Cultural considerations for health professionals caring for kaumātua - An introduction to caring for kaumātua

Video transcript

**Audio**

[Background music plays and continues throughout the video]

**Visual**

The video begins with an aerial drone shot of an aged residential care village, with water in the foreground and hills in the background. The scene is calm and picturesque. As the music continues, a purple tohu fades in at the bottom left corner, and the title text appears: “Cultural considerations for health professionals caring for kaumātua – An introduction to caring for kaumātua.”

**Audio**

Narrator:  
He taonga rongonui te aroha ki te tangata.  
Goodwill to others is a precious treasure.

**Visual**

A support worker sits closely with a kaumātua in a wheelchair. They are holding hands and smiling at each other warmly, clearly sharing a moment of connection. The kaumātua wears a straw hat, glasses, and a padded vest. The scene is softly lit by natural daylight through sheer curtains, with a potted green plant in the background.

**Audio**

In these videos, we are using the term kaumātua to refer to all Māori older adults. As health professionals, practising inclusive of the unique cultural needs of diverse peoples is vital to providing safe, high-quality care.

**Visual**

A group of kaumātua are seated together on a couch in a sunlit lounge. Some smile and follow along with songbooks, while others sit quietly, engaged in the moment. Text appears on screen:  
**Kaumātua – All Māori older adults.**

The scene then shifts outdoors. A support worker pushes a kaumātua in a wheelchair through a neatly landscaped care village, the path lined with trimmed bushes and autumn colours. They share a peaceful exchange as they move along the path.

The final shot in this sequence shows them from behind, pausing to take in a tranquil lakeside view with mountains in the distance; a quiet, reflective moment of companionship and care.

**Audio**

When working with Māori, this is further enhanced through upholding Te Tiriti o Waitangi and kawa whakaruruhau.

**Visual**

The scene opens inside a communal area of the care home. Two wāhine Māori stand side by side, one with her hand gently resting on the other’s back in support. Both look down respectfully as a group gathers for a kaupapa Māori session or hui.

The camera slowly pans to a Māori man standing across the room. He wears a black jacket with a logo reading *Te Wānanga o Aotearoa,* and he holds a rolled paper or document. He speaks with conviction, his posture and gesture reinforcing the importance of cultural authority and leadership.

**Audio**

These videos are designed to support you in working with and caring for kaumātua and their whānau. There are other detailed resources that can help in your learning.

**Visual**

A healthcare worker in navy scrubs sits outside on a wooden bench in the garden area of the aged care village. The sun shines warmly as she turns the pages of a printed resource booklet, reading attentively. She is surrounded by well-maintained hedges and greenery, creating a peaceful setting for focused reflection.

The next shot shows her from a different angle, continuing to read thoughtfully.

This is followed by a final frame with purple gradient overlay text:  
**“Visit**[**www.hqsc.govt.nz**](http://www.hqsc.govt.nz/)**and search: Frailty care guide”** encouraging viewers to explore additional learning tools.

**Audio**

First, let's start with some reflection. Ask: Why do I work in aged residential care? What draws me to care for older adults?

**Visual**

A nurse sits on a sunlit bench, holding a booklet in her lap. She gazes into the distance with a thoughtful expression, sunlight illuminating her face. The setting is peaceful, with hedges and trees in the background.

As she reflects, a semi-transparent blue overlay appears on the right side of the screen with the following white text:  
**Why do I work in aged residential care?**  
**What draws me to care for older adults?**

The image gently invites viewers into a moment of introspection and purpose.

**Audio**

The answers may be to nurture relationships, look after people, and treat them with care. In te ao Māori, the Māori world, this is called manaakitanga.

**Visual**

The scene begins at a communal dining table where several kaumātua are gathered. They share a meal and warm conversation, laughter flowing between them. A staff member leans in, smiling brightly as she engages with a kuia mid-bite, demonstrating attentive, heartfelt care.

The next shot cuts to another space in the home, where a woman in glasses gently hands a cup of tea to an elder woman seated nearby. The moment is quiet and deliberate — her hands steady, her expression kind. This simple act of service is rich with meaning.

The final shot fades into a graphic overlay with the word:  
**Manaakitanga** — Look after, treat with care.

**Audio**

Kaumātua are keepers of knowledge, guardians of traditions and nurturers of our young. Their mana and standing increase as they get older. In te ao Māori, the reverence of older adults is how this unique standing is acknowledged.

**Visual**

The sequence begins in a softly lit bedroom, where a kuia and a caregiver stand side by side reviewing a booklet. The caregiver leans in gently, sharing the moment. The kuia wears a pounamu and looks focused and engaged — her presence calm, her status respected.

As they sit on the edge of the bed, a text overlay appears:  
**Mana — Authority, prestige**

The final shot is a close-up of the kuia. Her face fills the frame as she speaks or sings, eyes glinting with emotion. Her wrinkles and expression are full of depth — a visual testament to wisdom and life experience. The reverence described in the narration is embodied fully in her image.

**Audio**

Health professionals can acknowledge and honour the mana of kaumātua in their care, and tikanga Māori sets out how we can do this.

**Visual**

A crisp, sunlit morning sets the scene as a kuia and a healthcare worker walk side by side along a leafy path. The kuia wears a cosy hat and jacket, her hands clasped warmly in those of the caregiver. Their pace is unhurried, their exchange relaxed — a moment of mutual trust and connection.

