

*rongoā – mirimiri - wairuatanga*

# **RONGOA MAORI**

## **A Standards Model for Traditional Māori Healing**

Taha Wairua

Taha Hinengaro

Taha Tinana

Taha Mātauranga

Taha Whānau

Taha Waiora

For:

Māori Traditional Health  
Healing  
and  
Rongoā Practitioners

## FOREWORD

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Tuia ki runga Tuia ki raro  
Tuia ki roto Tuia ki waho  
Tuia ki te muka Tangata  
Ka rongo te Pō, ka rongo te Ao  
Tihei Mauri Ora

It is always timely to re-emphasise that there is a place for Rongoā Māori in New Zealand's Health Sector. Traditional Health systems contribute to better health and wellbeing; the improvement of health status and quality of life; and how Traditional Health processes enhance service delivery to whanau, hapu, iwi and the wider community.

In order to ensure quality provision of services for turoro, whānau and the wider community remain relevant and to safeguard the improvement of health and service deliveries; the review of the standards of practice should continue to maintain the mana and integrity of Māori Traditional Health and Healing.

This Standards model's focus is on practical actions that Tohunga Puna Ora and Whare Oranga can implement in service quality and service delivery. They are intended for use by Tohunga Puna Ora and Whare Oranga as a guide and ultimately the health gains for turoro.

As stated these standards were reviewed and conducted by Tohunga Puna Ora, Kaimahi, Whare Oranga, Kaumatua and Kuia during many o te Iwi Māori hui.

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## Whare Oranga and Tohunga Puna Ora Services

- 1.1. Assessments are performed in a way that is appropriate to the needs of the tūroro.
- 1.2. Assessments and treatment of the Tūroro is in accordance with Tikanga Māori, is culturally safe and recognises the needs of the Tūroro
- 1.3. Assessment and treatment may involve co-operation with other Whare Oranga and Health Professionals, as appropriate to the needs of the Tūroro.
- 1.4. All Tūroro will be made aware of any follow-up treatment or consultation required.
- 1.5. Where appropriate, Tūroro will be referred to other service providers, particularly if they have any emergency and / or acute needs.
- 1.6. The practice of whanaungātanga for the tūroro is supported.
- 1.7. Tūroro will be provided with the necessary information to give their consent to ongoing care.

## 2. Tūroro Referrals

- 2.1. Services provided to Tūroro should be within the scope of the Whare Oranga. When the needs of the Tūroro change or move outside the scope of services provided by the Whare Oranga, appropriate arrangements should be made to refer, and / or seek from other service providers.
- 2.2. When Tūroro are referred to other service providers, the referral process must ensure that:
  - Tūroro have informed choice about the referral
  - The service to which the Tūroro is referred is appropriate to their needs
  - Provision is made for the review of any referral should this be requested; and
  - Provision is made for effective co-ordination of services where a Tūroro or his / her whanau requires the services of a number of organisations

## 3. Tūroro Records

- 3.1 An individual record must be made for each Tūroro who attends the Whare Oranga
- 3.2 Whare Oranga records should be sufficiently detailed to enable:
  - Identification of:
    - Personal details (such as name, age, address, ethnicity, and person to contact in an emergency)
    - The reason for seeking care, and the Tūroro care plan or treatment objectives; and
    - The tūroro history pertinent to the condition being treated, including relevant details of present and past medical history, family history and social considerations
  - Recording of:
    - Details of treatment provided at the Whare Oranga
    - Whether the tūroro has been given a progress check and follow up on their treatment and if revisiting is required; and
    - Any other information necessary for progressing tūroro care
  - Clear and highlighted identification for conditions such as allergic responses, adverse reactions to drugs / rongoā, and infection risks; and
  - The evaluation of tūroro care regarding the effectiveness of treatment undertaken

- 3.3 Proper and timely completion of tūroro and other Whare Oranga records is required. An entry should be made for each visit. Each entry should be dated and state the names of those responsible for the assessment. The Tūroro name should be on each page of the record.
- 3.4 Each Whare Oranga must have a designated person or persons responsible for administering Whare Oranga records. This responsibility includes:
- Co-ordination the completion of Whare Oranga records
  - Regularly assessing the content of Whare Oranga records for the purpose of providing and evaluation Tūroro care; and
  - Retrieval of data
- 3.5 Care must be taken to safeguard Tūroro information against loss. Paper records should be stored safely and protected from any damage, including from water, fire and theft. If the records are stored on computer, a backup disk should be made regularly and stored away from the Whare Oranga premises.
- 3.6 Care must also be taken to ensure that unauthorised persons do not have access to, or use of, tūroro information, and that it is held consistent with the Privacy Act 1993
- 3.7 The keeping of tūroro records is to follow a standard system of coding across all Whare Oranga.

