**Engaging with consumers and whānau**

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Creating safe spaces for engagement

* [Te Ao Māori framework](https://www.hqsc.govt.nz/resources/resource-library/te-ao-maori-framework/)



Te Ao Māori Framework

* Whakawhanaungatanga
	+ the process of establishing relationships
	+ creating connections with people and places are foundational to everything we do
* Creating le vā
	+ a spatial way of conceiving the secular and spiritual dimensions of relationships and relational order, that facilitates both personal and collective well-being (Anae, 2007)
* Teu le vā
	+ the ‘valuing’, ‘nurturing’ and ‘looking after’ of these relationships to achieve optimal outcomes for all stakeholders (Anae, 2007)
* Involve consumers and whānau from the beginning
	+ **are** key stakeholders
	+ **must** be at the forefront
	+ **need** to be involved from the beginning
	+ hold the **knowledge and solutions**
* Find out their preferences

**Your priorities and timelines
are not the same as theirs**

* + meet kanohi ki te kanohi
	+ suitable timing/ allow for flexibility
	+ meet in an environment of their choice
	+ consider whether further support is required
* Listen to understand
	+ be open minded
	+ be honest and transparent
	+ be patient and compassionate

Encouraging consumer, whānau and community participation

* Who to approach
	+ use your established networks
* How to grow and create new connections
	+ whakawhanaungatanga
	+ create the vā
	+ use your established networks
	+ reach out to forums
	+ sponsor and attend local/national events
	+ social media platforms, ie, LinkedIn
* Create safe spaces
	+ different platforms/environments

Effective ways of communication and information sharing

* Demonstrate health literacy guidelines
* Use visuals, ie, photos, diagrams, videos, social media platforms
* Use Easy Read
* Use translator and interpreter services (support person or available external services)
* Whiteboard or notebook