

# A metaphor to get us started...

<https://vimeo.com/417416669>



## Values inform everything we do:

our engagement with people

how we work together in organisations

how we lead others

changing our practices.

Let's get real 

# What is *Let's get real?*

A knowledge and skills framework for all people who work with people and whānau with mental health and addiction needs - in any health setting.



# The intent of *Let's get real*

- To have shared sector values and attitudes
- To develop the knowledge and skills of the workforce as described in the seven Real Skills



# More about *Let's get real*

*Let's get real* values, attitudes and seven Real Skills



# Performance indicator levels

**Essential:** everyone working in health regardless of context, organisation, role, or profession

**Enhanced:** everyone working in mental health and addiction roles

**Leadership:** everyone who is leading, guiding, supporting, educating and resourcing the work of others in health



# Real Skill: Working with Māori

## Development

- ❖ Project advisory group membership
- ❖ Leadership from Keri Opai and Moe Milne
- ❖ Focus on re-writing of the Real Skill
- ❖ Focus group for Māori
- ❖ Contributions to regional workshops

# Real Skill: Working with Māori

Everyone working in health contributes to *oranga* and *whānau ora* for Māori people who experience mental health and addiction needs.

## Expected outcome

Māori people accessing health care experience respect, engage in shared decision-making and receive support to achieve *hauora* (*tinana*, *hinengaro*, *whānau* and *wairua*) goals.

- **Te reo and tikanga Māori**
- **Whakawhanaunga**
- **Manaaki**
- **Wairua**
- **Tuakiri tangata**
- **Hauora Māori**



## Essential

## Enhanced

## Leadership

### Te reo and tikanga Māori

Greets Māori people using te reo Māori greetings

Pronounces people's names correctly or asks them how to pronounce names if necessary

Respects te reo Māori and uses Māori words and phrases correctly, when appropriate

Respects that tāngata whai ora may consider waiata, karakia and te reo Māori essential to their safety, wellbeing and recovery

Respects that whānau Māori may nominate a person to speak on their behalf, and supports this process

Works to ensure whānau Māori people can communicate in ways that work for them

Demonstrates understanding that Māori people may use metaphors to describe their experiences

Supports and participates in tikanga Māori practices, as consistent with the preferences of the whānau

Supports whānau Māori to access Māori-responsive services and have access to kaumātua, kaimahi Māori and cultural interventions (eg, assessment, therapy)

Promotes and provides resources that:

- › ensure the physical environment is welcoming to Māori people
- › ensure easy access to te reo Māori speakers and information written in both English and Māori
- › support staff to integrate te ao Māori and te reo Māori into service delivery

Provides leadership to ensure that:

- › whānau Māori can communicate in ways that are consistent with their preferences

# Using *Let's get real*

Enhance workers' values, attitudes, knowledge and skills

*Let's get real values, attitudes and seven Real Skills*



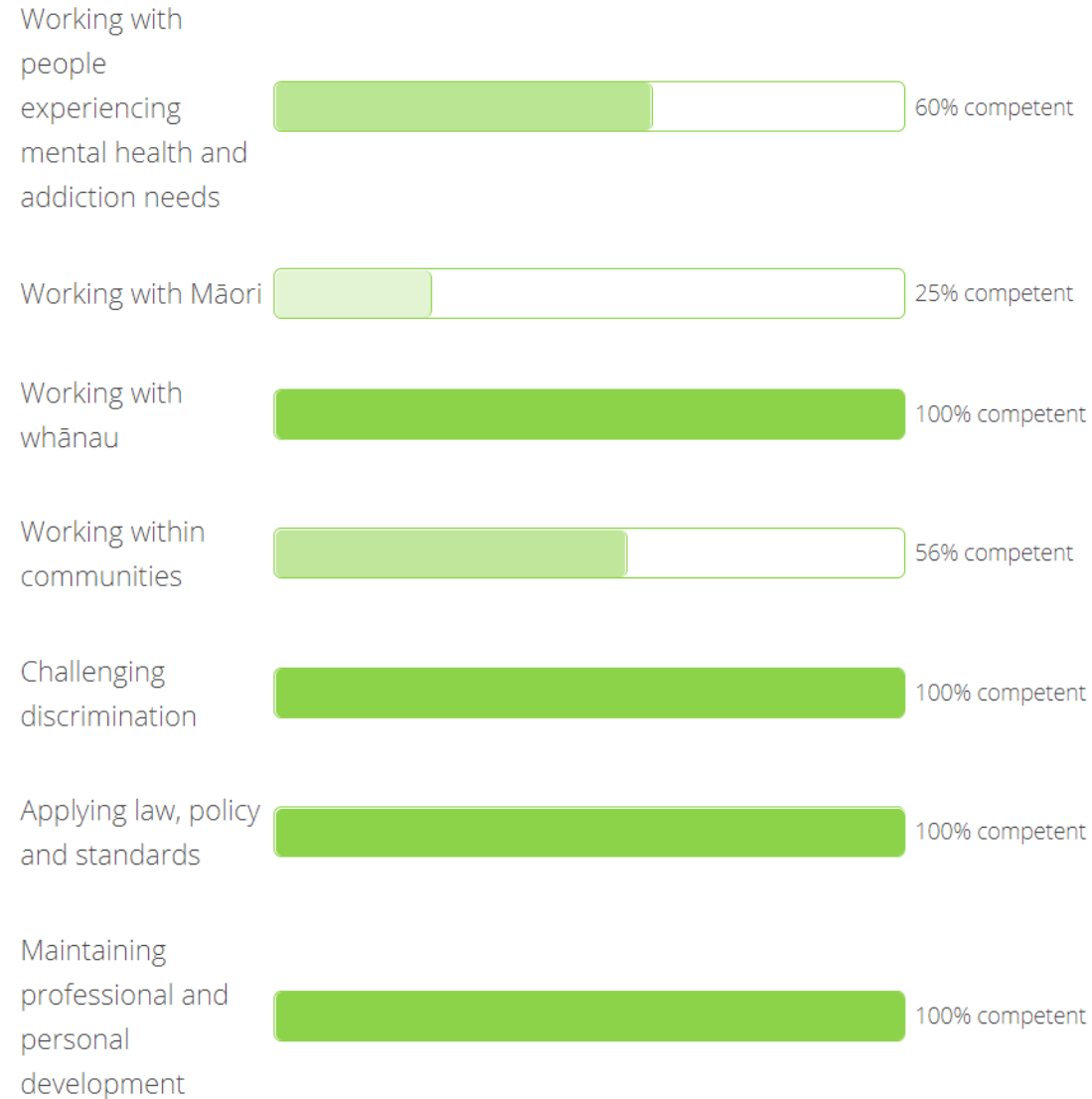
- Monitoring and measuring
- Online skills assessment
- Professional development plans and portfolios
- Online learning and other resources
- Values informed practices

How can *Let's get real* tools help measure, monitor and support benchmarking for improving workforce cultural competency?



# Individual reports

## Real Skills Online



# Team reports

## Real Skills Online



To access *Let's get real* tools and resources



[www.tepou.co.nz/initiatives/lets-get-real](http://www.tepou.co.nz/initiatives/lets-get-real)