#### 4. Rights and Responsibilities of Tūroro

- 4.1 Rights of Tūroro include:
- The right to request a consultation from any Whare Oranga or Tohunga Puna Ora
  - Consultations that are provided only on request by tūroro or their whānau
  - Having access to independent advocacy services and following up on any issues which arise from complaints and the advocacy process. These services are available to whānau as well as tūroro.
  - The right to personal and information privacy as stated in the Privacy Act 1993, the Health Information Privacy Code 1994 and the Public Health & Disabilities Act 2000.
  - The right of access to support people independent of the Whare Oranga they are attending; and
  - The right to have full understanding of the consultation and healing process.

#### 5. Whare Oranga Organisation

- 5.1 Whare Oranga shall clearly define the tasks, roles and responsibilities of all people in the Organisation.
- 5.2 Kaimahi / trainees should receive regular training and supervision, and should have defined development objectives. These should be summarised in a training record together with regular assessments of their progress.

#### 6. Networking and Relationships

- 6.1 Effective relationships are to be maintained:
- Between Whare Oranga
  - With National and other appropriate health agencies and organisations, including the Ministry of Health, Te Puni Kōkiri, District Health Boards and Tangata Whenua Authorities
  - With other indigenous health organisations; and
  - Any other agencies / organisations that benefit the ongoing development of rongoā services
- 6.2 When appropriate, Whare Oranga will co-operate with other Whare Oranga and Tohunga Puna Ora:

- To provide care to Tūroro (with their agreement); and
- To share and develop skills

6.3 When appropriate, Whare Oranga will work with other health professionals and providers.

## 7. Working with Rongoā – Key Elements

### Collection

7.1 Whare Oranga and Tohunga Puna Ora need to ensure that when harvesting rongoā:

- It is identified and collected according to tikanga; and
- It is not gathered from polluted areas

### Preparation

7.2 Whare Oranga and Tohunga Puna Ora must ensure that rongoā is prepared safely and under Hygienic conditions

### Storage and Supply

7.3 Rongoā should be stored in containers that do not contaminate or degrade the rongoā

### Labelling

7.4 Rongoā must be labelled appropriately, including:

- The code name of the Rongoā
- The name of the Whare Oranga where it was prepared and produced; and
- The date of production and use by date

### Prescription

7.5 Rongoā will be prescribed by the Tohunga Puna Ora of the Whare Oranga, with appropriate and adequate records of all prescription being kept.

### Dispensing

7.6 Rongoā will be dispensed by the Tohunga Puna Ora of the Whare Oranga, with appropriate information being given to Tūroro on how to take the rongoā.

## 8. Working with Rongoā – New Zealand Law

8.1 Whare Oranga should consider the following matters when preparing, labelling and dispensing their rongoā, and seek advice from a knowledgeable agency or person as appropriate.

8.2 The Medicines Act 1981 and the Medicines Regulations 1984 control all medicines, related products, homeopathic medicines, and herbal remedies under New Zealand law. Only medicines, medical devices and related products can be advertised as having a therapeutic purpose, and all medicines and related products require the consent of the Minister of Health before they can be distributed in New Zealand.

8.3 Under New Zealand law, Rongoā does not require the consent of the Minister of Health before it can be distributed, provided that:

- It does not contain a scheduled medicine (ie, a prescription medicine, a restricted medicine, or a pharmacy – only medicine)
- It is a simple product made from plant material that has been crushed or dried or similarly processed and mixed with water or ethyl alcohol or an inert substance; and

- It is labelled only with the name of the plant or plants from which it is made and the process to which the plant has been subjected. No written recommendations as to its use are permitted (ie. therapeutic claims or advertising)

8.4 The application of legislation to Rongoā that is based on non-plant material (eg. Insect or mineral derivatives) may be different to that based on plant material.

## 9. Working with Rongoā – Code of Practice

9.1 This Code of Practice provides general advice on how the preparation, dispensing and labelling of rongoā can be carried out in a way which complies with the requirements of the Medicines Act 1981, and which ensures that the Rongoā is fit for its intended purpose. A summary of those parts of the Ministry of Health’s Pharmaceutical Code of Good Manufacturing Practice applicable to the preparation of rongoā is also included (see Appendix)

