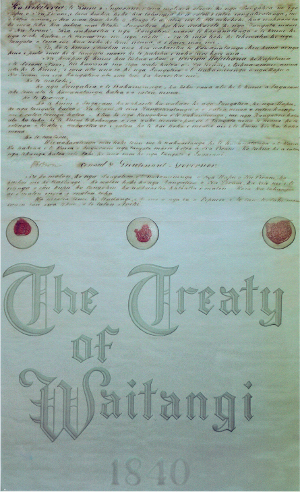
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| **Objective** | This document shows how the service will meet the needs of Māori involved in and affected by mental health and addiction service delivery. |
| **Policy** | The service acknowledges the inequalities of health faced by Māori, and upholds 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:   * How many service users identify as Māori. * How many staff identify as Māori. * Tribal affiliations of service users and staff. |
| **Principles/**  **Treaty of Waitangi** | The service will integrate the following principles into service delivery:   * Recognizes and protects 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](https://nzhistory.govt.nz/politics/treaty-of-waitangi), cultural awareness, [Tikanga](http://www.tetaurawhiri.govt.nz/learn-te-reo-maori/tikanga-maori/) and Māori models of health and wellness such as [Te Whare Tapa Wha](http://www.health.govt.nz/our-work/populations/maori-health/maori-health-models/maori-health-models-te-whare-tapa-wha),[Te Wheke](http://www.health.govt.nz/our-work/populations/maori-health/maori-health-models/maori-health-models-te-wheke) * 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:   + Tatau tatau – collective responsibility   + Mana tiaki – guardianship   + Manaakitanga – caring   + Whakamana – enablement   + Whakatakoto tutoro – planning   + Whai wahi tanga - participation |



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| **Māori Health Plan** *(this template has been mandated by the ADHB and WDHB**Māori planning and funding)* | | | |
| **Introduction** *(guideline)* **:**   * Any acknowledgements in relationship to mana whenua. * What is the Marae of your area?, and what are your links to it? * Document the demographics of your area’ . * How many tangata whai ora are engaged in your service? * How many staff are Māori? | | | |
| **Consultation** | | | |
| **Goal** | **Action** *(guideline)* | **Participants** *(examples)* | **Evaluation** *(examples)* |
| Identify your key Māori stakeholders. | Name the mana whenua contact at the funding DHB.  Identify the Kaumatua/Kuia who need to assist the service/service users?  How many Māori service users are engaged with the service?  What are the Iwi and Hapu service users are linked to? | DHB funding and planning team members.  Mana whenua representatives.  Named key Māori stakeholders | List of key stakeholders is completed |
| Consultation with Māori stakeholders. | Name the processes Māori stakeholders have to be consulted on.  Is there a MOU or agreement about the defined consultation?  Have you got a Māori reference group established?  Has your service the mandate from mana whenua on the consultation processes. | Key Māori stakeholders. | Has the consultation plan been implemented?  Documented agreements are in place. |
| Māori participation in governance is in place. | Have you established a governance reference group?  Has your service set a target how many Māori are on the governing Board? | Mana Whenua representation/  reference group.  Board of Directors/Trustees. | Minutes of meetings.  Organisational chart.  Board member self-evaluation. |
| Māori participation is evident on all levels of the organization. | Service users  Management  Leadership  Staff  Have you documented processes on the participation?  Are there terms of references?  Reference groups?  Focus-groups/Hui on the local Marae? | Mana Whenua representation/  reference group.  Board of Directors/Trustees. | Number of Māori staff.  Ratio Māori staff/ Māori service users. |

