

Te Reo and Tikanga Policy – Guidelines

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1. Purpose and Scope

The purpose and scope of these guidelines is to enable Far North District Council (FNDC) to support the correct usage of Te Reo Māori by providing a framework for its use by FNDC both internally and externally.

2. Vision

The vision is that “By 2025, FNDC has increased the use of Te Reo and Tikanga in our workspaces and the public places we manage as a key element in strengthening our partnership with tangata whenua and in delivering effective services.”

3. Background

Te Reo is a living language that needs revitalisation and is unique to Māori and Iwi which distinguishes our identity on the world stage. Iwi and Māori are kaitiaki of Te Reo.

Language is important to everyone and valued by all, without language FNDC is unable to convey our messages, tell our stories and connect to our mana whenua partners and communities better.

Te Reo is the medium in which Tikanga Māori and whakapapa knowledge is shared among generations which provide the mauri life force on marae. Te Reo and Tikanga Māori are inextricably linked and our internal training approach reflects this dual relationship.

These guidelines operate on the basis of ‘owning it’ in that everyone has a role to play in implementing this policy in order for FNDC to achieve its vision.

FNDC have operated numerous Te Reo and Tikanga opportunities over the years. These courses have usually been funded by the individual departments. This policy looks to align the commitment that each department provide to increasing staff capability in this area.

FNDC have also operated a successful and supportive Waiata Group set up to support Council at Council events with Cultural support including Kaikorero, Kaiwaiata and Kaikaranga. This policy further supports the enhancement of this roopu and increases the knowledge around the legislative requirements for cultural support within council.

4. Goals and objectives

To achieve our vision and promote the use of Te Reo in our workplaces and the public spaces we manage, FNDC will:

- A) Demonstrate leadership in increasing the use of Te Reo
- B) Achieve Te Reo and Tikanga staff development outcomes
- C) Implement effective Te Reo communication systems and processes
- D) Increase Te Reo use in human resource processes and systems

A) Demonstrate leadership in increasing the use of Te Reo

All People Leaders will demonstrate leadership and support in implementing this policy.

FNDC will work effectively with other councils regionally and nationally to share approaches and best practice models for growing Te Reo in local government.

B) Achieve Te Reo and Tikanga staff development outcomes

Recognise prior learning

- FNDC recognises employees' prior learning and expertise in Te Reo and Tikanga achieved through academic and whānau, hapū and iwi processes and systems.

FNDC encourage those staff to also complete the FNDC offered Te Reo training.

Complete Te Reo and Tikanga training

FNDC provide Te Reo training as a suite of in-house short courses and processes which includes the Basic Level 1 Te Reo and Tikanga and encourages all employees to be actively involved in navigating and planning their own staff development strategies through:

- i. our basic in-house training opportunities. Refer to TK3 for information on the other training available and the processes required to register and;
- ii. intermediate and advanced courses through external providers (e.g., University, Wānanga) as negotiated and agreed with Managers.

- iii. open staff meetings with mihimihi, karakia or whakatauki/proverbs if they have the competence and wish to do so. Examples are available on the FNDC app;
- iv. support pōwhiri to welcome councillors and new employees and open new office spaces as negotiated and agreed with People Leaders;
- v. work with our mana whenua partners in leading Tikanga events;
- vi. support practice sessions to help councillors and other participants prepare for their specific roles in Tikanga events. Refer to the FNDC Tikanga Māori guidelines for further information.

Benefits for our People Leaders and staff in completing this programme will be seen in the delivery, consistency and execution of Te Reo and Tikanga across all council work programmes. Externally, our partners will recognise a significant shift in levels of engagement and quality engagement.

Staff can complete the basic Level 1 Te Reo and Tikanga learning outcomes which includes compulsory classroom learning outcomes and a half day marae-based programme. FNDC encourages employees to attend the optional overnight marae experience.

Our training target is that “by 30 June 2025”:

- i. 60 percent of People Leaders and;
- ii. 60 percent of staff must have achieved at least the Basic Level 1 learning outcomes.

FNDC is committed to:

- i. delivering our obligations as a good employer of Māori under the Local Government Act 2002;¹
- ii. supporting staff development for all employees given the Governments’ Maihi Karauna strategys’ signal that Te Reo revitalisation must be broadly inclusive and engage a broad range of non-Māori New Zealanders.²

FNDC will explore and implement innovative electronic tools to help employees consolidate their learning outcomes and demonstrate their capability in their workplaces and in the field.

