MENTAL HEALTH

Oranga Tangata

Document Control			
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Te Pūkenga is currently creating their national policy framework. As per the grandparenting policy any gaps in policy while the framework is being formalised will be addressed by the existing policy at this business division (Te Pūkenga ki Waikato). Unless a policy or procedure is identified as a risk to ākonga, kaimahi and Te Pūkenga, all existing Te Pūkenga ki Waikato policy will remain current until they are replaced or reformed under Te Pūkenga's policy framework. Where risk is identified the policy and or procedure will be reviewed by the appropriate business division policy manager.

1. Purpose & Scope

This policy details how Te Kuratini o Waikato (Wintec) assists kaimahi (staff members), ākonga (learners), contractors and visitors to encourage understanding, acceptance, and connection within the community of Te Kuratini o Waikato. This includes those of different ages, cultures, ethnicities and religions, as well as those with disabilities or accessibility issues, and those of our Āniwaniwa/Rainbow (LGBTTQIA+) community.

Te Kuratini o Waikato aims to provide a safe and inclusive environment which supports individuals to access the advice and assistance they need to maintain their own mental health. We know that mental health is about more than just being free of mental illness, it also includes wellness, happiness and resilience. We recognise that positive mental health leads to improved general health and increased happiness, which in turn leads to a flourishing community. This policy details how we proactively promote the mental health of our Te Kuratini o Waikato community; how we communicate and respond to mental health concerns; how we meet our legislative obligations and demonstrate our values with regards to the mental health of Te Kuratini o Waikato kaimahi and ākonga.

This policy applies to all Te Kuratini o Waikato kaimahi, board members, ākonga, contractors, and visitors. We have several policies that intersect with our Mental Health policy that you may wish to read in conjunction with this policy. You can find a list of applicable policies under *Section 8. Related Legislation, Regulations, Policies, Guidelines, and Forms*, in this policy.

2. Policy Statement

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We are committed to promoting and supporting positive mental health. We strive to be innovative, supportive, and holistic in our approach to the mental wellbeing of everyone at Te Kuratini o Waikato. The following principles guide our approach to mental health:

2.1. Prevention first - Mental Wellbeing

Te Kuratini o Waikato strives to do no harm with respect to individuals' mental health. Our goal is to empower and encourage kaimahi and ākonga to proactively manage their own mental wellbeing through working collaboratively to create strategies to achieve positive outcomes. We will provide opportunities for kaimahi and ākonga to invest and engage in understanding the value of identifying and maintaining their mental wellbeing and factors that may contribute to this.

The prevention first approach includes but is not limited to, education and information campaigns; training in health, safety, and wellbeing for our kaimahi and ākonga; and dedicated resources for counselling and specialty services. We are committed to ensuring a healthy and safe place of work and study and a culture of dignity and respect where people who experience mental health issues can find support and seek treatment free from stigma or shame.

2.2. Work together for better outcomes

We believe that the best approach to mental wellbeing is one where our community works together. This includes our Māori and Pacific kaimahi and ākonga. Preserving and maintaining mental wellbeing is something that affects all areas of Te Kuratini o Waikato, so we have built networks with ākonga/student bodies, chaplaincy, counsellors and our People and Culture team to ensure proactive, effective, and consistent approaches to supporting mental wellbeing.

2.3. Te Tiriti o Waitangi

Under our Tiriti Partnerships policy, Te Kuratini o Waikato embrace and foster the vision of tangata whenua to ensure safe processes are adopted that are both respectful and fair. We are committed to partnership with Māori that enables and normalises wairuatanga (Māori language, values, principles, and spiritual beliefs) in our practices, and we strive to provide culturally responsive and appropriate treatment options (a kaupapa Māori approach) and are actively seeking to build relationships with local Māori Health Providers.

2.4. Reporting and recording

One of the most important tools in managing mental health concerns are effective reporting and record keeping. We aim to ensure our reporting tools, protocols and processes are both effective and easy to use. This helps build a culture that encourages people to reach out for help and an environment where we can ensure nothing gets missed.

At Te Kuratini o Waikato, we use the Vault reporting system, a secure health management and reporting system.

2.5. Respecting your right to privacy

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We realise there can be stigma attached to issues surrounding poor mental health and understand that disclosure of these can cause anxiety amongst some people. In line with our Privacy policy and obligations, we will only ask you to disclose the information we need to, and wherever possible will collect this from you directly.

Any information disclosed by you will be stored securely, and only used for the purpose for which it was collected. Personal information will only be disclosed within the bounds of the law. We will uphold your rights, including your right not to share information with us, your right to access information we hold about you, and your right to request correction of any information we hold about you.

