

Consultation Guidelines with Maori

Consultation Guidelines with Maori

Consultation with Maori is a key requirement for services applying for BFCI accreditation. Meaningful consultation undertaken early in the development of breastfeeding services and breastfeeding policies is an important process in strengthening relationships with whanau, hapu and iwi and the development of culturally appropriate services.

Consultation indicates the services commitment to working within the principles of the Treaty of Waitangi of partnership, participation and protection and within the philosophy of the New Zealand Public Health and Disability Act 2000 of “increasing community voice and access to information”.

What methods should you use?

For consultation to be meaningful it should be undertaken in a variety of ways which may include:

- Hui – this is the most effective method as it enables kanohi ki te kanohi (face-to-face) consultation and allows informed discussion to take place. Hui may be organised in conjunction with local iwi, Maori health providers and Maori community.
- Networking - there may be other hui happening that you could participate in or disseminate information.
- Focus groups – the best method of getting consumer input and feedback. They should be coordinated with the support of Maori health workers, Tamariki Ora nurses, whanau ora workers, Kaiawhina.
- Formal meetings – key Maori contacts are invited to participate in generic consultation meetings.
- One-on-one interviews with key Maori health professionals, community personnel or whanau members
- Mail-outs and written surveys – while an effective method of disseminating information this is least likely to receive feedback without a proactive follow-up system. “Written requests for advice or opinion will be less likely to produce results than face-to-face contact” (Durie, 2003, p179)

Who should you consult?

The demographics of the Maori community represented in the area provide valuable information on who should be consulted. It can be obtained through the DHB strategic plan or Maori health plan and may give you an indication of the percentage of Maori living in the region and iwi and hapu represented.

Mana whenua	<input type="checkbox"/>	Kaumatua	<input type="checkbox"/>
Tangata whenua	<input type="checkbox"/>	Maori health unit	<input type="checkbox"/>
Maori midwives	<input type="checkbox"/>	DHB Maori Manager	<input type="checkbox"/>
Maori staff	<input type="checkbox"/>	Maori Health Providers	<input type="checkbox"/>
Tamariki Ora nurse	<input type="checkbox"/>	Consumers	<input type="checkbox"/>
Whanau	<input type="checkbox"/>		

Consultation Guidelines with Maori

It is important to identify the key stakeholders and consumers of your service and the demographic make-up of your clients. This should identify who you should consult.

Further assistance in planning consultation with Maori can be obtained from the NZBA Baby Friendly Advisor

References:

- Durie, M. (2003). *Whaiora: Maori Health Development Chapter 10 pg 177-180*. Oxford University Press. New York.
- Ministry of Health. (2002). *Consultation Guidelines: For the Ministry of Health and District Health Boards relating to the provision of health and disability services*. Ministry of Health, Wellington.

NZBA
PO Box 20454
Bishopdale
Christchurch

Tel: (03) 3572072
Fax: (03) 3572074
Email: info@nzba.co.nz
www.babyfriendly.org.nz

