**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