3. Key Roles & Expectations

The following roles have key responsibilities:

Students / Ākonga

- Read and agree to follow this policy and related procedures
- raise any concerns regarding their own or others' mental health and/or wellbeing with their tutor, other Te Kuratini o Waikato staff and/or their student representative
- ensure they participate in and agree with any actions put in place to mitigate risks as they arise.

Staff / Kaimahi

- Read and agree to follow this policy and related procedures, and take all reasonable steps to ensure compliance with this policy
- raise any concerns regarding their own or others' mental health and/or wellbeing through Vault
- ensure they participate in and agree with any actions put in place to mitigate risk
- complete mandatory safety and wellbeing online learning in Evolve
- utilise opportunities for professional development/mental health first aid training, if desired
- familiarise themselves with the mental health first responders (MHFR).

Note: Teaching staff who complete student inductions should refer ākonga to this policy to raise awareness.

Mental Health First Responders

- Complete mental health first aid training
- participate in ongoing refreshers/education/co-ordination activities

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	• identify, promote and provide ongoing opportunities for increasing and maintaining mental wellbeing • ensure they are identified as MHFR's within their area of work • stay within scope of the first aider, alert Safety & Wellbeing (S&W) and/or the Mental Health Business Partner (MHBP) as soon as is practical/in a timeframe that reflects the acuity of the situation to ensure Te Kuratini o Waikato can take all practical steps to assist within a reasonable timeframe • follow the incident reporting guidelines and utilise Vault for mental health concerns • utilise the opportunity to debrief with the MHBP if required.
Managers	• Promote, support and provide ongoing opportunities for increasing and maintaining mental wellbeing • follow the incident reporting guidelines and utilises Vault Feedback for mental health concerns • actively ensure their team culture is monitored, enabling and promoting a positive and safe workplace culture • ensures good communication between management and staff, particularly where there are organisational and procedural changes • assists and supports employees who are known to have mental health problems or are experiencing stress outside work – for example due to bereavement or separation • ensures staff are provided with the resources and training required to carry out their job • encourages staff to participate in mental health first aid training • monitors workloads to ensure that people are not overloaded • monitors working hours to ensure that staff are not overworking, and leave to ensure that staff are taking their full entitlement • encourages flexible working options. **Note:** Senior management ("Tier 3" and above) are expected to ensure that staff performing in a management or supervisory function have sufficient competence to discharge that function in a manner consistent with the maintenance of mental health in the workplace.
Mental Health Business Partner	• Provides advice and support to staff and managers in relation to this policy

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- identifies, promotes and provides ongoing opportunities for increasing and maintaining mental wellbeing
- manages and coordinates the triage and referral of ākonga and kaimahi experiencing mental health and wellbeing concerns
- builds awareness amongst kaimahi and ākonga about available mental health services, internal and external supports available, and provides education regarding the management of mental wellbeing
- provides support and advice in managing mental health crises involving ākonga and/or kaimahi
- consults with and informs the Coordinated Incident Management System (CIMS) Team regarding any critical situations that arise
- delivers mental health first aid training to staff
- provides advice in situations where an individual has been off sick with mental health related problems, and advise on a planned return to work/study
- monitors and reviews the effectiveness of measures to promote mental wellbeing
- manages and ensures the ongoing inclusion of mental health and wellbeing as a component of the WorkWell Accreditation
- escalates instances of perceived stress, bullying and harassment or work environment issues to the Health, Safety and Wellbeing Director.

CIMS Team

- Responds to critical incidents affecting Te Kuratini o Waikato kaimahi and ākonga, by providing coordinated support for incidents of a widespread or particularly serious nature
- identifies and monitors possible workplace areas, events or issues which may impact on mental health and wellbeing.

Health, Safety and Wellbeing Director

- Monitors compliance with this policy and reports any breaches to the Executive Director, People and Culture. This includes instances of bullying or harassment and other psychosocial risks
- identifies and monitors possible workplace areas, events or issues which may impact on mental health and wellbeing
- identifies, promotes and provides ongoing opportunities for increasing and maintaining mental wellbeing
- ensures Te Kuratini o Waikato maintains its WorkWell Accreditation.

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Executive Director, People and Culture	• Ensures that Te Kuratini o Waikato meets its statutory and accountability obligations concerning this policy • conducts a periodic review and assessment of this policy, the objectives and progress made toward achieving them • identifies and monitors possible workplace areas, events or issues which may impact on mental health and wellbeing • holds overall responsibility for ensuring the successful and ongoing implementation of this policy as the policy owner.
Komiti Tangata	• Approves and authorises this policy as an extension of the Te Kuratini o Waikato Board.

