

Resources to support progress towards cultural safety

This list is not exhaustive but is intended as a taster to help you get started if you are unsure how to go about this. Not all resources will be available to all pharmacists, however in your area an equivalent resource may be available, and those suggested below may give you ideas on where to look.

There is a huge range of resources out there which you can find by searching on the terms used in the guidance and resources in place such as YouTube, TED talks, podcasts, general internet search, literature search.

Understanding more about cultural safety and related concepts

Elaine Papps, Irihapeti Ramsden, Cultural Safety in Nursing: the New Zealand Experience, *International Journal for Quality in Health Care*, Volume 8, Issue 5, 1996, Pages 491–497, <https://doi.org/10.1093/intqhc/8.5.491>

[Health Quality & Safety Commission | Cultural safety and cultural competence \(hqsc.govt.nz\)](http://www.hqsc.govt.nz)

[Cultural safety | Medical Council \(mcnz.org.nz\)](http://www.mcnz.org.nz)

[Guidelines for cultural safety, the Treaty of Waitangi, and Maori health in nursing education and practice\(2\)_0.pdf \(ngamanukura.nz\)](#)

Health and access to medicines inequities

[Wai 2575 Health Services and Outcomes Kaupapa Inquiry | Ministry of Health NZ](#)

Equity and equality - <https://www.youtube.com/watch?v=ZT1zCK7aX4k>.

Ministry of Health. 2018a. A Strategic Framework for Achieving Equity: Draft for discussion. Wellington: Ministry of Health. Accessed at [Achieving equity in health outcomes](#)

Ministry of Health. 2018. [Achieving Equity in Health Outcomes](#): Highlights of important national and international papers. Wellington: Ministry of Health.

Bhawan, S. (2019). Achieving Medicine Access Equity in Aotearoa New Zealand. Towards a Theory of Change. Wellington: Pharmaceutical Management Agency (PHARMAC) [Achieving medicine access equity in Aotearoa New Zealand: towards a theory of change \(pharmac.govt.nz\)](#)

He Ako Hiringa has many resources in various formats exploring aspects medicines access equity [Welcome | He Ako Hiringa](#)

Gurney, J., Campbell, S., Jackson, C., & Sarfati, D. (2019). Equity by 2030: achieving equity in survival for Māori cancer patients. *NZMJ*, Vol132 No1506, 66-76. [NZMJ 1506.indd \(webflow.com\)](#)

Kerekere, E. (2015). Takataapui: Part of the whaanau. Auckland: Tiiwhanawhana Trust and Mental Health Foundation. [Takatāpui: Part of the Whanau — Takatāpui | A Resource Hub \(takatapui.nz\)](https://www.takatapui.nz/)

Ministry of Health. (2020, June 23). Wai 2575 Health Services and Outcomes Kaupapa Inquiry. Retrieved from Ministry of Health: <https://www.health.govt.nz/our-work/populations/maori-health/wai-2575-health-services-and-outcomes-kaupapa-inquiry>

Te Karu, L., Bryant, L., Harwood, M., & Arroll, B. (2018). Achieving health equity in Aotearoa New Zealand: the contribution of medicines optimisation. *Journal of Primary Health Care* 10:1, 11-15. [\[PDF\] Achieving health equity in Aotearoa New Zealand: The contribution of medicines optimisation \(researchgate.net\)](https://www.researchgate.net/publication/32817595e9ddc473c839cf416d149893afe9)

Vaccarella, S., Lortet-Tieulent, L., Saracci, R. et al (eds). (2019). Reducing Social Inequalities in Cancer: Evidence and Priorities for Research. Lyon: International Agency for Research on Cancer, WHO [Reducing social inequalities in cancer: evidence and priorities for research \(who.int\)](https://www.who.int/publications/m/item/reducing-social-inequalities-in-cancer-evidence-and-priorities-for-research)

Pasifika People in New Zealand: How are we doing? 2017 <https://smex12-5-en-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=www.pasifikafutures.co.nz&umid=60b23d0f-2d06-498d-972a-08a13b58a1cb&auth=ff714c43e7b76cc3b74be550d2e8fdc7c3bacde9-e1d2c817d595e9ddc473c839cf416d149893afe9>

Why are those most in need of Sudden Unexplained Infant Death (SUDI) prevention information the least likely to receive it? A comment on unconscious bias and Māori health. Carla A Houkamau, Kathrine Clarke NZMJ 19 August 2016, Vol 129 No 1440 [NZMJ +DRAFT+1440++.indd \(website-files.com\)](https://www.nzmj.com.au/2016/08/19/nz-mj-129-no-1440-why-are-those-most-in-need-of-sudden-unexplained-infant-death-prevention-information-the-least-likely-to-receive-it/)

