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# CONSUMER/COMMUNITY ENGAGEMENT WHARE<br/>POU TARĂWAHO MŌ TE WHAKAPĀNGA KIRITAKICanterbury<br/>District Health Board<br/>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)

# TRUE PARTNERSHIPS PUR FILE OUTCOMES PARTNERS

NOTHING ABOUT ME

# **Organisational Responsiveness**

Consumer/community consultation, involvement and partnership in all we do Consumers/community co-design and shape our organisation

# **Policy and Governance**

Processes are in place for consumers/community to have the health literacy, equity, access, influence and delegations needed to genuinely affect service need and outcomes

# Te Tiriti Partnership - the Foundation of all things

Te Tiriti o Waitangi. Ko ia tonu te tumu here i ngā iwi katoa i pai ai te noho i Aotearoa. Ko te pokapū ia, arā, te atinga o ngā mahi oranga katoa.

# OUR COMMITMENT

Consumer/community engagement in everything we do

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

BUILDING IT

DOING IT

LIVING IT WHAKAMANAWATIA