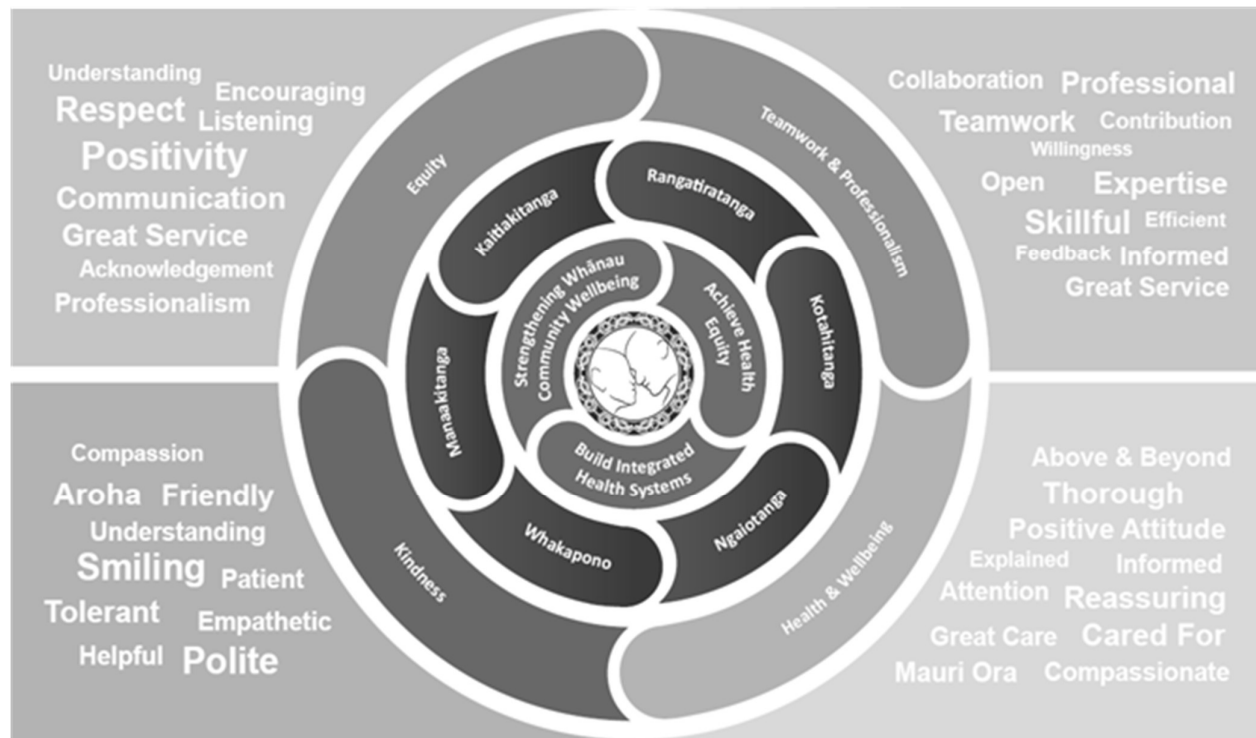
### Three Core Values

**Manaakitanga** Respect and acknowledgment of each other's intrinsic value and contribution.

**Integrity** Truthfully and consistently acting collectively for the common good.

**Accountability** Collective and individual ownership for clinical and financial outcomes and sustainability.

### 3. Te Iti Kahurangi – The Lakes Way, Our Place, Our Culture – We Will



## 4. Te Tiriti O Waitangi

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

### Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## 5. Organisation Structure