Best health outcomes for Pacific Peoples: Practice implications. Prepared for the Medical Council of New Zealand (the Council) by Mauri Ora Associates and SAEJ Consultancy, with assistance from PanapaEhau [Best-health-outcomes-for-Pacific-Peoples.pdf \(mauriora.co.nz\)](https://www.mauriora.co.nz/wp-content/uploads/2016/06/Best-health-outcomes-for-Pacific-Peoples.pdf)

Primary Care for Pacific People: A Pacific and Health Systems approach Report to the Health Research Council and the Ministry of Health June 2012. Margaret Southwick, Timothy Kenealy, Debbie Ryan [Primary Care for Pacific People: A Pacific and Health Systems approach](https://www.health.govt.nz/system/uploads/attachment_data/file/111111/primary-care-for-pacific-people-a-pacific-and-health-systems-approach)

Activities to support the development of your cultural awareness

This list provides a taster of courses that are available around the country and has been built up from activities that practicing pharmacists have engaged in. Access to these will vary by geography and sector of practice. It also provides ideas for other learning or activities you could undertake.

Reflection is key – on yourself and the environment you work in as both are important in creating cultural safety

- Reflect on your interactions with patients / customers and colleagues to identify your own lapses and actively seek out where you can grow
- capture shifts in thinking that may result from short interactions that change your approach in future
- Reflecting on the diversity and cultural mix of your staff in terms of ethnicity and gender mix. Does this reflect the cultural mix of your local community. If it doesn't, how might you make changes over time to achieve this?
- Reflect on Cultural Safety Standards in guidance document

PSNZ courses such as

- Basic principles of Islamic culture
- Diabetes across time zones and Ramadan
- Improving Māori health outcomes
- Pacific culture and health
- Refugee health

Learn Te Reo Māori or another language relevant to your local community

Sign Language - free taster courses are available in Sign Language Week

eCALD (Culturally and Linguistic diverse) courses such as working with interpreters, refugees and migrant patients

DHB run courses via Ko Awatea Learn or HealthLearn

- Treaty of Waitangi in Health
- Tikanga in Practice
- Rainbow Health

Pegasus Small Groups

- Ramadan and Medication Management
- Refugee Health

Māori Pharmacists Association Symposium

Maori Ora Health Education and Research

[Māori Healthcare and Cultural Competency Courses | Mauriora](#)

PHO run courses in some areas – you would need to enquire in your area

- Whanau ora training
- Equity training
- Te reo

Marae visits

Working on aspects of te reo and other languages

- Learn a karakia
- Learn and use common greetings
- Write your pepeha
- Pronounce names (people and places) correctly
- Improve conversational te reo, getting help and guidance from Maori healthcare professionals you work with
- Ask how to break down names and recording this in your dispensing system
- [Tōku Reo - Tōku Reo \(tokureo.maori.nz\)](#)
- [Get Wānanga Wise | Te Wānanga o Aotearoa | TWoA](#)
- [Speak Māori | Te Ataarangi](#)

Useful apps to help you with your language skills

- Te Reo Māori (Māori dictionary)
- Kupu (translates objects into Te Reo Māori)
- Aki-Hauora (Māori language learning game)
- Akē Akē

- Talanoa Mai (easy greetings in multiple languages)

Find out more about models of Māori healthcare delivery

- [Māori health models | Ministry of Health NZ](#)
- <https://www.midlandmentalhealthnetwork.co.nz/midland-newsletter/summer-issue-4/mahi-a-atua/>
- <http://www.communityresearch.org.nz/mahi-a-atua-treatment-for-racism/>
- <https://www.mahiaatua.com/principles/>
- https://www.cna-aaic.ca/~media/cna/page-content/pdf-en/first_nations_framework_e.pdf

Find out about Pasifika models of health such as Fonofale, kakala, fa'afaletui [Pacific models of health | Health Navigator NZ](#)

Meeting with local community groups and church communities to discuss their needs. Many small places have a Cook Island hall or a Tuvaluan hall which provide a place to connect.

