



Te Tāhū Hauora
Health Quality & Safety
Commission

Minutes of Ngā Reo Māhuri Young Voices group hui – 29 January 2025

Chair	DJ Adams
Ngā Reo Māhuri members	Natasha Astill, Naomi Vailima, Joshua McMillan, Tiare Makenesi, Jaden Hura-White,
Māori health & Consumer Team	Carlton Irving, Jim Wiki, Hariata Bell, Dez McCormack
Apology	Absent: Ataahua Hepi, Ciccone Hakaraia-Turner

The hui was held via Teams

The hui began at 12.00 noon.

1. Welcome, karakia and whakawhanaungatanga

DJ welcomed the group and opened the meeting with a karakia. Whanaungatanga was undertaken to introduce Carlton Irving, Hariata Bell and Jim Wiki.

2. Members environmental scans

Members outlined what has been happening for them and their communities.

Key messages:

Tiare: Worked with staff at Dunedin Hospital on a cultural competency workshop and the issues faced by Pacific peoples and Māori.

Josh: Attended the Global Adolescent and young adult Cancer Congress in Melbourne in November. Presented a workshop on a study he undertook. Appointed President of Canteen NZ.

Naomi: Appointed as South Auckland coordinator for Enabling Good Lives (EGL). Early days in establishing principles and where the group wants to have impact. Also working with her pacific performance group for upcoming shows.

Jaden: Funding of Continuous Glucose Monitor (CGMs) technologies is a positive move for Type 1 diabetics, especially youth, with Bluetooth and other advancements.

3. Standard business – previous minutes, actions items and interests register

Previous minutes from the Joint Hui with Kōtuinga Kiritaki Consumer network on 7 Nov 2024 were accepted. Action items relate to the consumer network mahi.

Naomi's update to the Interests register noted.

4. Leadership progression paper

Hariata presented a PowerPoint outlining the proposed process for developing leadership:

The purpose of the paper is to develop Rangatahi leadership in governance within Te Tāhū Hauora.

The Māori Health and Consumer team proposes a Leadership Progression project to support Ngā Reo Māhuri members transitioning into advisory roles within Te Tāhū Hauora including Te Kāhui Mahi Ngātahi, Kōtuinga Kiritaki, Te Kāhui Piringa and other relevant opportunities available.

The project aims to develop governance leadership among rangatahi through mentorship and observational opportunities, ensuring sustained collaboration with Te Tāhū Hauora post-membership.

Proposed process:

- **Identify Interest:** Gauge interest in governance leadership among current Ngā Reo Māhuri members.
- **Assess Contribution:** Evaluate members' engagement with Ngā Reo Māhuri, their communities, and networks.
- **Identify Opportunities:** Pinpoint governance roles across Te Tāhū Hauora advisory groups.
- **Observation:** Facilitate opportunities for members to observe other advisory group meetings in a reviewer capacity.
- **Mentorship:**
 - Pair members with experienced advisory group participants.
 - Provide regular checkpoints with the Director of Māori Health and Consumer or a designated team member.
 - Offer tailored mentorship to build leadership capabilities.
- **Support Applications:** Assist Ngā Reo Māhuri members in applying for governance roles.
- **Note:** The process is flexible; not all members may require all components, such as mentorship.

Initial feedback from the group was positive and appreciated the framework suggestion of being paired up with mentors. This would help with gaining confidence in speaking at hui and presenting etc. Being an observer of other groups hui would be beneficial.

A better understanding of what governance is would lead to identifying opportunities of interest.

Succession planning was also raised for the group for bringing through more youth.

The Māori Health and consumer team will now discuss internally moving forward to get the project underway.

5. Māori Health and Consumer Q2 report and update

The Māori Health and consumer Q2 report is tabled as Appendix 1.

DJ provided an update and highlighted key of the report and updated:

- New Māori Health and Consumer Advisor role advertised this morning. Confirmed the regional consumer
- workshops being held in the West Coast and asked the members to share the registration details. Provided an update for the review of the consumer code of expectations and the consumer engagement quality and safety marker (QSM). DJ advised the new appointment to Ngā Reo Māhuri being Jack Ruddenklau.

