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| **Purpose** | Pacific service users and their families/fono have their health and disability needs met in a manner that respects and acknowledges their individual and cultural values and beliefs. |
| **Scope** | The processes described apply to all service providers that have service user/family fono contact with persons that identify as Pacific people. |
| **References** | |
| **Publications** | [Fonofale](http://www.hauora.co.nz/resources/Fonofalemodelexplanation.pdf)  [Mental Health and Addictions Pacific Cultural Practice Framework For the Auckland Region](http://www.networknorth.org.nz/file/Resources/cultural-practice-lo-res.pdf)  Pacific Cultural Competencies – Literature Review (MOH)  [Pacific Models of Health](http://www.hauora.co.nz/resources/Pacifichealthpromotion.pdf)  [Pacific Peoples and Mental Health](http://www.moh.govt.nz/notebook/nbbooks.nsf/0/ca1ad1f6e5015a82cc2574490074b4c9/$FILE/pacific-peoples-mental-health-feb08.pdf)  [Pacific Providers Making a Difference](http://www.moh.govt.nz/moh.nsf/Files/pacifichealth/$file/Lalaga-Jun2010.pdf)  [Te Pou (2009). Working with Pacific people](https://www.leva.co.nz/resources/lets-get-real---real-skills-plus-seitapu---working-with-pacific-peoples-le-va).  [Seitapu - Pacific Mental Health and Addiction Cultural & Clinical Competencies](https://www.tepou.co.nz/uploads/files/resource-assets/seitapu-pacific-mental-health-and-addiction-cultural-and-clinical-competencies-framework.pdf)  [Framework](https://www.tepou.co.nz/uploads/files/resource-assets/seitapu-pacific-mental-health-and-addiction-cultural-and-clinical-competencies-framework.pdf) |
| **Standards** | * [NZS 8134: 2008 Health and Disability Services Standards](http://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf) * NZS 8158: 2012 Home and community support Sector Standard |
| **Pacific Service Provider Contacts** | |
| Mātua | [Mātua Advisory Council](https://www.leva.co.nz/about/matua-council)  [Counties Manukau – Pacific Health](http://www.countiesmanukau.health.nz/our-services/pacific-health-services/)  [Waitemata DHB – Pacific Health](http://www.healthpoint.co.nz/specialists/mental-health/waitemata-dhb-pacific-mental-health-addictions/)  [Auckland DHB – Pacific Health](http://www.adhb.govt.nz/planningandfunding/pacific%20health.htm)  [Pacific Churches in New Zealand](https://teara.govt.nz/en/pacific-churches-in-new-zealand/page-1) |

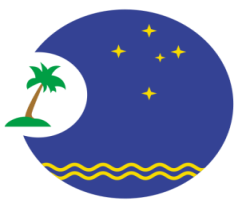
**Cultural competent workforce**

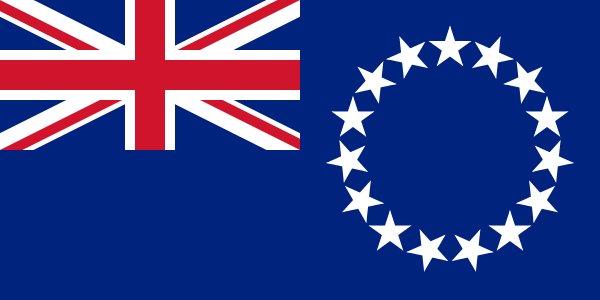
**Team Leader/Manager**

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

* Attending education/training on [cultural competency](https://www.leva.co.nz/training-education/engaging-pasifika) for Pacific Peoples service provision.
* Having access to cultural advisor, Matua and Pacific Peoples leaders.
* Having access to specific Pacific Peoples health service provision literature (refer to references).
* Having access to [translators and interpreters](http://www.watis.org.nz/info/index.php).
* Having information about and liaising with the decision maker in the family.
* Having access to pacific specific service delivery supervision.

The organisation will pro-actively recruit a Pacific Peoples workforce proportional with the numbers of Pacific service users engaged.



http://upload.wikimedia.org/wikipedia/commons/thumb/7/74/Flag_of_the_Solomon_Islands.svg/120px-Flag_of_the_Solomon_Islands.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/b/ba/Flag_of_Fiji.svg/120px-Flag_of_Fiji.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/3/30/Flag_of_Nauru.svg/120px-Flag_of_Nauru.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/0/01/Flag_of_Niue.svg/120px-Flag_of_Niue.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/9/9a/Flag_of_Tonga.svg/120px-Flag_of_Tonga.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/3/38/Flag_of_Tuvalu.svg/120px-Flag_of_Tuvalu.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/8/8e/Flag_of_Tokelau.svg/120px-Flag_of_Tokelau.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/3/30/Flag_of_Nauru.svg/120px-Flag_of_Nauru.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/d/d3/Flag_of_Kiribati.svg/120px-Flag_of_Kiribati.svg.pnghttp://upload.wikimedia.org/wikipedia/commons/thumb/3/31/Flag_of_Samoa.svg/120px-Flag_of_Samoa.svg.png

**Cultural Specific Service Provision**

All Staff

Service users identifying as Pasifika will have access to:

* Cultural needs assessment.
* Service provision in line with [Pacific concepts](http://www.hauora.co.nz/resources/Fonofalemodelexplanation.pdf), values and beliefs specific to their country of origin.
* Written and spoken information on [Consumers’ Rights](http://www.hdc.org.nz/the-act--code/the-code-of-rights/listen-to-your-rights-in-different-languages)

in the Pacific language relevant to them and/or their fono.

* Elders, Mātua, religious groups, specific Pacific community organisations.
* Interpreter via DHB or private interpreter (refer to Interpreter policy/procedure).
* [Advocacy](http://www.hdc.org.nz/publications/other-publications-from-hdc/articles/2000/advocacy---here-to-help) via HDC advocacy services.

**Cultural Specific Health Promotion/Information**

Identified staff/organisation

The organisation will ensure that access to Pacific specific health information and mental health promotion to the wider Pacific community occurs.

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# Consultation

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| Group/Role | Date |
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