4. Measuring Success

The measurements of successful implementation and management of this policy are:

- Kaimahi, ākonga, visitors, and contractors report mental health concerns following the procedures outlined in this policy.
- The continued building of a support team, including mental health first aid responders, who are confident and capable to support the Te Kuratini o Waikato community.
- The regular review of this policy and practices, ensuring awareness of this policy and that our values are demonstrated in everything we do.
- Regularly reporting to Te Kuratini o Waikato's Board on mental health related statistics and progress on mental health initiatives.
- Where appropriate, we will develop/link in with regional, national, and international education programme(s) related to mental health and wellbeing.
- Regularly review Te Kuratini o Waikato's People and Culture policies to promote our value-based behaviours and wellbeing in the workplace.
- Actively inspire our staff members and learners to take action against biases and direct and indirect mental health discrimination in line with our values, standards of behaviour and disciplinary procedures.
- Metrics such as learner success, Student Voice, Learner Pulse, kaimahi satisfaction surveys, the Māori Pacific Staff Forum, etc., reflect our commitment to values-based behaviours and wellbeing.
- Regularly compare our actions and performance with the requirements of WorkWell's accreditation measures.
- Monitor exit surveys and complete regular staff surveys to monitor workplace culture.

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5. Supporting Information

5.1. Pastoral care requirements and support

The Education (Pastoral Care of International Students) Code of Practice 2016 and the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019 have helped guide our approach to pastoral care and mental health. These Codes have been replaced by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 / Ngā Tikanga Mahi Mātauranga (Te Manaaki i Ngā Ākonga Mātauranga Matua me Ērā o Tāwāhi) 2021 (the *Code*). Tertiary providers are currently working through how the new Code may alter the level of pastoral care provided. As a responsible employer and tertiary institution co-signatory to the Code, we have a moral and legal obligation to support our ākonga and kaimahi.

In the interim, we have a range of internal support services and processes in place to satisfy our pastoral care obligations. Internal services may identify and refer learners who are experiencing difficulties and those at risk of harming others and having clear pathways for assisting them to access appropriate services on campus or in the community when they need it.

Te Kuratini o Waikato support services/staff members include the following:

- Our People and Culture team, including:
  - Mental Health Business Partner
  - People and Culture Business Partners
  - Safety and Wellbeing Director
  - Safety and Wellbeing Business Partner
- Specially trained staff members:
  - Mental health first responders
  - Family violence responders
- Ākonga (learner) focused support services, including:
  - Te Kete Kōnae
    - Manaaki Te Niho – Kaiāwhina
    - Manaaki Pūkenga – Academic Learning Advisors
    - Manaaki Ākonga – Student Accessibility Services
  - International Student Services Student Support Team
  - Student Health Services
    - Dedicated Mental Health Nurse
    - General Practitioners

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- Whare Pukapuka – Wintec Library
- Support groups/Other services:
  - Āniwaniwa Alliance – LGBTTQIA+ support group
  - Te Kuratini o Waikato Health Services, including counsellors and chaplaincy
  - Wintec Accommodation Services

Note: While this is not guaranteed, Te Kuratini o Waikato's People and Culture team may also be able to provide assistance with sourcing and securing more culturally appropriate or specific assistance if none of the above options are suitable.

5.2. Te Kuratini o Waikato's commitment to staff

As a responsible employer, we recognise that mental health concerns can occur throughout our lives, during various life stages such as retirement, career transition, relationship conflict, parenthood, etc., or be caused by events such as family conflict, menopause, gender transition, institutional and interpersonal racism, bullying, harassment, or inequitable workload allocation.

Whatever the reason, we are committed to supporting staff who experience mental health illness. On the following page are what we consider good practice for supporting people who experience a mental health episode or illness, to work positively and successfully:

- Flexible hours, in terms of where and when they work, and how much.
- Flexibility around sick and annual leave, including the option of additional paid or unpaid leave.
- Flexibility to attend appointments in work time, e.g. doctors, counselling sessions.
- Being able to continue to work even when they are in recovery (provided it is safe to do so), including gradual return to work programmes, and support for long term chronic mental health issues.
- Managers will ask the person what accommodations they may require.
- Managers will be cognisant of people's workloads and support self-management of those
- Te Kuratini o Waikato will not treat people differently in employment because of their experience of mental health illness (this includes, through job advertisements, interviews, job offers, working conditions and pay or being forced to retire or leave)
- Managers will practice good employer attributes of caring, empathetic, treating people fairly, high integrity and being flexible.
- Te Kuratini o Waikato will create a friendly, respectful, communicative work environment with a culture of flexibility, inclusion and diversity.