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| **Service Delivery** | | | |
| **Goal** | **Action** *(guideline)* | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| Facilitate service access | * Identify barriers to service access by Māori   (transport, isolation, neglect).   * Address barriers to service access – document how this has been done. * Service brochure in Māori. * Website includes the Māori Health Plan. * Website provides links to Māori health providers. * Information on Kaupapa Māori service is provided. | People accessing the service.  Service provider.  Whānau of people needing the service. | Feed-back via website.  Satisfaction surveys.  Number of Māori accessing and entering the service.  Referrer satisfaction surveys. |
| Entry to the service considers Māori processes and protocol | * Powhiri/whakatau during entry. * Tikanga Guidelines are in place. * Whānau are invited. | Service user and their whānau.  Service provider.  Māori representatives. | Satisfaction surveys.  Rate of retention in the service.  [REAL time feedback.](http://www.hdc.org.nz/publications/other-publications-from-hdc/mental-health-resources/independent-evaluation-of-the-hdc%E2%80%99s-electronic-real-time-feedback-system) |
| Assessment includes Māori models of health. | * Using cultural relevant assessment tools * Assessing cultural needs * Assess whānau needs | Service user and their whānau.  Service provider.  Māori representatives. | Number of cultural assessments completed.  Number of whānau assessments completed. |
| Care/Treatment and Interventions include Māori treatments/interventions and activities and Māori models of health | * Making Māori specific healing interventions available such as:   + [Karakia](http://www.maoridictionary.co.nz/word/2275)   + [Rongoa](http://www.health.govt.nz/our-work/populations/maori-health/rongoa-maori-traditional-maori-healing)   + [Mirimiri](http://www.naturaltherapypages.co.nz/article/Miri_Miri_Massage)   + [Kapa Haka](http://www.newzealand.com/int/feature/kapa-haka-maori-performance/)   + [Te Reo](http://www.maorilanguage.info/mao_defns.html)   + [Tohunga](http://www.teara.govt.nz/en/traditional-maori-religion-nga-karakia-a-te-maori/page-2)   + [Kaumatua](http://www.teara.govt.nz/en/kaumatua-maori-elders)   + [Kuia](http://kupu.maori.nz/kupu/kuia) * Include whānau in the interventions and Treatments. * Refer to [PHO](http://www.health.govt.nz/our-work/primary-health-care/about-primary-health-organisations) for comprehensive and coordinated health   care. | Service user and their whānau.  Service provider.  Other support/treatment providers. | Evaluation using  [Hua Oranga](http://www.massey.ac.nz/massey/fms/Te%20Mata%20O%20Te%20Tau/Reports%20-%20Te%20Kani/T%20Kingi%20&%20M%20Durie%20Hua%20Oranga%20A%20maori%20measure%20of%20mental%20health%20outcome.pdf) for service user and for whānau.  Satisfaction surveys.  Number of Māori service users and their whānau involved in the specified treatments and activities. |

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| **Service Delivery *cont.*** | | | | |
| **Goal** | | **Action** *(guideline)* | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| Discharge processes include links with whanau, whakapapa and turangawaewae | | * Whānau will be included in the discharge meetings. * The service has established links with the Māori land court to facilitate service user and whānau needs to name their [whakapapa](https://teara.govt.nz/en/whakapapa-genealogy). * The discharge process includes visits to the whānau/hapu Marae. | Service user and their whānau.  Service provider.  Māori supports (example: Kaumatua). | Number of whānau involved in discharge meetings.  Number of contacts made with the [Māori land court](http://www.maorilandonline.govt.nz/gis/home.htm).  Number of visits to [turangawaewae](https://www.teara.govt.nz/en/papatuanuku-the-land/page-5).  http://cdn.c.photoshelter.com/img-get/I0000vJ7SdFm5K5Y/t/105 |
| **Service Delivery** *cont.* | | | | |
| **Goal** | **Action** *(guideline)* | | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| Follow-up will include referrals to Māori service providers | * The service maintains a list of Māori health provider and community agencies. | | Service user and their whānau.  Service provider. | Number of referrals. |
| Provide access to Māori advocacy | * Māori Advocacy brochures are given to all Māori service users and their whānau at entry to the service. * Māori Advocates visit the services’ consumer forums/   meetings.   * Consumer Rights posters are displayed in Māori language. | | Health and Disability Advocates.  Service user.  Service provider. | Number of visits from Advocate.  Use of Advocacy service in complaints processes. |
| Whānau participation throughout service provision | * Provision of Kaumatua/Kuia for whānau. * Provision and orientation of whānau to the service – if required in Te Reo Māori. * Whānau participation in assessment, treatment/interventions and discharge processes. | | Service user and their whānau.  Service provider. | Whānau satisfaction surveys/hui. |