Connect with Pacific units within DHBs

Check out Pasifika festivals

Ask other Pharmacists/doctors/nurses to provide education sessions

Find out what translated material is available through Health Navigator

Undertake an equity assessment before any project - identify disadvantaged groups, conduct a literature review to understand reasons and ways to overcome

Reading a novel with cultural aspect to it

Listen to podcasts such as

- RNZ: Getting better – a year in the life of a Māori medical student
- Global scalpels: A global surgery podcast Ep 21 with Professor Papaarangi Reid
- Many other podcasts on cultural safety, biases, racism, colonialism

Follow social media accounts of people sharing their thinking and experience of racism

Read books, listen to podcasts, videos on colonialism, racism, white fragility

Find out more about our nation's history e.g. [Our Truth, Tā Mātou Pono: The truth about Aotearoa \(stuff.co.nz\)](#)

Acknowledge diversity by enabling staff to share and celebrate their culture in the workplace and to educate other staff on their culture

Share you learning with colleagues and other members of your pharmacy team

Develop a plan to improve the cultural safety of your workplace and working environment

Consider recommendations described for culturally appropriate practice which would be applicable for any health encounter not just for pain management described in

Magnusson JE, Fennell JA. Understanding the role of culture in pain: Māori practitioner perspectives relating to the experience of pain. NZMJ 21 January 2011, Vol 124 No 1328 <http://www.nzma.org.nz/journal/124-1328/4501/>

- Taking time to listen
- Not undermining client/whānau resourcefulness and initiative
- Do not overwhelm
- Involve whānau in treatment
- Use whānau or a cultural advisor nominated by the client
- Seek permission to express less tidy or sensitive aspects
- Avoid barriers in seating arrangement in relation to client/whānau
- Have transparent systems
- Acknowledge constraints of time/place
- Know some basic te reo Māori
- When possible use visual aids to explain procedures
- Engage with Māori networks
- Know and use cultural advisors
- Express humble curiosity

Find out more about the Rainbow community

[Implicit-Bias-Guide-2018_Final.pdf \(lgbtqihealtheducation.org\)](#)

[Understanding Pronouns | LGBT Life Center](#)

[Information & Resources — RainbowYOUTH \(ry.org.nz\)](#)

[Gender Minorities Aotearoa Trans 101 https://genderminorities.com/database/glossary-transgender/](https://genderminorities.com/database/glossary-transgender/)

Inclusion and our Rainbow Public Service <https://www.publicservice.govt.nz/resources/inclusion-and-our-rainbow-public-service/>

[Human Rights Commission issues report](#) on “rainbow” human rights in Aotearoa New Zealand

[The Rainbow Tick guide to LGBTI-inclusive practice](#)

NZ Aids Foundation [Resources \(nzaf.org.nz\)](https://www.nzaf.org.nz/resources)

Ministry of Health. (2019). Sexual Orientation: Findings from the 2014/15 New Zealand Health Survey. Wellington: Ministry of Health [Sexual Orientation: Findings from the 2014/15 New Zealand Health Survey | Ministry of Health NZ](#)

The Royal Australian and New Zealand College of Psychiatrists. (2020, October 13). Recognising and addressing the mental health needs of the LGBTIQ+ population. Retrieved from The Royal Australian and New Zealand College of Psychiatrists: <https://www.ranzcp.org/news-policy/policy-and-advocacy/position-statements/recognising-and-addressing-the-mental-health-needs>

Veale, J., Byrne, J., Tan, K., Guy, S., Yee, A., & Nopera, T. &. (2019). Counting Ourselves: The health and wellbeing of trans and non-binary people in Aotearoa New Zealand. Hamilton: Transgender Health Research Lab, University of Waikato. [Counting Ourselves – Aotearoa New Zealand Trans and Non-binary Health Survey](#)

Find out more about Deafness and Deaf Culture

Resources for understanding Deaf culture and the role of New Zealand Sign Language (NZSL)

- [About NZSL \(Ministry of Education\)](#)
- [About Deaf culture \(Ministry of Education\)](#)

Resources for understanding barriers to healthcare experienced by Deaf people

- Video: [Communicating with People from the Deaf Community for Better Health Outcomes](#) created by Capital & Coast DHB.
- Journal article: [Deaf New Zealand Sign Language Users Access to Healthcare](#) by Witko et al. The New Zealand Medical Journal, vol 130 (1466).
- AUT University research video: [Deaf Health Stories](#) by Major et al. The video is in NZSL – subtitles are available but first need to be enabled by clicking ‘Closed Captions’ button.

Resources for learning New Zealand Sign Language (NZSL)

- [Learn NZSL](#): free online learning platform for learning beginner NZSL
- [NZSL community classes](#): for those wanting an informal but structured classroom environment, paid community classes are available usually held in evenings
- [‘Let’s Talk’ booklets and posters](#): themed booklets and posters published by Deaf Aotearoa
- [NZSL Week taster classes](#): free taster NZSL classes at your business – only available during the month featuring NZSL Week

Resources for working with NZSL interpreters

- [Office to Disability Issues](#) – NZSL section: a variety of articles on the topic of working with NZSL interpreters. Below are a select few:
 - [What does a NZSL interpreter do?](#)
 - [How do I book a NZSL interpreter?](#)
 - [Who pays for NZSL interpreter services?](#)
 - [Working effectively with NZSL interpreters](#)