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We have a range of policies that may cross over with a mental health issue you are experiencing. These can be found under *Section 8. Related Legislation, Regulations, Policies, Guidelines, and Forms*, in this policy.

In the event that you are experiencing an issue regarding workload allocation, we encourage kaimahi to work with their immediate manager in the first instance, and refer to the Workload for Academic Staff Members (ASMs) Part A and Part B. If this does not resolve the issue, the staff member may choose to register their issue using Vault, and/or approach their People and Culture Business Partner directly to discuss.

5.3. Health and Safety at Work Act 2015

The main purpose of the Health and Safety at Work Act 2015 is to provide for a balanced framework to secure the health and safety of workers and workplaces. It aims to achieve this by protecting workers and other persons against harm to their health, safety and welfare by eliminating or minimising risks arising from work.

5.4. Privacy Act 2020 and the Health Information Privacy Code 2020

The Privacy Act ("the Act") and Health Information Privacy Code ("the Code") cover how information is collected, used, held and disclosed by organisations such as ours. Due to the nature of mental health issues and our role as both employer and educator of health-related disciplines, Te Kuratini o Waikato applies the Health Information Privacy Rules when dealing with mental health related matters regarding the personal information of kaimahi and ākonga. These rules replace the Information Privacy Principles found in the Act, and generally carry a higher threshold to be reached when collecting, using, holding or disclosing the information.

For the sake of clarity, before releasing personal information about ākonga or kaimahi to another party (such as a whānau member or support person), Te Kuratini o Waikato kaimahi **must** ensure they have the express permission of the person whose information is to be released. Where possible, this should be in writing. Refer to our Privacy Policy for more information. Staff members can also visit our Privacy page on the Digital Workplace for more.

In situations where disclosure is necessary to avoid immediately endangering a person's health or safety, or when disclosure is required to enforce or uphold the law, staff members may disclose certain personal information about a person.

Note: In instances where information must be released under urgency – a critical event – where there is an imminent threat of harm to a person's self or others, any request to disclose should be escalated to the Coordinated Incident Management (CIMs) Team and/or the Safety and Wellbeing Director, who will escalate any privacy matters to the Privacy Officer.. In the event that the Te Kuratini o Waikato staff member or contractor is unable to escalate to the Safety and Wellbeing Director or CIMs Team before releasing the information, they must advise them and the Privacy Officer as soon as practicable following the release. Refer to our Privacy policy for more information.

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6. Procedures

6.1. Reporting a mental health concern

The Accident and Incident Reporting policy covers how we report and manage accidents and incidents at Te Kuratini o Waikato, and sets out our procedures for reporting, recording, investigating, and monitoring all accidents and incidents.

Mental wellbeing and mental health concerns could be described as incidents, notifiable events or sometimes work-related illness that may require reporting, recording, investigation and monitoring.

We have several ways mental health issues can be reported:

- Vault
- Te Kuratini o Waikato counsellors
- Te Kuratini o Waikato Health Services
- Tutors
- Contact with the MHBP
- Classmates
- Other Te Kuratini o Waikato staff

While our preference is that all reporting comes via Vault feedback, we recognise that concerns can be raised through a range of different avenues. Nevertheless, all concerns regardless of how they are initially reported will be documented within Te Kuratini o Waikato's secure and confidential Vault reporting system.

Critical Events

In the event of a crisis or critical event – where there is an immediate threat of harm to a person's self or others – **all staff and students should ring 111**. Once emergency services have been notified, contact Wintec Security on the campus contact numbers below. Emergency telephones are mounted in two locations on the City Campus:

On the steps between A and B Blocks

Level 1 entrance to the multi-storey car park on Nisbet Street

City Campus Security: 0800 852 900 or ext. 9000 (24 hours a day)

Rotokauri Campus Security: 027 477 9985 or ext. 4041 (6am-10pm, Monday-Friday)

Security will inform the Safety & Wellbeing Director

For members of staff, direct contact must be made with a member of the Safety & Wellbeing team.

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Kaimahi, ākonga, or contractors, whether they are the victim, an observer, bystander or confidant should ideally report mental health related events or incidents through Vault within 24 hours or as soon as practicable.

The report may be completed by the person involved, or, if they are unable to complete the report, any other member of staff. Te Kuratini o Waikato is committed to ensuring all kaimahi and ākonga have access to the event reporting forms in Vault.

6.2. Triage

The essential function of triage is to determine the nature and severity of the mental health/wellbeing concern, determine which response would best meet the needs of the individual, and how urgently the response is required. The Mental Health Business Partner (MHBP) is qualified and experienced to be able to assess and triage mental health concerns and will do so once a report of concern has been made.