Strategic Leadership Team (SLT) will be advised of all achievements against the Te Reo training target on an annual basis.

At annual performance evaluation time, People Leaders will consider the added value that Te Reo leaders have contributed to the work programme in the previous year.

¹ Schedule 7, clause 36 (2)(d)(1-111)

² Maihi Karauna The Crown’s Strategy for Māori Language Revitalisation 2018-2023 Consultation August – September 2018 page 9

FNDC will also offer training to Councillors on a range of Te Reo and other relevant topics. This training will be run as part of the Councillors Induction programme into Council.

C) Implement effective Te Reo communication systems and processes

FNDC supports the Ministry of Māori Development, Te Puni Kokiri's (TPK) view there is no policy requirement that all information and publicly available material should be produced Tikanga reo rua bilingually.³

Increase our use of Te Reo

FNDC encourages employees to use Te Reo greetings for our mana whenua partners, customers and clients:

- i. at their first point of contact with our services (e.g., Contact Centre, Reception);
- ii. through their everyday phone calls and email communications.

Ensure quality Te Reo translations

FNDCs overall translation approach is flexible and uses a mix of conceptual [eg Kaiarahi Kaupapa Maori] and literal [eg, Pouhautu] translated text as deemed appropriate to the circumstance.

FNDC will maintain quality standards in translating Te Reo by ensuring that:

- a) for significant translations of documents, employees must:
 - i. contract a translator licensed for written Māori translations who is listed on the Te Taura Whiri Māori Language Commission (Te Taura Whiri) register. Such translators will have an added advantage if they whakapapa to one of our mana whenua partners;
 - ii. ensure translated documents are peer reviewed by a second translator licensed for written Māori translations listed on the Te Taura Whiri register before publication or distribution (as per their own internal processes or noted in an invoice)
- b) for simple translations, employees will use common terms developed by Te Taura Whiri and other councils to enable consistency of approach and reduce costs. Te Hono will support with basic translations less than 10 words.
- c) For onsite, verbal translations at Council level and in providing cultural support to People Leaders, FNDC will resource the use of external registered interpreters licensed for verbal Māori translations who is listed on the Te Taura Whiri Māori Language Commission (Te Taura Whiri) register.

Business groups are responsible for budgeting for and resourcing their own translations from within their existing baselines.

³ Māori-English Bilingual Signage: A guide for best practice page 5

Support quality Te Reo writing

To enable quality standards in our written and published documents in Te Reo FNDC will:

- i. ensure employees writing in Te Reo observe the orthographic conventions developed by Te Taura Whiri which include rules on spelling and the use of macrons;⁴
- ii. use macrons not double vowels or umlauts in our written communication and signage except when the correct spelling of the word has double vowels (e.g., whakaaro thought).

Accommodate mana whenua Te Reo differences

FNDC acknowledges that using generic Te Reo terms for regional project purposes is problematic. For example, the term “whaitua” means “catchment” to some, but not all, of our mana whenua partners.

FNDC will engage with mana whenua partners in providing Te Reo names for key projects they are actively involved in.

FNDC will use glossaries to ensure clarity of specific Te Reo meanings.

Implement effective Tikanga reo rua bilingual signage

FNDC supports TPK’s view that we decide how and when we use Tikanga reo rua bilingual signage.

FNDC supports the use of Te Reo in our internal and external signage and dual names for our workspaces and public places we manage and will:

- i. either use Tikanga reo rua bilingual;
- ii. or dual names which is a combination of Te Reo traditional and contemporary English names;
- iii. clearly communicate the meaning of the Te Reo names whatever the preferred approach.

FNDC will use Tikanga reo rua bilingual signage, dual names and Māori designs and artwork:

- i. where our mana whenua partners, our customers and clients have most contact with our organisation (e.g., Reception)
- ii. in our external public spaces (e.g., local park names, reserves and play grounds)
- iii. in our branding electronically (e.g., website), in our written publications (e.g., Long Term Plan, Annual Plan, Annual Report) and resources (e.g., pamphlets)

⁴ <http://www.tetaurawhiri.govt.nz/our-work/Māori-orthographic-conventions/>

- iv. as key aspects of publications including Foreword messages from the Mayor, CEO, Iwi Chairs in the Long-Term Plan, Annual Plan and Annual Report

FNDC supports TPK's guidelines in developing Tikanga reo rua bilingual signage and will:

- i. use equal font sizes and type face and the same font style, colour and position for the Māori and English texts even if one text runs longer;
- ii. place Māori text first irrespective of whether the text is stacked or side by side;
- iii. consider when a pictogram or Māori design might reduce the text requirement.

