## **Consumer voice: Shaping the future of health care services in Aotearoa**

**Transcript**

Audio

[Chilled music plays]

**Visual**

**The video begins. The screen has a maroon background with tohu designs. In the middle of the screen are the words in white writing ‘On 10 November 2022, people from across the country gathered for a hui in Wellington. These people were invited to share their perspectives and experiences of health care.’**

**Visual**

**Natasha Astill is sitting at a table discussing ideas with her peers. We see the conference room with all the people sitting at different tables. Natasha speaks to the off-camera interviewer.**

Audio

[Natasha Astill] I am a disability advocate with lived experience with a disability. It's pretty amazing being a part of this forum as I'm getting my voice heard.

[Chilled music plays]

**Visual**

**[Graphic] The points they raised are helping to shape the future of health care services in Aotearoa.**

**Cut to a shot of a Māori man discussing ideas with his peers at a table. We then see other Māori wāhine sharing ideas with each other.**

Audio

[Prabh Ravi] You know going through the system and actually experiencing how it all works, some of the things are really good and some can be better and some needs to be fully changed, transformed.

**Visual**

**We see a woman, Prabh Ravi, sitting at a table talking to a group. We cut to Prabh talking to the interviewer and smiling as she shares her experience.**

Audio

[Andrew Thakurdas] I really come away thinking good thing I made the effort and had listened to some of the people talking on the aged care table. It really has helped me to get closure with respect to the situation with my mother, but at the same time get more motivated about getting involved at a more longer-term way.

**Visual**

**Andrew nods his head at a peer in the aged care group. His peers are listening to him speak. Jo Millar is talking and gesturing with her hands. Andrew then speaks to the off-camera interviewer.**

Audio

[Lorna Kanatovatoa] Pacific and Māori statistics have been horrendous. There are other cross-sector discussions that need to take place to serve our community, so helping create a new way of perceiving what is possible, rather than what are the barriers.

**Visual**

**Lorna has a microphone in her hands as she speaks. Her peers are listening to her speak. We see a close-up of hands writing with a pen on a piece of paper. Then a large group of people sitting at tables watching a presentation on a large digital screen. We cut to Lorna sitting on a chair talking to the interviewer beside the camera. She is wearing an ei katu or pare ‘ei, which is a garland of flowers worn around the head that is traditional to Pacific cultures. We cut to a man taking a photo of the speeches on a smart phone.**

Audio

[Peter Waihape] My community where I live feel like their voice has not been heard, and they've given up. That's why I'm here, hopefully we can make a change.

**Visual**

**A Māori man, Peter Waihape, is sitting with Māori wāhine at a table where they are discussing health care solutions. We see a different table of people representing disabled people discussing ideas. We cut to Peter talking to the interviewer who is beside the camera. There are people in the background sitting at their tables doing group work. Cut to Peter talking to his peers at one of the tables.**

Audio

[Jo Millar] This is probably one of the few forums that I've been to where I've walked away saying, yes, we're on the start to going up the stairs.

**Visual**

**A close-up of three women standing and talking in the conference room. A wide shot of people standing and talking in the room. An older woman, Jo, is talking to the interviewer who is beside the camera. There are people in the background sitting at their tables doing group work. Then we see a wide shot of diverse people sitting at their tables.**

Audio

[Tui Taurua] I feel very privileged to be in the space that I am and walking the footsteps that I'm walking. But not just for our present but for my tūpuna. So, I feel very privileged and I feel very honoured.

**Visual**

**Four people sitting at a conference table talking. Cut to Tui Taurua talking to an off-camera interviewer.**

Audio

[Chilled music plays]

**Visual**

**[Graphic] Join the consumer health forum Aotearoa for yourself, your whānau and your community.**

**[Graphic] Membership is free hqsc.govt.nz/consumer**

**[Graphic] Ngā mihi nui to all the consumer health forum Aotearoa members for sharing your voice: Prabh Ravi, Natasha Astill, Andrew Thakurdas, Lorna Kanatovatoa, Peter Waihape, Jo Millar and Tui Taurua.**

**The New Zealand Government and Health Quality and Safety Commission logos appear onscreen.**

**The video ends.**