- MHBP undertakes a preliminary assessment of reported concerns and this may involve an email or phone conversation with the person reporting.
- MHBP determines if further action and interventions are required. Vault is updated to reflect this.
- If it has been determined that the event is a critical or urgent incident the MHBP refers to mental health critical incident process, if not the MHBP develops a plan exploring and prioritising the pathways for help.

6.3. Handover

When a concern has been raised (either via Vault or with a member of the Safety and Wellbeing team), the MHBP will contact the person who raised the concern and begin a preliminary assessment.

Depending on the nature and severity of the concern, and where the concern has been raised by kaimahi about ākonga, with the consent of the ākonga, the MHBP will seek to facilitate a handover between kaimahi and ākonga in a way that is culturally appropriate.

Where kaimahi have raised a concern without the knowledge of the ākonga, the MHBP may choose to engage with the ākonga first and will not necessarily facilitate a handover with kaimahi. Where the MHBP is handing over the care of the ākonga to an external provider, this will be done in consultation with the ākonga as to whether others are involved. Any such handovers will be documented in Vault.

6.4. Monitoring and management

The MHBP documents a plan identifying the pathways for support, including monitoring and management, special considerations, return to work plans, liaison with internal or external support. This is documented within Vault.

6.5. Responding to crises

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If there is an urgent mental health concern identified the Te Kuratini o Waikato CIMS Team is activated to work in conjunction with the MHBP to determine appropriate steps to ensure the safety of the individual and others. The response may include the need to refer to an external agency.

6.6. Record keeping

All interactions by the MHBP or CIMS Team with regard to the management and monitoring of mental health concerns at Te Kuratini o Waikato are kept within our secure Vault Feedback system. All actions in relation to the concern must be clearly dated and documented. Records stored in Vault Feedback are confidential. All records stored in Vault are done so in accordance with the Privacy Act 2020 and the Health Information Privacy Code 2020.

For clarity and peace of mind, all personal health information disclosed to Te Kuratini o Waikato counsellors, the Health Centre, and external health agencies remains separate and inaccessible from any personal health information stored in Vault.

6.7. Critical incident debriefing

Refer to Coordinated Incident Management policy and crossover with this policy and the steps/processes for debriefing after mental health related critical incidents. In brief these describe the need to debrief with any kaimahi or ākonga involved in the incident to ascertain if they require any further assistance eg, counselling, or our Employee Assistance Programme (EAP), etc.

7. Processes

7.1. Mental Health Reporting process

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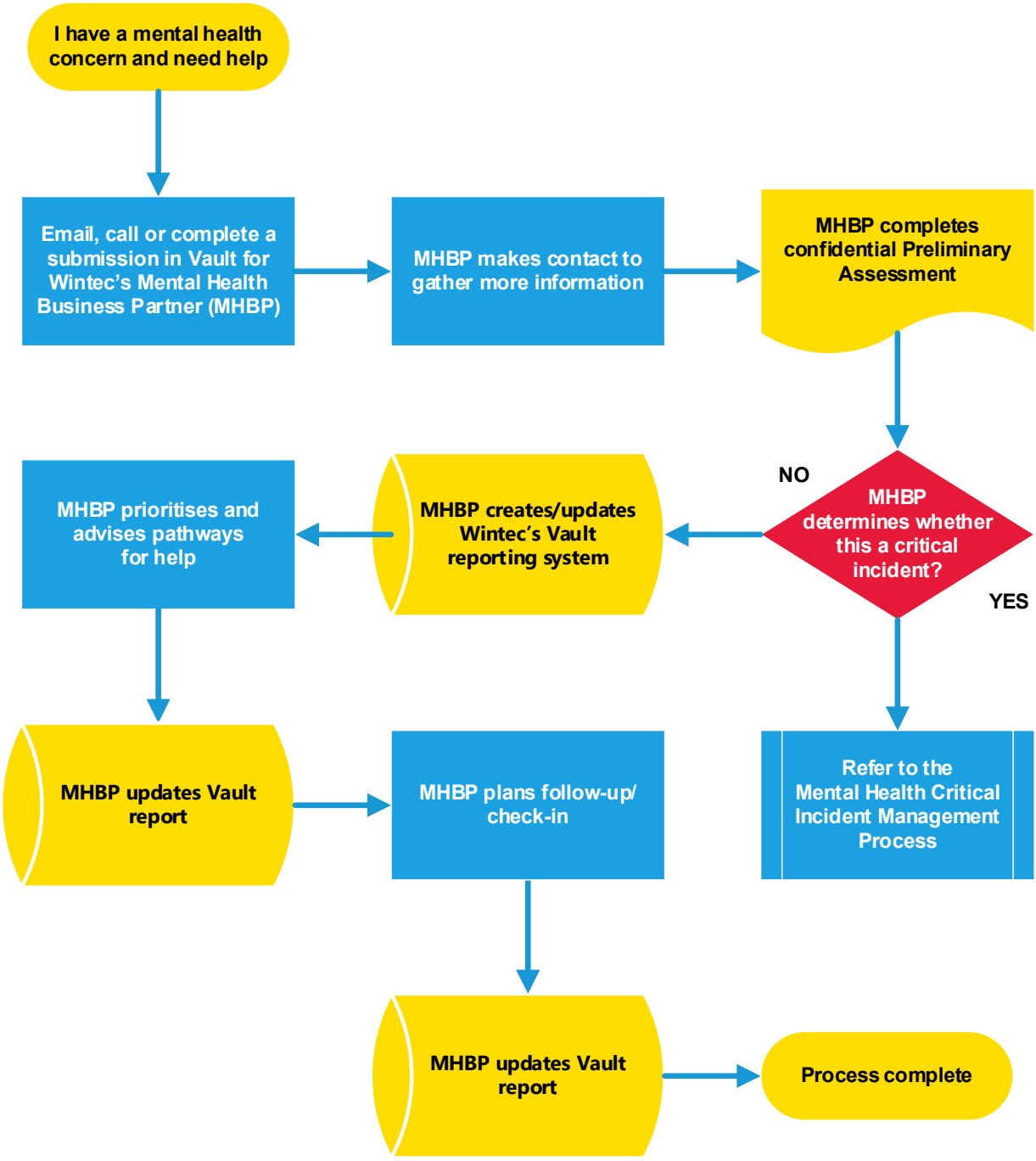

