



Te Tai Tokerau Māori Health Priorities Summary

May 2019

COMMUNITY VOICE: WHY WE ENGAGED WITH WHĀNAU

The voice of our Māori community and whānau is usually left silent and unheard, in the normal course of planning, funding and designing a range of health and social services. To this end the views of whānau should help shape and design the way health should respond and to lift the health experiences of Māori living in Te Tai Tokerau. This approach fits with other work undertaken in Northland and has highlighted the importance of including Māori in the co-design and co-investing in opportunities that enables whānau centred services, innovation and initiatives that support whānau beyond commissioning agencies.

Our Whānau Voice

Our focus was to hear the voice of whānau, encourage them to say what was right or wrong with current services and work alongside them to come up with an action plan to develop a set of health priorities and areas for change. We are focused on the next generation and making sure they have a say about their future.

To understand the emerging themes shared by Whānau reaffirms the necessity to make changes in the way the health system and services are delivered. The comments repeatedly covered:

- Māori did not feel respected
- Racist and discriminatory behaviour within Northland and in Auckland
- They were often spoken to using 'jargon'
- Their time (the patient) was not valued in the same way as that of the health professional
- Communication and lack of understanding of Māori values underpinned the view that they were not as valued as perhaps other sectors of the community
- Numerous narratives about poor health outcomes that in their view if they had been treated with respect it would have been different – this included things like early referral and diagnosis, follow-up care, correct prescribing to name a few, and
- Issues of environmental health, travel/reality, access to services, continuity and coordination of care, follow-up treatment, health education/literacy, health promotion/advocacy and then cost in accessing primary and secondary services.

