

Appendix N

The Whare Tapa Whā model

The Whare Tapa Whā is a model of health widely accepted by Māori. This model compares health to 'the four walls of a house, all four being necessary to ensure strength and symmetry, each wall representing a different dimension of health – taha wairua, taha tinana, taha hinengaro and taha whānau'.

Taha tinana	Taha wairua	Taha hinengaro	Taha tinana	Taha whānau
Focus	Spiritual	Mental	Physical	Extended family
Key aspects	The capacity for faith and wider communion	The capacity to communicate, think and feel	The capacity for physical growth and development	The capacity to belong, care and to share
Themes	Health is related to unseen and unspoken energies	Mind and body are inseparable	Good physical health is necessary for optimal development	Individuals are part of a wider social system

The He Taura Tieke – measuring effective health services for Māori

Traditionally, a taura tieke was a measuring line used in the building of a house. It was designed to check the symmetry of the diagonals, so that the walls would be even and the house would be strong. The aim of this taura tieke is to contribute to the strengthening of the whare hauora.

Māori consumers have clear expectations of the health services they use. Sometimes these expectations are the same or similar to those of other populations or communities. Sometimes they are different. Current health service policy focuses on improving access to services for Māori and other specific populations (for example, children) who, by comparison, fare less well in their health status.

'He Taura Tieke' identifies those key health service attributes that are effective for Māori consumers and presents them in a checklist framework. This checklist will help you to meet the needs and expectations of Māori consumers of health services. In particular, it will assist you to better plan, develop and manage health services for Māori consumers.

There are a number of potential frameworks for describing health service effectiveness. He Taura Tieke consists of three key elements which research tells us are consistent with Māori views. These elements are technical and clinical competence, structural and systemic responsiveness, and consumer satisfaction.

Ministry of Health. 1995. *He Taura Tieke: Measuring effective health services for Māori*. Wellington: Ministry of Health.