7.2. Mental Health Critical Incident Management process

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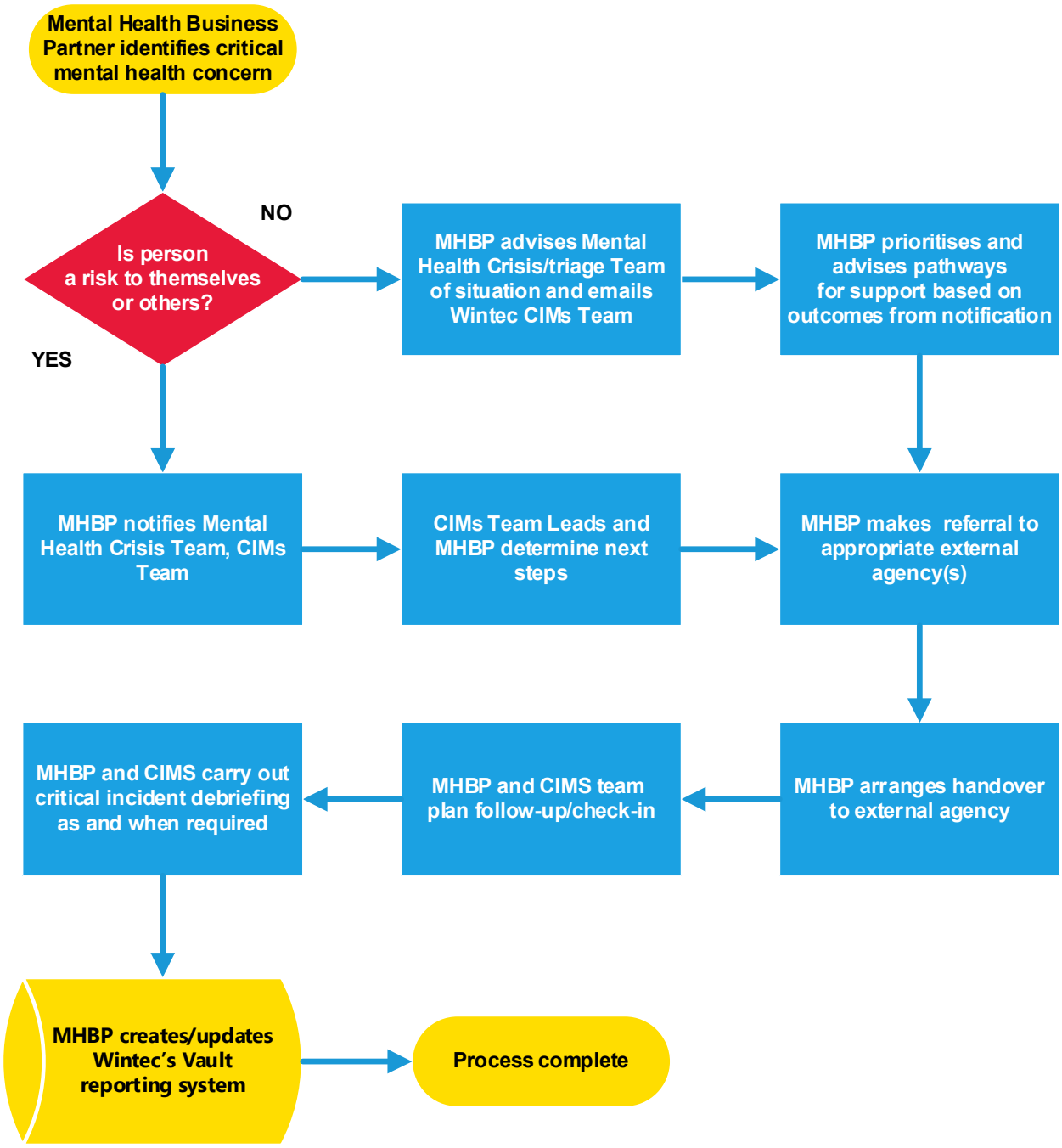