Spoke of next hui for the group in Auckland at the Due Drop centre in Manukau and that Hariata will be stepping into the Chair role for this group.

6. Other business

Question raised about the new Minister of Health. Advised that it is early days and a briefing is ready to go when requested.

Questions asked about the tikanga process for the mihi whakatau in March. The group will be consulted.

Tiare asked about being connected up with staff that whakapapa Pacific for support and invited her to place a request with our team.

12. Karakia and close

DJ closed with karakia

Next hui: 13 March 2025 – Due Drop Events centre, Auckland.

Actions list

Date	Action	Responsibility
29 January	Advise Dez ASAP of travel requirements for March hui	All
29 January	Share proposed Mihi Whakatau programme for Jack Ruddenklau with Ngā Reo Māhuri	Hariata

Appendix 1

Māori health and consumer team Q2 report

The following are highlights for Q2 (Oct - Dec) of the 2024-25 financial year.

In October, Carlton Irving joined Te Tāhū Hauora as the new Director of Māori Health and Consumer. In November, Hariata Bell joined the team as the Māori Health and Consumer Advisor, she was previously the programme coordinator for the Mental health and addiction quality improvement programme. Both were welcomed with mihi whakatau. Also, in November, DJ Adams was appointed as Senior Consumer Advisor. The current number of staff is now five.

A new role for Māori Data Governance Lead is advertised and closes 27 January.

Consumer health forum Aotearoa



Te Tai o Poutini West Coast Regional Consumer Workshops

The programme for the workshops is confirmed and promoted. Registrations are slowly being received with the team taking every opportunity to promote in their meetings with stakeholders. We appreciate the support of our consumer advisory members to socialise the workshops with their whānau and connections.

Hokitika: Wednesday 19 February 2025

Reefton: Thursday 20 February 2025

Greymouth: Thursday 20 February 2025 – Health providers hui

We will share resources developed to inform consumers and whānau about the health system and opportunities for engagement to contribute and influence improvement. The ‘honouring our stories’ kaupapa will also be shared with attendees. The code of expectations, particularly the review, will feature as a specific workshop item and feedback and comments will be integrated into the outcome report.

Consumer forum opportunities

The following opportunities were shared with the consumer health forum Aotearoa (CHFA) –listed on the webpage here:

- Collaborative Aotearoa Telehealth Patient Voice Survey - current
- Code of expectations review survey - current
- Ambulatory Care and Community Health design guidance review
- Mental Health Intensive Care design guidance review
- Renal Dialysis Unit design guidance review
- Rheumatic Heart Disease Echo Screening Study
- Kōtuinga Kiritaki | Consumer Network
- Ngā Reo Māhuri | Young Voices Advisory Group

- FIT for symptomatic project equity group

Update and News

Two newsletters were emailed to the CHFA to the members on 30 October and 16 December.

October issue included:

- Message from the Director's desk
- Review of the code of expectations
- New Aotearoa New Zealand System Safety Strategy Rōpū
- Collaborative Aotearoa Telehealth Patient Voice Survey
- Aotearoa Patient Safety Day 2024

December issue included:

- Message from the Director
- The code of expectations review
- Regional workshops update
- Quality and safety marker (QSM) update
- Surgery and risk in Aotearoa New Zealand | Te pōkanga me te tūponotanga i Aotearoa
- Register of Chinese Medicine Practitioners: Supporting Safe and Effective Care
- Aotearoa Patient Safety Day 2024 update

Read the October update [here](#) and the December update [here](#).

Forum membership

The total number of individuals who have signed up to the consumer health forum Aotearoa forum members is 960 (increase of 18) We continue to encourage new membership. You can keep the forum growing by sharing [this sign-up link](#) with those in your networks:

The following table shows the breakdown of members by ethnicity from end of quarter 3 2023-2024 through end quarter 2 (31 Dec 2024).