9.2 Requirements of the Medicines Act 1981:

- There are no restrictions on the sharing of unprocessed plant materials
- Preparation of Rongoā should follow specified criteria particularly with regards to hygiene (see Appendix for more detailed information)
- Rongoā must not knowingly include prescription, restricted or pharmacy-only medicines. However, many pharmaceuticals are derived from plants and traditional remedies and it is possible that rongoa do contain ingredients used in pharmaceuticals. Provided that a Tohunga Puna Ora does not knowingly add these pharmaceuticals to a traditional remedy, the Rongoā does not come within the Medicines Act.
- Rongoā should follow specified criteria and be stored safely and hygienically (see Appendix for more detailed information)
- Rongoā must be dispensed only to a specific person after a consultation. Additional amounts may be dispersed without a consultation when it is for use by the same person.
- Rongoā must not be available to people without consultation by a Tohunga Puna Ora. It is not permissible to provide remedies to people whom the Tohunga Puna Ora has not consulted with (very important)
- Rongoā may only be dispersed by a recognised Tohunga Puna Ora or a suitably trained and supervised Kaimahi
- All prescriptions should be checked by the Tohunga Puna Ora to being dispensed
- Rongoā should have clear instructions, and include;
  - a) Who the Rongoā is prescribed for
  - b) How and when the Rongoā should be used
  - c) It expiry date; and
  - d) Date of preparation or batch number
- It is not necessary to state the ingredients of the Rongoā; and
- Labels must not make therapeutic claims. This is to prevent people making false or exaggerated claims for remedies. However, the Tohunga Puna Ora should state the therapeutic purpose of the rongoā to the tūrora at the time of consultation.

## APPENDIX

### Applying the Pharmaceutical Code of Good Manufacturing Practice to the preparation of Rongoā

Note that tikanga should be adhered to and respected at all times in the preparation of the Rongoā.

Basic guidelines to preparing the Rongoā are provided below:

#### A SUPERVISION

A person with appropriate training and experience should supervise the preparation of Rongoā. This person is responsible for:

- Compliance with Tikanga relevant to the preparation of Rongoā
- Maintaining sterile conditions and preventing contamination
- Checking the identity and quality of plant materials
- Checking preparation procedures; and
- Completing documentation

#### B PEOPLE

B1 All people preparing Rongoā should receive adequate training and supervision

B2 To reduce possible sources of contamination there should only be a minimum number of people participating in the preparation of Rongoā. This may, of course, include Kaimahi.

B3 The highest standards of personal hygiene and cleanliness must be maintained

B4 Wrist watches and jewellery should not be worn, and cosmetics, for example hand creams, should not be used by people preparing the Rongoā

B5 Eating, drinking, chewing and smoking is prohibited in the area where Rongoā is being prepared.

B6 Clothing should be as free as possible of dust or particles that may contaminate the Rongoā

B7 People with any illness or skin conditions which may affect the sterility of the Rongoā should be assessed by the person responsible for the preparation of the Rongoā. If there is any risk of contaminating the Rongoā, they should be assigned to other work

#### C FACILITIES

C1 A 'clean area' should be defined for the preparation of Rongoā. This area should be clean, of sufficient size and well lit

C2 Cool storage must be available for the Rongoā

C3 Facilities should be set out and managed to minimize contamination from microbes, dust insects or pests. Windows and doors should minimize entry of insects and dust

C4 Surfaces, floors, walls, partitions and cupboards in the clean area should be unbroken, nonporous and easily cleaned. There should be no unreachable recesses, ledges and shelves

#### D EQUIPMENT

D1 Equipment and tools must be STAINLESS STEEL

D2 When equipment has been used in the preparation of other Rongoā, other batches of the same Rongoā, or has been carried out of the clean area, it should be sterilised before use

**E CLEANING**

- E1 Disinfectants and detergents should be selected to kill microbes and avoid contamination by the scents or chemicals that some disinfectants and detergents contain. Diluted solutions should be kept in previously cleaned containers. To prevent the mixture of incompatible disinfectants or detergents, partially used containers should not be topped up
- E2 Mops and sponges should be set apart for use in the clean area

**F PROCESSING**

- F1 Rongoā must be clearly labelled, especially if two or more Rongoā are being prepared at the same time and are in similar containers
- F2 Rongoā should be inspected by the Tohunga Puna Ora or other qualified people after preparation

**G STORAGE**

- G1 Rongoā should be stored in sterile containers that will not degrade or contaminate the Rongoā
- G2 All labels must be legible and fixed directly on the container
- G3 Every batch of Rongoā should be identified by recording the date of preparation or, if several batches are prepared on the same day, a batch number
- G4 Every batch should be labelled with an expiry date. The expiry date should be based on the general experience of the Tohunga Puna Ora. The Tohunga Puna Ora may from time to time check the Rongoā by sight, smell and / or taste
- G5 Dispose the Rongoā in accordance to Tikanga