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8. Related Legislation, Regulations, Policies, Guidelines, and Forms

Legislation/Regulations	Policies	Guidelines/Forms
Health and Safety at Work Act 2015 Privacy Act 2020 Health Information Privacy Code 2020 Education and Training Act 2020 The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 / Ngā Tikanga Mahi Mātauranga (Te Manaaki i Ngā Ākonga Mātauranga Matua me Ērā o Tāwāhi) 2021	Ākonga specific policies: Code of Conduct for Students, Peer Tutors and Student Mentors Manaaki Financial Support Grant Student Voice Policies for both ākonga and kaimahi: Anti-bullying & Harassment Prevention of and Response to Family Violence Prevention of and Response to Sexual Harassment Privacy Safety and Wellbeing Kaimahi specific policies: Accident and Incident Reporting Āniwaniwa Rainbow (LGBTTQIA+) (in development) Coordinated Incident Management Part A and Part B Diversity and Inclusion Employee Complaint Management Engagement, Participation and Representation in Safety & Wellbeing Information and Records Management Leave Management Principles of Professional Practice Workload for Academic Staff Members (ASMs) Part A and Part B	Vault Reporting • Accidents • Observations • Near Misses • Incidents • Illness
This is not an exhaustive list of policies, procedures and legislation. Copies of New Zealand Legislation can be found on the New Zealand Legislation Website. Kaimahi can view Te Kuratini o Waikato's Policies and Procedures on the Policy Web. Ākonga can find applicable policies on our public website.		

9. Key Definitions & Glossary

Disability Disability is not something individuals have. What individuals have are impairments. They may be physical, sensory, neurological, psychiatric, intellectual or other impairments. Instead, 'Disability' is the process which happens when one group of people create barriers by designing a world only

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	for their way of living, taking no account of the impairments other people have. The Human Rights Act (1993) provides the legal framework for accommodating people with impairments who are attending a tertiary institution. This includes people with short-term injury or illness, the Deaf community and people with other long-term and/or fluctuating impairments such as medical conditions, learning problems, head injury, physical / mobility limitations, blindness or low-vision, speech problems, mental health and other hidden impairments.
Event	Groups together all reporting categories being accident, illness, incident, near miss and observations.
Holistic Wellbeing	Holistic wellbeing is your overall state of wellness on all levels of your being: physical, emotional, mental and spiritual. It encompasses the health of your entire being and extends to everyone and everything that interacts with you in any way. That includes your resources, your environment, and your relationships. See also, *Te Whare Tapa Whā*.
Incident	An unforeseen and unintended event which might have resulted in injury to a person or damage to property, i.e. 'a near miss'. See also, *Near miss*.
Mental illness	Also referred to as mental disorders or mental health conditions. Mental illnesses are health conditions involving changes in emotion, thinking or behaviour (or a combination of these). Mental illnesses are associated with distress and/or problems functioning in social, work or family activities. They occur when ongoing symptoms cause frequent destress and affect a person's ability to function. Mental illness is believed to be influenced by a combination of biological, psychological (including wairuatanga or spiritual wellbeing) and social factors (including the strength of cultural identity and connection with whenua). Taha hinengaro or mental wellbeing, is intrinsically linked to Māori ways of thinking, feeling and behaving (see also Te Whare Tapa Whā). Mental illness can influence the way a person thinks, feels, behaves and/or how they relate to others. Examples include depression, anxiety, bipolar disorder, schizophrenia, eating disorders, PTSD, psychosis, perinatal depression, obsessive compulsive disorder (OCD) and addictive behaviours. Mental illness is treatable. The vast majority of individuals who experience mental illness continue to function in their daily lives and can often manage symptoms with the appropriate treatment and support.
Mental health	Mental health is more than just being free of mental illness, but also includes having mental wellness and happiness, and flourishing. Mental health can increase general health, wellbeing and resilience. Individuals diagnosed with mental illness can still experience positive mental health.

