**Te Ao Māori principles: Wairuatanga – accessible transcript**

**The Health Quality & Safety Commission logo appears on the screen in black and white on a white background. Traditional Māori instruments play in the background.**

**A series of shots shows a close-up of leaves on a tree with the sun shining through them and various other footage from a forest.**

**Narration begins:** ‘The meaning of wairuatanga in this framework is broad. It is not confined to the meaning, interpretation or definition that was given by non-Māori researchers.’

**The next series of shots is of water from a forest stream running over rocks. The narration continues,** ‘Wairuatanga is all-encompassing of culture, making it key to the design and delivery of care. Wairuatanga is constant. It permeates and resonates within the other principles.’

**A purple box appears over a shot of a forest stream with the following words:** ‘Wairuatanga connects all things together. It can be compared to water, which nurtures all living things.’

**The screen changes to white. Slowly, a circle forms that is full of Māori artwork and designs. On the upper right in dark purple is pātuitanga, then rangatiratanga in red on the upper left and whānau in blue on the bottom. The last to appear in the middle is wairuatanga.**

**The framework disappears except for the wairuatanga section, which moves across to the left side of the screen. The word ‘wairuatanga’ appears beside it.**

**We then see a Māori man with grey and black hair wearing a white button-up shirt sitting in a boardroom. A title card appears on the left that reads, ‘DJ Adams, Health Quality & Safety Commission’. He begins to speak.**

‘When we look at the framework and we see how central wairuatanga is on the framework, that’s our cue to remember that, for all the other concepts to work and to come into play, we need to get that central wairuatanga right. So, it’s everything. It is how we interact with each other, how we interact with our world around us. It’s about the processes and tikanga that we hold up for ourselves to ensure that we are kept safe.’

**We then see a shot of a forest stream. A purple box appears over it, with the words,** ‘DJ reflects on his work developing avenues for consumers and whānau to be engaged in the design and delivery of health services and how the wairuatanga principle of the Te Ao Māori Framework guided this work.’

**The shot then cuts back to DJ.**

‘There is no right or wrong when it comes to interactions as long as we’re respectful. I think that’s what wairuatanga is about; it’s about being respectful of other people’s differences. You can feel when people are comfortable because they will share their kōrero. They will share their lived experiences; they will give you the detail. They will be emotional with you. If you have someone that has to take a deep breath because they really feel the wairua of the discussion, those are the cues that you know that the engagement is authentic. Look at what makes them the unique person that they are and where are they coming from. Look for a backstory in each person. Find the commonalities you share. Don’t get caught up on it. Let it be what you naturally feel because it is about our wairua, it is about our spirituality, it is about what we don’t see and what we feel and what our emotions look like. And if we provide that space, then it’s only going to be good and it’s really easy. It can be really easy if you just open. Be open to it.’

**A blue and purple gradient fills the screen, with the words, ‘Learn more about the Te Ao Māori Framework and how it can help your organisation: hqsc.govt.nz/tamf’. The logos of the Health Quality & Safety Commission and the New Zealand Government appear below these words.**

**The video ends.**