FNDC will translate publications and resources Tikanga reo rua bilingually where Māori are the primary audience and for all other publications will use at least bilingual Level one headings for key documents (e.g., Annual Plan and Annual Report).

Promote Language Line interpreters' phone services

FNDC will provide support to our mana whenua partners, our customers and clients who wish to communicate only in Te Reo in accessing our services by:

- i. advising them of the Language Line Te Reo interpreters' phone service option;
- ii. contacting the service through a FNDC phone number by calling 0900 333 25 as calls are charged at \$3.07 per minute (inclusive GST), with the relevant costs being charged back to the telephone number from where the call is made.⁵

D) Increase Te Reo use in human resource processes and systems

Use position description titles in Te Reo

FNDC will:

- i. translate into Te Reo the position description titles of staff, Managers and Team leaders fully and literally
- ii. translate into Te Reo the business group information fully and conceptually
- iii. translate into Te Reo the Chief Executive, Strategic Leadership Team members, Managers and Team leaders fully and literally;
- iv. consistently apply this approach as new titles are developed and as position descriptions change over time.

FNDC will develop translations for all employees' position description titles as common generic terms (e.g., Senior Advisor, Kaitohutohu Matua)

FNDC will place Tikanga reo rua bilingual position description titles on TK3 retrospectively for existing position descriptions and for new appointees as employees start.

⁵ http://ethniccommunities.govt.nz/story/how-language-line-works?gclid=EAlaIqobChMl_KS4lDg3wIVig0qCh30RQzREAAAYASAAEgLLXPD_BwE

FNDC encourages existing employees to add new Tikanga reo rua bilingual titles to their electronic signatures and print new Tikanga reo rua bilingual position description titled identification cards as old stock requires replacing.

Maintain effective Te Reo advertising and interview processes

FNDC will advertise:

- i. all new position description titles in Te Reo with flexibility in English and Te Reo formatting;
- ii. Tikanga reo rua bilingual position descriptions that either require advanced Te Reo competency or have a significant mana whenua contact requirement.

FNDC will consider the added value of interviewee dual cultural competence in making final recruitment decisions.

FNDC encourages employees to seek advice and support from Te Hono if they wish to include a mihi in any interview panel processes.

5. Application

This policy applies to:

- i. all permanent employees
- ii. fixed term employees

Casual and temporary employees and those on short term contracts under 6 months are exempt from the training requirements of this policy but must be familiar and work within the policy expectations that impacts on their area of work.

6. Responsibilities

The respective roles and responsibilities for this policy include:

- i. SLT provides the authority for the policy and they and Managers will demonstrate leadership and role modelling in implementing the policy;
- ii. Employees will be aware of and implement the policy by making the policy and implementation plan available through the intranet and induction and training processes;
- iii. Te Hono will provide advice and support on any issues associated with the policy;
- iv. FNDCs trainer in te Reo and tikanga will provide clarification during te Reo and training sessions and on a case by case as negotiated and agreed outside of training session times.

7. Relevant Legislation, Policies and Procedures

Legislation	Te Ture Mō te Reo Māori 2016 Māori Language Act 2016 Local Government Act 2002
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Council Policies and Procedures	FNDC Tangihanga policy and Koha policy Diversity Policy [??]
Other	Te Puni Kōkiri Maihi Māori and Maihi Karauna Te Puni Kōkiri Māori English Bilingual Signage: A guide for best practice
Guiding documents	He Whakaputanga o Niu Tirenī 1835, Te Tiriti o Waitangi,

8. Support

Websites and agencies with, or links to, useful resources include:

Te Puni Kōkiri
<https://www.tpk.govt.nz/>

The Māori Language Commission/Te Taura Whiri i te Reo Māori
<http://www.tetaurawhiri.govt.nz/>

9. Definitions

Term	Definition
Tikanga reo rua	Bilingual
Mauri	Life essence

10. Further Information

For more information on Councils' 'Te Reo Māori and Tikanga Policy', please contact Te Hono team support at <mailto:tehonosupport@fndc.govt.nz>