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	We acknowledge there are several factors and external influences can impact on mental health. These may include, religion, maramataka (Māori lunar calendar), whānau, environmental and work and study obligations. Everyone has mental health, just as we all have physical health. Mental health is best understood as simply our state of mind.
Near miss	A near miss, "near hit", "close call", or "nearly a collision" is an unplanned event that has the potential to cause, but does not actually result in human injury, environmental or equipment damage, or an interruption to normal operation a near miss as an incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred
Te Whare Tapa Whā	The Four-sided House. A Māori health model steeped in te ao Māori, Te Whare Tapa Whā was developed by Sir Mason Durie in 1984. Te Whare Tapa Whā takes a collective kaupapa or interrelated and holistic approach to health and wellbeing. The model is built around the whare or house, with the walls and roofs representing different dimensions of health. These are taha tinana (physical health), taha wairua (spiritual health), taha whānau (family health), and taha hinengaro (mental health). These dimensions are all connected and act in unison, to provide the foundations for good health. In recent years a fifth dimension – whenua – our connection to land and roots, is often included in the model (known as Te Whare Tapa Rima, or the Five-sided House model). See also, *Holistic Wellbeing*.
Vault	Te Kuratini o Waikato's event reporting platform. Used to record and monitor all injuries, illnesses, incidents, near-misses, hazards, observations, corrective actions and hazardous substance management. All staff members can use Vault, while the Safety & Wellbeing Manager and some People & Culture staff have greater access to assist with the management, reporting and rehabilitation of various safety and wellbeing related events.

10. Records Management

In with the Public Records Act 2005, Te Kuratini o Waikato is required to provide an Information and Records Management programme to ensure that authentic, reliable and usable records are created, captured and managed to a standard of best practice, and to meet business and legislative requirements.

Record	Minimum retention period	Disposal Action	GDA Reference #
This policy document	Until superseded and administratively no longer required for reference.	Retail as public archive.	5.1.1

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Record	Minimum retention period	Disposal Action	GDA Reference #
Complaints and investigations Complaint records relating to individual students and the preliminary investigations into the complaint which did not result in a disciplinary hearing. This includes unsubstantiated allegations.	7 years after date of last action	Destroy	2.1.2
Disciplinary Hearings (Serious) Disciplinary hearings where a student is found to have committed a breach and a serious disciplinary action is taken. This includes records concerning investigations, charges, inquiries and punishments and matters that have been referred to external bodies for investigation (e.g. Police).	10 years after date of last action	Destroy	2.1.3
Disciplinary Hearings (minor) Disciplinary hearings where a student is found to have committed a breach but minor or no disciplinary action is taken (e.g. caution or reprimand).	7 years after date of last action	Destroy	2.1.4
Conciliation And Support Person(s) to whom staff or student can go to for advice regarding a problem or concern they have in the workplace or study environment. This could potentially lead to engaging formally in the ITPs formal complaints or disciplinary processes, or seek support from external agencies. It is within these formal processes that any records of decisions made and actions taken will begin to be documented.	Hand over to student / Destroy	When issue has been resolved	2.1.5
Management of services Provision of services such as career advisory services, student learning support centres, religious services, Māori services, Pacific Island Services and disability support	7 years after date of last action	Destroy	3.1.1
International pastoral care Monitoring of international students	7 years after date of last action	Destroy	3.1.2
Accessibility, human rights & equity Records relating to the management of services for students with accessibility, special needs and those being discriminated against.	10 years after date of last action	Destroy	3.3.1
Issue monitoring (significant) Records relating to ongoing monitoring of issues that result in significant changes to policies, procedures, strategy, risk and compliance etc.,	10 years after date of last action	Retain as public archive	5.1.6
Issue monitoring (minor)	2 years after date of last action	Destroy	5.1.7

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MENTAL HEALTH
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Record	Minimum retention period	Disposal Action	GDA Reference #
Records relating to ongoing monitoring of issues that have no impact on policies, procedures, strategy, risk and compliance etc.,			
Administration & facilitation of complaints & issues Records that document the issue management process	7 years after date of last action	Destroy	5.1.8

11. Version History - TBD

Version	Date Approved	Details
1	May 2022	First Published.

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