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| **Objective** | Service users who identify as Māori have their health and disability needs met in a manner that respects and acknowledges their individual and collective cultural values and beliefs. |
| **Scope** | The processes described apply to all service providers, service users and/or their whānau that identify as Māori. |
| **References** | |
| **MOH Publications** | * [Rising to the Challenge: The Mental Health and Addiction Service Development Plan 2012–2017](http://www.health.govt.nz/publication/rising-challenge-mental-health-and-addiction-service-development-plan-2012-2017) * [Te Puāwaitanga Māori Mental Health National Strategic Framework.2002](http://www.health.govt.nz/system/files/documents/publications/maorimentalhealthnationalstrategicframework.pdf) * [Te Tāhuhu – Improving Mental Health 2005-2015](http://www.health.govt.nz/publication/te-tahuhu-improving-mental-health-2005-2015-second-new-zealand-mental-health-and-addiction-plan) * [Te Kōkiri The Mental Health and Addiction Action Plan 2006-2015](http://www.health.govt.nz/publication/te-kokiri-mental-health-and-addiction-action-plan-2006-2015) |
| **Other** | * [Auckland DHB Mental Health and Addiction Services](http://www.adhb.health.nz/our-services/mental-health-and-addictions/) * [Counties Manukau DHB Mental Health and Addiction Services](http://www.countiesmanukau.health.nz/our-services/a-z/te-puna-waiora-maaori-mental-health/) * [Delivery of cultural assessment to Māori (2004) Mental Health Commission.](http://www.hdc.org.nz/media/199711/delivery%20of%20cultural%20assessment%20for%20maori.doc) * [Kaupapa Māori Mental Health and Addiction Services: A Best Practice Framework](https://www.mentalhealth.org.nz/assets/ResourceFinder/Te-Rau-Matatini-Kaupapa-Maori-Mental-Health-and-Addiction-Best-Practice-...-MOH-and-Te-Pou-2016.pdf) * [Māori Models of Practice](http://www.health.govt.nz/our-work/populations/maori-health/maori-health-models) * [Northland DHB Mental Health and Addiction Services](https://www.healthpoint.co.nz/public/mental-health-specialty/northland-dhb-mental-health/) * [Te Rau Matatini](http://teraumatatini.com/m%C4%81oriora) * [Treaty of Waitangi](http://www.nzhistory.net.nz/category/tid/133) * [Tikanga Guidelines](http://www.tetaurawhiri.govt.nz/te-ako-i-te-reo-maori/tikanga-maori/) * <http://wn.com/tikanga_maori> * [Waitemata DHB Māori Mental Health and Addiction Service](https://www.healthpoint.co.nz/public/mental-health-specialty/waitemata-dhb-whitiki-maurea-maori-mental/) |
| **Standards** | * [NZS 8134:2008 Health and Disability Services Standard](http://www.legislation.govt.nz/regulation/public/2008/0364/latest/whole.html) * NZS 8158:2012 Home and Community Support Sector Standard |
| **Service**  **Documentation** | * Service Delivery Pathways * Māori Health Plan |

**Cultural Competent Workforce**

**The service will access cultural support to:**

* Assess the cultural needs of service users identifying as Māori.
* Access required resources to respond to the identified needs.
* Advise staff on cultural appropriate service plans and delivery.
* Provision of training and information on Māori models of health and health practices.

**Team Leader/Manager**

**The service will achieve this by ensuring service delivery staff:**

* Attend [Treaty of Waitangi](http://www.trc.org.nz/) training.
* Attend [cultural competency training](https://www.tepou.co.nz/uploads/files/resource-assets/Lets-Get-Real-Working-with-Maori-Essential-Level-Learning-Module.pdf).
* Have access to a cultural advisor, Kaumatua, Kuia.
* Have access to Māori models of health literature.
* Have access to cultural supervision.
* Maintain links with the DHB Māori Mental Health Services.

**Maori Specific Service Provision**

**Staff**

**Māori service users will have access to:**

* Cultural needs assessment.
* Service provision in line with Māori concepts, values and beliefs.
* Interpreter accessed via DHB or community.
* Māori advocacy via [HDC advocacy services](http://advocacy.hdc.org.nz/).
* Written information on [‘Consumers’ Rights’ in Te Reo](http://www.hdc.org.nz/the-act--code)
* Kaumatua/Kuia access via DHB or community.
* Māori specific service providers.

(For specifics refer to the Māori Health Plan)

# Consultation

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