

# CONSUMER/COMMUNITY ENGAGEMENT WHARE

## POU TARĀWAHO MŌ TE WHAKAPĀNGA KIRITAKI

**Canterbury**  
 District Health Board  
 Te Poari Hauora ō Waitaha

Ways of working in partnership with consumers:

**Mana Whakahaere**  
**Good Governance/ kaitiakitanga**  
 – leadership structures include Maori representation at a high level, allows for decisions to be made that involve Maori voices

**Mana Motuhake**  
**Unique and indigenous**  
 – indigenous models of care and cultural engagement guidelines observed

**Mana Tangata**  
**Fair and Just**  
 – engagement with iwi is always considered and held with no bias or judgement

(Based on the Māori Health Action Plan 2020–2025, which sets the government’s direction for Māori health advancement and Waikato DHB’s consumer engagement marker programme)



Dr Mason Durie's **Te Whare Tapa Whā** model compares hauora to the four walls of a whare, each wall representing a different dimension:

- Taha wairua**  
– the spiritual side
- Taha hinengaro**  
– thoughts and feelings
- Taha tinana**  
– the physical side
- Taha whanau**  
– family

All four dimensions are necessary for strength and symmetry.

(Adapted from Mason Durie's Whaiora: Māori Health Development. Auckland: Oxford University Press, 1994, page 70).

**THINKING ABOUT IT**  
 WHAKAAROHIA

**BUILDING IT**  
 HANGAIA

**DOING IT**  
 MAHIA

**LIVING IT**  
 WHAKAMANAWATIA