

Type . Number / Version 1.23/3	Title Maori Health			
Service Area:	Date first drafted / approved:	Last approved by: (name and signature)	Last approval / review date:	Next Review Date:
Organisation	01012010	Rob Warriner	06072020	06072023

Objective	This document shows how the service will meet the needs of Māori involved in and affected by mental health services
Policy	The service acknowledges the inequalities of health faced by Māori, and upholds the principles of the Treaty of Waitangi, in the provision, protection and improvement of treatment and support for tangata whai ora, whānau ora, hapu and iwi.
Data collection	The service will collect data on: <ul style="list-style-type: none"> • How many service users identify as Māori. • How many staff identify as Māori. • Tribal affiliations of service users and staff. • Service satisfaction of tangata whaiora and whanau • Training completed by staff in Te Tiriti O Waitangi , Tikanga Maori and other relevant training.
Principles/ Treaty of Waitangi	The service will integrate the following principles into service delivery: <ul style="list-style-type: none"> • Recognising and protecting the link between tangata whai ora and whānau, whakapapa and turangawaewae. • With the informed consent of tangata whai ora, the perspectives of whānau, hapu and iwi will be integrated into all aspects of assessment, planning, provision of services, discharge and follow-up. • Training of staff in Treaty of Waitangi, cultural awareness, Tikanga and the Māori model of health and wellness Te Whare Tapa Wha. • Involving representatives of relevant Māori groups in the development and evaluation of services. • The principles of the Treaty of Waitangi are upheld and integrated in organizational and service delivery processes. • The concepts of whānaungatanga are actively implemented with whānau: <ul style="list-style-type: none"> ○ Tatau tatau – collective responsibility ○ Mana tiaki – guardianship ○ Manaakitanga – caring ○ Whakamana – enablement ○ Whakatakoto tutoro – planning ○ Whai wahi tanga - participation
Organisation’s cultural competency	The service will demonstrate its commitment to Māori and improving outcomes to tangata whai ora and their whanau by developing a Māori health plan and achieving the goals outlined in the plan in a realistic time frame.
Culturally competent workforce	The service will respect the values and beliefs of tangata whaiora and their whanau by having a culturally competent workforce who will: <ul style="list-style-type: none"> ○ Attend Treaty of Waitangi training ○ Attend cultural competency training ○ Attend training in Maori model of care Te Whare Tapa Wha ○ Training aligns with the Let’s Get Real framework.

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	<ul style="list-style-type: none"> ○ Have access to a cultural advisor, Kaumatua and Kuia. ○ Have access to cultural supervision ○ Maintain links with DHB Maori Mental Health Services.
Cultural Support	<p>The service will access/offer cultural support to:</p> <ul style="list-style-type: none"> ○ Service users who identify as Māori (this includes an interpreter and cultural assessment.) ○ Service provision that aligns with Maori model Te Whare Tapa Wha ○ Advocacy via HDC Advocacy Services by a Māori advocacy ○ Written material on consumer rights in Te Reo. ○ Kaumatua/Kuia access via community or DHB. ○ Referral to Māori specific service provider.
Organisational Documents and Guidelines/ Standards	<p>1.12 Ethical Principles and Standards</p> <p>1.15 Family/Whanau Participation</p> <p>1.19 Information Sharing with Others</p> <p>1.45 Organisational Philosophy</p> <p>Maori Health Plan 2020/2021</p> <p>Health and Disability Services Standards</p> <p>Ministry of Health “Let’s Get Real” Framework</p>