NGĀTI RĒHIA

KAI MANAAKI POLICY

1. Introduction

Te Rūnanga o Ngāti Rēhia (TRONR) Whānau Ora provides services to tautoko whānau in times of need however due to funding constraints kai manaaki will only be provided in response to genuine food hardship.

TRONR is not funded as a food bank and cannot provide open-ended or one-off food vouchers on demand. Before any kai manaaki will be provided to whanau a structured Whānau Ora engagement process must be completed that includes assessment, planning and accountability.

He tikanga mahi.

2. Purpose

This policy ensures that kai manaaki:

- Is delivered fairly and consistently
- Sits within the Whānau Ora framework
- Makes best use of limited funding
- Balances compassion with accountability

3. Guiding Principles

Kai manaaki is guided by:

- **Manaakitanga** – Upholding dignity
- **Whanaungatanga** – Relationship-based engagement
- **Rangatiratanga** – Supporting independence
- **Kaitiakitanga** – Responsible stewardship

4. Eligibility

Kai manaaki is available to:

- Registered Whānau Ora clients
- Whānau who have completed a needs assessment
- Whānau actively engaged in support planning

Kai manaaki is not available for:

- Walk-in one-off requests without assessment
- Cash assistance
- Repeated misuse of prior support

Approval is discretionary and subject to funding.

5. Registration & Assessment

All kai manaaki requests must:

1. Be submitted through the website or approved referral pathway.
2. Include completion of a needs assessment.
3. Include a home visit (unless exceptional circumstances apply).

Refusal to engage in assessment may result in ineligibility.

Policy Creation Date:	16 February 2026	Amendment Date:	N/A
Policy Review Date:	16 February 2027	Signed:	W. Rameka

6. Nature of Support

Kai manaaki is:

- Short-term and crisis-based
- Proportionate to assessed need
- Subject to available funding

Support may include:

- Supermarket vouchers
- Grocery packs (if available)
- Referrals to other providers

Kai manaaki is not a long-term income supplement.

7. Accountability

Where vouchers are issued:

- Receipts must be provided.
- Vouchers must not be used for alcohol, tobacco or non-essential items.
- Misuse may result in suspension of support.

All decisions must be recorded.

8. Frequency & Limits

Kai manaaki:

- Is time-limited
- May be capped per whānau
- Will be reviewed if repeated requests occur

Support is always subject to available funding.

9. Decision Consistency

If a request is declined:

- The decision stands across the organisation.
- Requests will not be reconsidered by approaching another staff member.

Escalations may be reviewed by management based on new information.

10. Exceptions

Exceptions may be considered on a case-by-case basis:

- Immediate risk to tamariki
- Urgent safety concerns
- Crisis events beyond whānau control
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All exceptions must be approved and documented.

11. Review

This policy will be reviewed annually or earlier if required due to funding or operational changes.