

## Māori Strategy

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## 1. Background

- 1.1 As of October 2016, there were 574 Māori amputees within the database of the New Zealand Artificial Limb Service, comprising 13% of the total number of amputees.
- 1.2 While NZALS aims to cater to the needs of all patients, research has found that it is imperative that NZALS has strategies in place to improve access and outcomes for Māori patients specifically. For improvement to occur, these strategies must aim to address the following priority areas:
  - Raising awareness and entitlements
  - Improving access to services, including culturally-based services.

## 2. Purpose

### NZALS' commitment to the principles of the Treaty of Waitangi

- 2.1 NZALS is committed to upholding the principles of the Treaty of Waitangi in its delivery of services to Māori. In practice this means:
  - Reducing inequalities that may exist between Māori and the general population in terms of access to NZALS services, and in achieving equality of rehabilitation outcomes.
  - Ensuring services of a high standard are provided to Māori in culturally responsive and appropriate ways.
- 2.2 Achievement of the Government's objectives is therefore integral to NZALS' overall strategic and business planning, and is interwoven with the goals, strategies and performance measures in other parts of the plan. This strategy pulls these strands together to provide an overview of NZALS' delivery of the scheme to Māori. This will provide both guidance for staff and a framework to review performance.

## 3. Strategy

### NZALS Statement of Intent

- 3.1 Refer to page 7 of the NZALS 2017 – 2021 SOI for our strategy in Maori.

### Applying Treaty principles to NZALS' service delivery

- 3.2 The Treaty of Waitangi forms the foundation of NZALS' relationship with Māori. The three Articles give rise to the following obligations.

### Article 1 - Kawanatanga: Governorship, and the Crown's obligation to be responsive to Māori

- 3.3 Within the legislative framework NZALS will ensure that services meet the needs of Māori, and are delivered and communicated in a culturally appropriate manner.

## Article 2 - Tino Rangatiratanga: Self-determination

- 3.4 NZALS will involve Māori patients and their whānau, together with Māori service providers, in the planning, delivery and supervision of treatment and rehabilitation services.

## Article 3 - Oritetanga: Equality

- 3.5 NZALS will ensure that its services contribute to achieving optimal outcomes for Māori patients.

## Strategic goals for service delivery to Māori

- 3.6 Achievement of the Government's objectives for Māori is integral to NZALS' overall strategic and business planning, and is interwoven with the goals, strategies, and performance measures in the other sections of this plan. However, it is also useful to pull together in this separate section an overview of NZALS' approach to achieving its goals for service delivery to Māori. This will provide both guidance for staff and a framework for review of performance by consultative bodies and monitoring agencies.
- 3.7 The strategic goals for service delivery to Māori have been developed through internal and external consultation.
- 3.8 The goals are:
- (a) To improve the opportunity for effective rehabilitation for Māori patients, acknowledging the importance of whānau in this process.
  - (b) To develop and implement service delivery guidelines to improve the responsiveness of service delivery to Māori patients and their whānau.
  - (c) To ensure NZALS is culturally responsive to Māori.
  - (d) To develop and maintain strategic relationships with Iwi / Māori consistent with the Treaty of Waitangi.
  - (e) To ensure research, development and innovation in areas relevant to Māori are fostered throughout the organisation.
  - (f) To support Māori providers of treatment and rehabilitation services through advice, information and training.
  - (g) To aim to have amenities signage in Te Reo at all centres.
  - (h) To ensure staff are aware of Tikanga and cultural differences when dealing with Māori patients.
- 3.9 These strategic goals will be achieved through targeted programmes and initiatives in each region's business plan.

### Monitoring of service delivery to Māori

- 3.10 NZALS will engage with Te Puni Kōkiri (Ministry of Māori Development) or Tangata Whenua where appropriate in order to ensure our business strategy remains aligned to the best interests of Māori patients and NZALS upholds the principles of the Treaty of Waitangi.

## 4. Specific responsibilities

Party	Responsibilities
All Employees	<ul style="list-style-type: none"><li>Be aware of Tikanga and cultural differences when dealing with Māori patients and their Whānau</li></ul>
Chief Executive and Managers	<ul style="list-style-type: none"><li>Ensure effective service delivery and rehabilitation for Māori patients</li><li>Support Māori providers of treatment and rehabilitation services through advice, information and training</li></ul>
The Board	<ul style="list-style-type: none"><li>Provide direction and oversight of Māori strategy management</li></ul>

## 5. Legal compliance and reference documentation

- [Treaty of Waitangi Act 1975](#)
- [Privacy Act 1993](#)
- [ACC Guidelines on Maori Cultural Competencies for providers](#)
- [HRC Guidelines for Researchers on Health Research Involving Māori](#)
- [MoH Māori Health](#)

## 6. Revision History

Author	Version number	Version date	Description of changes
Compliance Advisor	1.1	September 2017	References changed to encompass patients & growing scope of the organisation
HR & Workforce Planning Manager	1.0	July 2017	New strategy