Ethnicity	Quarter 3 2023-24	Quarter 4 2023-24	Quarter 1 2024-25	Quarter 2 2024-25
Māori	Quarter 3 total: 181 (19.7%)	Quarter 4 total: 190 (20.2%)	Quarter 1 total: 190 (20.2%)	Quarter 2 total: 195 (20.3%)
Pacific	Quarter 3 total: 91 (9.9%)	Quarter 4 total: 91 (9.6%)	Quarter 1 total: 91 (9.6%)	Quarter 2 total: 93 (9.7%)
Asian	Quarter 3 total: 46 (5.0%)	Quarter 4 total: 53 (5.6%)	Quarter 1 total: 53 (5.6%)	Quarter 2 total: 54 (5.6%)
Pākehā/Caucasian	Quarter 3 total: 504 (54.7%)	Quarter 4 total: 507 (53.9%)	Quarter 1 total: 509 (54%)	Quarter 2 total: 519 (54.1%)
Middle Eastern/ Latin American/ African	Quarter 3 total: 19 (2.1%)	Quarter 4 total: 19 (2.0%)	Quarter 1 total: 19 (2.0%)	Quarter 2 total: 19 (2.0%)
Other ethnicity or ethnicity not specified	Quarter 3 total: 80 (8.7%)	Quarter 4 total: 80 (8.5%)	Quarter 1 total: 80 (8.5%)	Quarter 2 total: 80 (8.3%)
Total	Quarter 3 total: 921	Quarter 4 total: 940	Quarter 1 total: 942	Quarter 2 total: 960

Engagements

The Māori Health and Consumer team has been busy as we continue engagement with our stakeholders – consumers, whānau, the community and the health sector.

- Mental Health and Addictions programme – Te Tāhū Hauora
- Whānau Voice Leadership Group – cross agency
- Improving Together: – Improvement advisors programme
- National Clinical Network – Trauma – cross agency
- Consumer engagement and whānau voice – Health NZ
- Northern Regional Consumer Council secretariat – Health NZ
- Rare Disorders New Zealand
- Digital Health Equity Network – cross agency
- Chinese Delegation Concerning Primary Health – visit with Te Tāhū Hauora
- Code of expectations review:
 - Carterton Medical Centre Community Health Forum
 - Te Omanga Hospice Consumer Advisory Group
 - Manatū Hauora Disability Policy Team
 - Whaikaha

Code of expectations, implementation guide and the code review.

The cross-agency Consumer Voice Reference Group accepted the framework for the review that sets out the aims and plan for the review which will be completed by June 2025.

The review was an agenda item on Te Tāhū Hauora consumer advisory groups – Te Kāhui Mahi Ngātahi, Kōtuinga Kiritaki and Ngā Reo Māhuri.

Other stakeholders including consumers, whānau and the health sector were engaged through hui, presentations, focus groups and workshops.

The consumer and whānau survey was developed with consumer input. The survey was promoted with our consumer advisory networks, CHFA, and stakeholders. At the end of Q2 (31 December 2024) 38 responses were received. The survey will continue to be promoted up till the closing date 7 February 2025.

Quality Safety Marker for consumer engagement (QSM)

The September 2024 submissions were published to the public dashboard on December 5. A story in the December CHFA News and update invited consumers to check out how health entities are reporting consumer engagement and enactment of the code of expectations.

A report was drafted and will be presented to Te Tāhū Hauora executive leadership team (ELT), Te Kāhui Piringa - the Māori advisory group and Te Kāhui Mahi Ngātahi Consumer Advisory Group (CAG) and will inform a briefing paper to the Minister of Health following the March 2025 submission round.

Website analytics & Summary of consumer hub website traffic

Summary

Data for the October-December 2024 period shows engagement with the code of expectations implementation guide content has slowed significantly. Traffic and engagement is down by more than 50% across the board.

It's important to note a drop in online engagement is normal through the Christmas and New Year periods when people tend to be on holiday and/or offline. The drop in traffic and engagement with the code of expectations content mirrors the drop in traffic more generally to the Te Tāhū Hauora website.

We would expect engagement to pick up again from the second half of January.

A pattern emerging over time is the repeated views of a page by the same people – particularly the first three resources. This is a good reflection of the value of these resources to the people using them.




The Code of expectations for health entities' engagement with consumers and whānau page is the 28th most viewed page on Te Tāhū Hauora website, out of more than 3,000 pages.


