

Maori Health Policy

Purpose

To improve understanding of Maori Tikanga and provide guidelines to assist both Maori and non-Maori contractors to respond appropriately to the needs of Maori **turoro** (members) and their **whanau**.

Tikanga is the term that describes the customary system of values and practices that have developed over time and are deeply embedded in the social context that forms the cornerstone of life for Maori. They are not to be applied lightly, but rather with reverence, as they represent the sacredness and essence of life for Maori.

To ensure that the services provided for Maori will be supported and delivered in an environment that acknowledges commitment to the principles of the Treaty of Waitangi.

Principles

The Treaty of Waitangi is recognized as the founding document of New Zealand. Good Friends management understands that Maori are a diverse and unique cultural group and an intrinsic part of New Zealand's heritage.

The key principles of Maori Health will be applied to achieve best outcomes:

- **Partnership** -working together with Iwi, Hapu and Whanau and local Maori communities to develop strategies for Maori health gain and the delivery of appropriate services to Maori members
- **Participation** -involving Maori at all levels of care including planning, development and delivery of services
- **Protection** - ensuring Maori enjoy at least the same level of health as non-Maori and safeguarding Maori cultural concepts, values and practices

Good Friends acknowledges and supports the **'four cornerstones'** to Maori health:

- Te taha hinengaro - mental wellbeing
- Te taha tinana - physical wellbeing
- Te taha wairua - spiritual wellbeing
- Te taha whanau - whanau wellbeing

Scope

This policy applies to all contractors, members, families/whanau, nominated representatives and volunteers.

The standard is met when

1. An admission information pack is provided which takes account of the unique needs of Maori members. This includes the provision of information on advocacy, interpreter agencies and spiritual and cultural representatives within the local community. Members will be supported to access these on request. If required, this information may be supplied in Te Reo Maori.
2. Information is actively sought from both the member and their whanau on member admission to understand the member's cultural preferences. This is used to develop and document the Maori Health assessment and help plan. This plan will assist contractors to identify and eliminate barriers/perceived barriers in the delivery of care and or services. This will include, but is not limited to:
 - Iwi origin
 - specific personal hygiene practices
 - the safe keeping and/or disposal of body parts during care and on death
 - festive practices and social and recreational activities
 - identification of community support/advocacy needs and establishing links with local Iwi
 - death and dying protocol including after death care and the whanau expectations of provision of linen, food, and costs of additional occupancy during this period.

Culturally Safe Care Practices for Maori

The whole whanau is considered one unit, each member as important as the next. Elders are extremely important in Maori society with men having higher status than Maori women, most notably on the Marae. This will have special significance in relation to informed consent and must be taken into account when seeking informed consent.

Maori people like to care for their own. As caregivers, it is therefore important that we act as support and resource persons, act in a culturally appropriate manner, and do not take over care. This includes consideration of the following:

Personal Hygiene

Wash-bowls and items used on the lower part of the body

- Must be utilised as directed by the member or their whanau

- Shaving utensils should not be used or emptied where toothbrushes or eating or drinking utensils come in contact. A washbowl utilized for shaving must be emptied and washed out in the laundry hand basin.
- Maori members should be asked what they would like done with any hair removed during shaving or hairdressing

Food and Meals

- No bodily excretions are to be placed near or where food is being eaten or prepared
- No sitting on tables
- Remove commodes and bottles from rooms

Disposal of Waste

- Members should be asked how they would like disposal of wound dressings and incontinence pads to take place.
- Separate waste disposal containers must be used for wound dressings, used incontinence pads, catheter drainage bags and other disposable items containing body fluids or waste
- If hair and nails are cut, the member may wish to retain them and arrangements for their safe keeping should be arranged. They should be retained in a sealed water-resistant bag, named and passed to the member's whanau.
- Body tissue or fluid samples that go for laboratory testing must never be placed where food preparation or eating items will be placed.
- Any arrangements made by the member and / or whanau with the contractors or Care Manager for the retention and disposal of body tissue and parts must be fully documented and signed by the member or whanau. Any decision must take into consideration the requirement to maintain health and safety and infection control standards.

Strategic Links with Maori

Good Friends is committed to supporting the NZ Maori Health Strategy by:

- Establishing relationships with local Maori organizations for advisory and support in the development and provision of safe practice.
- Improving the effectiveness of mainstream services to accommodate the needs of elderly Maori and the Positive Aging Strategy through:
 - Increasing the number of quality services provided for and by Maori
 - Increasing understanding of the role and significance of Kaumatua in Te Ao Maori
- Contributing to the development of the Maori Workforce

- Being an equal opportunity employer
- Being aware of the need for contractor ethnicity to reflect, where possible, the demographics of the population
- Ensuring that Maori contractors are offered and take up contractor development training options

Associated Documentation

Cultural Safety Policy

Informed Consent Policy

Code of Member Rights in English and Maori Text

1. Right to be treated with respect - *MANA*
2. Right to fair treatment; freedom from discrimination, coercion, harassment, and exploitation - *MANAAKITANGA*
3. Right to dignity and independence - *TU RANGATIRA MOTUHAKE*
4. Right to services of an appropriate standards - *TAUTIKANGA*
5. Right to effective communication - *WHAKA WHITIWHITINGA WHAKAARO*
6. Right to information; be fully informed - *WHAKAMOHIIO*
7. Right to make an informed choice and consent –*WHAKARITENGA MOU AKE*
8. Right to advocacy and support - *TAUTOKO*
9. Rights during teaching and research - *AKO ME TE RANGAHAU*
10. Right to complain and have complaints taken seriously – *AMUAMU*

Reference

HDSS 8134. 1.1.4 - Consumer Rights

Consumers who identify as Maori have their health and disability needs met in a manner that respects and acknowledges their individual and cultural values and beliefs.

HCSS 8158: 1.4 Recognition of Maori Values and Beliefs:

Maori Consumers have their health and disability needs met in a manner that respect sand acknowledges their individual and cultural values and beliefs.