As they walk together, a text overlay appears:  
Tikanga — Cultural practices

There is a quiet dignity in their interaction — the kuia’s authority upheld not through formality, but through gentle presence. The caregiver listens attentively, her gaze open and respectful. This simple act of walking together reflects tikanga in action — care shaped by values, not just tasks.

**Audio**

Connection to culture for kaumātua varies. Tikanga practices can also vary from person to person, whānau to whānau, and region to region. It is important for you to explore with kaumātua and whānau what their unique needs are.

**Visual**

A softly lit lounge. A kaumātua in a straw hat holds a framed photo, seated between a kuia and a caregiver who leans in closely. The caregiver’s gesture is gentle and engaged, showing care in how they connect. The kuia sits upright beside him, her presence calm and steady.

In the next moment, the photo is handed over. Laughter fills the room — genuine, unguarded. Their shared joy transcends the image in the frame, affirming the deep bond between whānau members. The wairua in the room feels light, filled with warmth, familiarity, and aroha.

We move to a common space where other kaumātua sit in conversation. Two kuia look at a phone together, their faces lit up with laughter as they share a moment. A blurred figure — the earlier kaumātua — remains visible in the background, anchoring us in place.

The next shots reveal a wider group — one man throws a glance over his shoulder, his eyes playful. Another kuia sits composed, observing quietly, hands folded neatly in her lap.

Each image shows a different facet of cultural connection: laughter, reflection, observation. These moments gently reinforce that tikanga and cultural expression are personal, shaped by identity, whānau, and experience. The scene closes with a quiet stillness, holding space for difference.

**Audio**

Throughout this series, you'll learn about Māori identity and how to care for kaumātua using a strengths-based approach. We explore tikanga practices, cultural concepts such as whanaungatanga, mana, manaakitanga, tapu, noa, and whakamā. This series provides practical ways to weave these into everyday care.

**Visual**

The sequence opens with two women walking outdoors — a kuia in a warm beanie and a caregiver in uniform. They walk side by side through a garden or orchard, sharing quiet laughter. Sunlight streams through the trees, and the atmosphere is gentle and connected.

Cut to a moment where the kuia offers peeled citrus to the caregiver, a tender, reciprocal exchange. Their eye contact is warm; the action is simple but intimate — reinforcing manaakitanga and mutual respect.

A final graphic appears on screen, listing six key Māori concepts:  
**Whanaungatanga – Connection**  
**Mana – Authority, prestige**  
**Manaakitanga – Look after, treat with care**  
**Tapu – Sacred, restricted**  
**Noa – Free from tapu**  
**Whakamā – Shyness, embarrassment or shame**

**Audio**

This will all come together and contribute to providing holistic care for kaumātua—that is, seeing them as a whole person.

**Visual**

The scene unfolds on a tree-lined residential path. A kaumātua and a caregiver walk hand in hand, side by side. The kuia wears a knit hat and a dark jacket, her expression warm and open. The caregiver, dressed in navy scrubs, looks at her with care and attention as they kōrero. Their hands are gently clasped, reinforcing the sense of connection.

A text overlay fades in across the screen:  
**Tikanga — Cultural practices**

The natural surroundings and soft morning light reflect a peaceful moment of trust and reciprocity. This image embodies respect for tikanga and the intentional honouring of mana in everyday interactions.

The first moment captures a burst of laughter. A kuia in a purple cardigan sits in a wheelchair, her caregiver standing behind her, arms around her shoulders. They both smile openly, the kuia mid-laugh, the caregiver closely engaged, creating a moment of shared joy and warmth.

The scene shifts to a more intimate moment. The kuia is now seated, surrounded by two women. One of them looks intently at her, the other watching thoughtfully. Their expressions convey empathy, wānanga, and deep attentiveness—this is not just care, it’s relationship, connection, and presence.

**Audio**

It's about honouring the dignity of kaumātua and whānau by being willing to ask, listen, learn, and be led by them.

**Visual**

We open outside on an overcast day. A kuia smiles broadly as a caregiver helps her walk with a walker — the moment is light-hearted and full of laughter. The caregiver’s gentle hold and the kuia’s joyous expression speak to mutual trust and connection.  
Cut to a seated moment outdoors: the same kuia is surrounded by two women, one of whom speaks directly to her with deep emotion. The kuia listens intently, eyebrows raised, the conversation visibly meaningful.  
This sequence portrays holistic care not just as physical support, but as emotional presence and cultural understanding — seeing and honouring the person in full.

Inside, a group of kuia enjoy a morning tea — sipping from mugs, nibbling on treats, sitting comfortably together.  
Cut to a warm, candid embrace between a kuia and a nurse. The kuia pulls her close, head resting affectionately on the nurse’s, both laughing — a moment of pure aroha.  
Finally, they are seen walking together in a group, the kuia with her walker flanked by two carers. A third wāhine — clearly a whānau member — speaks while walking, her gestures animated. The text overlay reads:  
**"Ask, listen, learn and be led by them."**  
These shots reinforce the message: care is not only clinical, but relational, guided by respect and humility.

**Audio**

[Background music fades out]

**Visual**

Final frame: Purple screen with tohu and Te Tāhu Hauora – Health Quality & Safety Commision logo. Text on screen states ‘Learn more in the Frailty Care Guides. [www.hqsc.govt.nz](http://www.hqsc.govt.nz)

The video ends.