The next report will cover the period of the consumer hui in Te Tai o Poutini West Coast (and its promotion) which should drive traffic to these pages and engagement with this content.

The broader focus on the promotion of the code of expectations in 2025 will similarly help to reach new audiences and strengthen engagement.

2024/25: 1 October – 31 December, 2024

Websites and video resources	October – December 2024	1 April – 30 September 2024	1 October 2023- 11 April 2024
Engaging consumers and whānau Te mahi tahi me ngā kiritaki me ngā whānau here	Views: 233 Users: 132	Views: 588 Users: 360	Views: 573 Users: 337
Code of expectations for health entities' engagement with consumers and whānau Te tikanga mō te mahi tahi a ngā hinonga hauora ki ngā kiritaki me ngā whānau here	Views: 868 Users: 578	Views: 2,338 Users: 1,425	Views: 1,526 Users: 1,282
Code of expectations for health entities' engagement with consumers and whānau here (This page hosts the code translations and accessible formats)	Views: 585 Users: 415	Views: 1,334 Users: 873	Views: 1,596 Users: 1,067
Code of expectations implementation guide Te aratohu tikanga (new landing page here)	Views: 136 Users: 95	Views: 476 Users: 293	Views: 700 Users: 391

 <p>Co-designing with consumers, whānau and communities Hoahoa tahi me ngā kiritaki, ngā whānau me ngā hapori here</p>	Views: 215 Users: 149	Views: 614 Users: 422	Views: 442 Users: 309
Video: Co-design explained in 30 seconds	Views: 21 Users: 18	Views: 69 Users: 65	Views: 49 Users: 36
Video: Co-design: making it business as usual	Views: 7 Users: 6	Views: 43 Users: 39	Views: 31 Users: 25
Video animation: The co-design process	Views: 27 Users: 20	Views: 105 Users: 86	Views: 63 Users: 50
 <p>Using lived experience to improve health services Te whakamahi wheako mātau hei whakapai ake i ngā ratonga hauora here</p>	Views: 163 Users: 125	Views: 541 Users: 369	Views: 364 Users: 265
Video: Co-design case study: Susanne Cummings here	Views: 12 Users: 11	Views: 34 Users: 33	Views: 26 Users: 22
Video: Consumers share how their lived experience contributed to health improvements here	Views: 7 Users: 6	Views: 46 Users: 39	Views: 23 Users: 18
 <p>Improving equity through partnership and collaboration Te whakapai ake i te mana taurite mā te mahi tahi here</p>	Views: 135 Users: 100	Views: 449 Users: 322	Views: 235 Users: 153
Video: Te Whatu Ora Taranaki consumer council members outline the importance of consumer engagement (no YouTube data available links to external Facebook page for Bryan Vickery Media Taranaki clicks avail on request).	Views: 4 Users: 4 Facebook total views: 954	Views: 15 Users: 14 Facebook total views: 953	Views: 10 Users: 8

Note: it is not possible to see the number of Facebook views by quarter.			
Video: Consumer voice: What does equity mean to you and your community?	Views: 33 Users: 32	Views: 69 Users: 64	Views: 88 Users: 63
 <p>Accessibility and resourcing for consumer, whānau and community engagement Te whai wāhi me te whai rauemi mō te mahi tahi ki te kiritaki, te whānau me te hapori here</p>	Views: 52 Users: 43	Views: 212 Users: 115	Views: 160 Users: 88
Video: Enhancing accessibility: how to begin	Views: 4 Users: 4	Views: 12 Users: 11	Views: 14 Users: 11
Video: Practical accessibility tips for producing consumer resources	Views: 7 Users: 5	Views: 12 Users: 10	Views: 11 Users: 8
Video: What is the code of expectations and are we achieving what's required?	Views: 3 Active users: 3	Views: 12 Users: 11	Views: 11 Users: 10

Aotearoa Patient Safety Day content

Video: Elevate the voice of consumers and whānau (YouTube) https://www.youtube.com/watch?v=AoF47AuZZs4	YouTube: Has had 705 views in total 27 views since last report (Sept 30)
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