



**Health Quality &  
Safety Commission**  
Te Tāhū Hauora

## **Minutes of Young Voices Ngā Reo Māhuri group hui – 17 September 2025**

<b>Chair</b>	Hariata Bell
<b>Young Voices members</b>	Joshua McMillan, Ataahua Hepi, Natasha Astill, Tiare Makanesi, Kya Thornicroft
<b>Commission staff</b>	Doug Edwards, DJ Adams, Dez McCormack (on-line)
<b>Apologies</b>	Jaden Hura-White, Jack Ruddenklau, Naomi Vailima (absent), Ataahua Hepi (absent)

The hui was on-line via Teams on 17 September 2025

The hui began at 12noon

### **1. Welcome, karakia and Mihi Whakatau for Kya Thornicroft with whakawhanaungatanga**

Hariata welcomed and handed to Doug for karakia and whakawhanaungatanga. We had a break for Whakanoa.

### **3. Standard business – previous minutes, actions items and interests register, Māori Health & Consumer update**

Minutes were accepted. Action items. Dez will update the interest register with changes from Josh.

DJ gave a brief update on the mahi within our team. Progressing with the program plan. Ō Mātou Reo is progressing well. A3 plain language poster of the code under action and this group involved.

A number of case studies that demonstrate the code of expectations are being worked on.

Review of the code has taken place, and a report has gone to the Ministry of Health. An action plan has been developed for the Consumer voice reference group to consider.

Hariata gave an update on Ō Mātou Reo and Dez advised of some logistics.

### **4. Final of A3 Poster – Code in plain language**

Hariata shared the poster as it is. DJ also spoke about the easy read poster of the code and that we could combine some parts.

Key comments on the poster included:

- Highlight key words such as guided and value. Use action words to begin with.
- Define co-design as mentioned. Suggestion of “working together in co-design”.
- Discussion of reaching out to communities for feedback on readability. This is intended when poster is finalised. The team will look at producing in other languages and accessible formats.

- Suggestion that a video of the code would be beneficial for some, as would an audio version. It will eventually be available digitally for download. Accessibility to a digital copy is important – location on website etc.
- Simple visuals (pictures) also help, if space allows. A checklist might help. i.e. a quick guide for consumers and whānau to tick-off.

## 5. Consumer engagement curriculum

DJ provided an outline of this mahi that's been in progress for a couple of months.

We have a working title “engaging with consumer advocates”, however, we need a better title to make more action and activity based. We will share this after the hui and ask for title ideas.

Currently, it is a presentation of slides, and we could break the curriculum down into sections or modules to focus on specific areas.

Discussion with Ngā Reo Māhuri on the additional topics rangatahi/young voices would want to see in this curriculum and get feedback on the most important thing rangatahi would like to see included.

Point raised to not use medical jargon. Plain language for medical terms.

## 6. Other Business - Reflections and check out

Hariata asked for any environmental scans. Concerns were raised about the media coverage of the health system in NZ currently, in addition to all the other events globally being reported. Access to health services continues to be challenging for many people. There is a “heavy mood” in communities. Other comments that there is an acknowledgment of the heaviness, but there was still a feeling of hope, particularity with Rangatahi Māori.

There was no other business. Hariata posed a check-out question to round off the hui.

## 7. Karakia and close

Hariata closed with karakia

**Next hui:** 31 October 2025 – joint workshop with Consumer Network Kōtuinga Kiritaki

## Actions list

Date	Action	Responsibility
17 Sept	Send an updated version of the A3 poster to the group	Hariata
17 Sept	Share the consumer engagement curriculum for ideas on a title and any other content	DJ