**Te Ao Māori principles: Whānau – 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.**

**The next shot is a close-up of a small branch with leaves on it, which then cuts to a low-angle shot of trees with the sun shining through their branches.**

**Narration begins:** ‘Whānau. Whānau need is at the forefront of service delivery and design.’

**A blue box appears over the shots of the branches with the following words:** ‘Whānau is about collective wellbeing. It can be compared to how things in nature cluster together to shelter and protect one another.’

**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 blue whānau section at the bottom, which moves across to the left side of the screen. The word ‘whānau’ appears beside it.**

**We then see a woman with short curly brown hair and dangly earrings sitting in a boardroom. A title card appears on the left that reads, ‘Allison Anderson, Health Quality & Safety Commission’. While she speaks, the video cuts between shots of her and shots of trees, hills and a bay.**

‘I know it would be very simple and very easy for us to think about an individual’s journey in the health system. They were tracking that they’ve gone to the doctor, they’ve been diagnosed with something, they take this medicine and we watch for the results, for example. But we all know intuitively that people don’t exist in silos. Everyone has a support network, however they want to define it, that is their whānau. If you don’t take into consideration what’s going on in someone’s life and how much support they have, what type of support they might have, what the other members in the whānau may be experiencing, then you haven’t considered it all.’

**A blue box appears over a shot of hills and the ocean. The following words appear inside of it:** ‘Allison reflects on her work developing avenues for consumers and whānau to be engaged in the design and delivery of health services, and how the whānau principle of the Te Ao Māori Framework guided this work.’

**The shot then cuts back to Allison, who continues speaking.**

‘When we go out to engage with consumers about, for instance, health reforms, we ask about their experience, but we ask about their experience as not only a consumer of the health system, as a caretaker of someone who’s in the system or a friend of someone who’s going through something, and we look for improving the system for the collective. Always thinking that potentially working with a lens on the collective, the whānau, is always going to take a little bit more time and a bit broader thought, and it can be a little bit messy sometimes, a little bit hard to define, but that’s where the richness is, that’s where the beauty is. It’s important to just give it a go. Remain curious, ask questions. Familiarising yourself with the concept of whānau in te ao Māori. It’s important to know that it’s up to each individual person or group to decide who is part of their whānau. Aotearoa is a unique place, and I think we put a lot of value on our community and the collective wellbeing, and it only makes sense that we would encourage considering whānau in this aspect and in people’s health journey because it just brings so much more validity to someone’s experience. You always get a richer and more realistic picture if you consider whānau.’

**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.**