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| **Human Resources** | | | | |
| **Goal** | **Action** *(guideline)* | | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| Staff are able to provide cultural safe services to Māori | * Employees attend a Treaty of Waitangi workshop. * All employees will have training in Tikanga. * Cultural supervision is provided. * Consultation to staff is provided by……… | | Treaty of Waitangi education providers.  Cultural supervisor and advisors.  Service providers. | Number of staff attending [Treaty of Waitangi workshops.](http://www.trc.org.nz/)  Tikanga competency tests. |
| Pro-active recruitment and retention of the Māori workforce | * Utilizing existing Māori networks to recruit. * Implement Māori recruitment processes. * Offer culturally supportive supervision. * Workforce development. * Training includes Te Reo, [Cultural Competency](https://www.matuaraki.org.nz/uploads/files/resource-assets/takarangi-competency-framework-fact-sheet.pdf). | | Governance.  Management. | Tikanga competency tests.  Service user and their whānau satisfaction survey.  [Completion of the Takarangi Framework.](https://www.matuaraki.org.nz/uploads/files/resource-assets/takarangi-competency-framework-fact-sheet.pdf) |
| **Policy** | | | | |
| **Goal** | | **Action** *(guideline)* | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| Ensure that the services’ policies are mandated by Māori | | * The Māori reference group will review and comment on the service’ policies and procedures. * MOU with mana whenua. | Māori reference group.  Service provider. | Evidence of Māori consultation in policy development. |
| Monitoring of Policy Implementation by Māori | | * Māori are included in the policy/procedures audit team | Māori auditors. |  |
| **Health Promotion** | | | | |
| **Goal** | | **Action** *(guideline)* | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| The service proactively promotes and facilitates public and primary health care programs targeted to meet the needs of Māori | | * Ensure that metabolic screening occurs for service users and if relevant their whānau. * Best practice asthma management to be facilitated. * Implement smoke cessation programs. * Implement healthy living programs. * Provide [green prescriptions](http://www.health.govt.nz/your-health/healthy-living/food-and-physical-activity/green-prescriptions/green-prescription-contacts). * [Healthy diet and lifestyle](http://www.health.govt.nz/system/files/documents/publications/eating-activity-guidelines-for-new-zealand-adults-oct15_0.pdf) provision. | [Primary Health Organisations.](http://www.health.govt.nz/our-work/primary-health-care/about-primary-health-organisations)  Service user and their whānau.  Service providers. | Number of people smoking.  Weight stabilization.  Metabolic screening implemented. |

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| **Quality Improvement** | | | |
| **Goal** | **Action** *(guideline)* | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| Quality improvement processes include measures and tools developed by and administered by Māori | * Māori specific complaints processes are in place. * Projects to ensure Māori health goals are defined and achieved are in place. | Service user and their whānau.  Service provider. | Health outcome measures (example Huanga Oranga). |
| **Community Integration** | | | |
| **Goal** | **Action** *(guideline)* | **Participants** *(guideline)* | **Evaluation** *(guideline)* |
| The service maintains links with health, social and cultural services | * Shared pathways with… * Monthly visits by……. * Engagement with….. | Service user and their whānau.  Service provider.  Key Stakeholders. | [Huanga Oranga](http://www.massey.ac.nz/massey/fms/Te%20Mata%20O%20Te%20Tau/Reports%20-%20Te%20Kani/T%20Kingi%20&%20M%20Durie%20Hua%20Oranga%20A%20maori%20measure%20of%20mental%20health%20outcome.pdf)  Stakeholder surveys. |

# Consultation

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| **Group/Role** | **Date** |
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