Applying tikanga principles in client care



We share below some practical ways to incorporate Māori principles, beliefs and values into your delivery of healthcare. Although this is in the context of caring for a Māori client, these principles provide a framework for best practice and therefore are applicable and beneficial to clients from all ethnicities.

- Greet with warmth and professionalism.
- Use correct names and pronunciation.
- Work to foster a quality, therapeutic relationship with clients and their family/whānau when providing care.

Whānaungatanga

A sense of belonging.

- Ensure family/whānau have the opportunity to collaborate with healthcare staff, and contribute towards the care plan and all related decisions.
- Gain consent prior to assisting with personal cares, and determine whether clients would like a family/whānau member to remain throughout the process.

Manaakitanga

Hospitality, love, generosity, loyalty and compassion towards others.

Tikanga values

Mana

The authority, control, influence, prestige, and power of an individual.

- Ask questions in a sensitive and caring manner before engaging in any task.
- Know what is sacred and of cultural importance to clients.

For example:

- 1. Different flannels should be used to wash the head and the rest of the body.
- As the head is the most sacred (tapu) part of the body, ask the client for specific consent before touching their head.

Tapu and Noa

Tapu being sacred or holy.

Noa being ordinary or not sacred.

Uphold mana by:

- Avoiding sustained eye contact.
 Clients may prefer to find a
 neutral spot to focus their eyes
 during conversation rather than
 making direct eye contact with the
 Healthcare Assistant.
- Advocating for clients and protecting their rights.
- Empowering the client throughout care tasks, and providing opportunities for them to do things for themselves.





