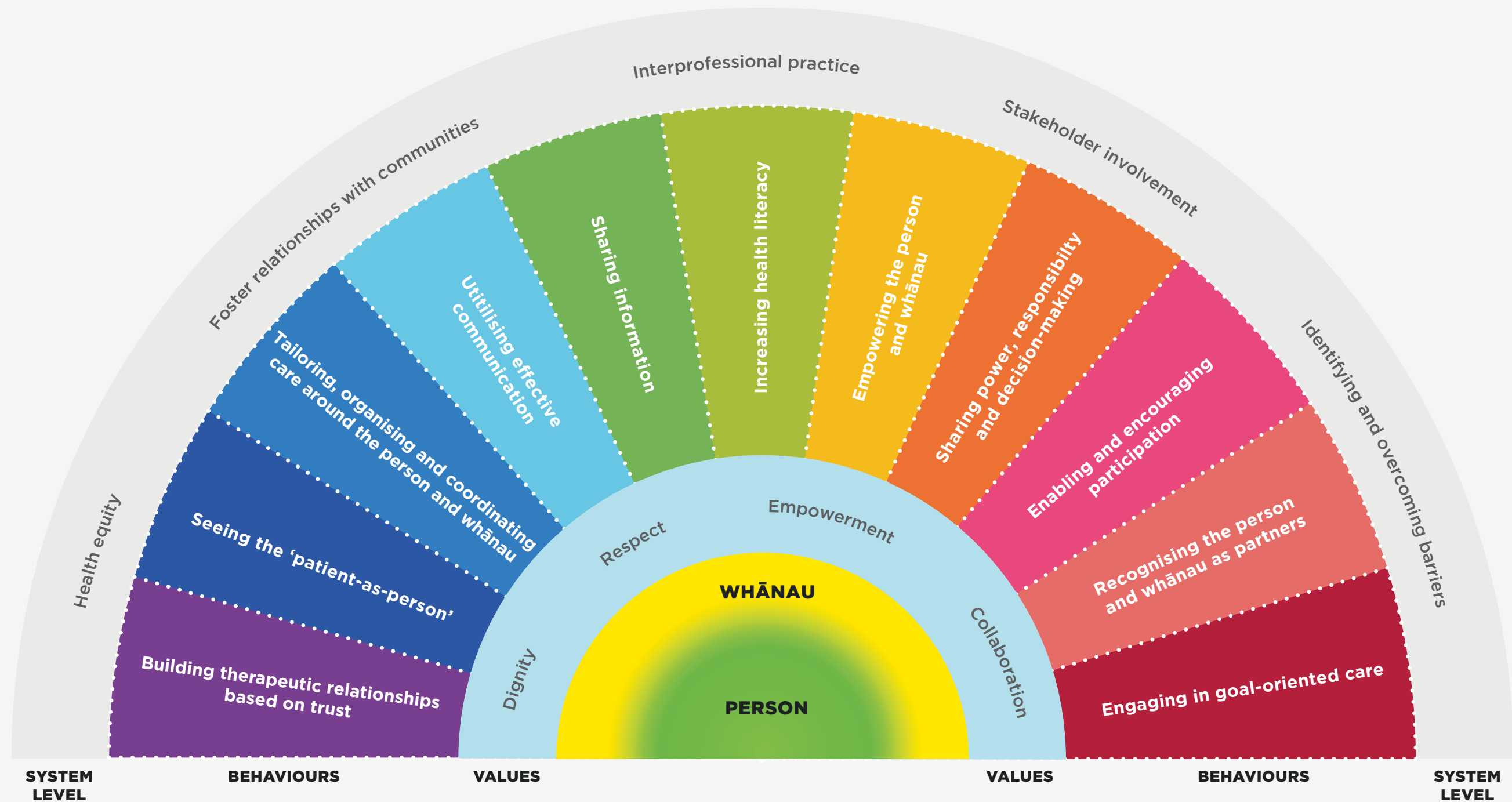


# PERSON AND WHĀNAU CENTRED CARE





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Person and whānau centred care is health care that focuses on what you and your whānau need, value, and want to achieve. Whānau are the people who you share experiences, values and beliefs with. Who you consider to be your whānau will be personal to you. Your whānau should be considered and included in your care as suits you.



## VALUES

Person and whānau centred care is based on the values of Dignity, Respect, Empowerment, and Collaboration.

- **Dignity / Rangatira, Rangatiratanga:**  
Physios treat you and your whānau with dignity by seeing your value and worth
- **Respect / Aroha, Arohatia, Manāki, Manākitanga:**  
Physios give you and your whānau proper care and attention. They always try to enhance your mana
- **Empowerment / Manamotuhake:**  
Physios work to support and enable you, your whānau, and your community to take control of your health needs
- **Collaboration / Rangapū, Tō Rangapū:**  
Physios work in partnership with you, your whānau, and other health professionals to achieve shared goals



## ACTIONS

Physios provide person and whānau centred care by:

- Building a relationship with you and your whānau that is based on trust
- Seeing you as a whole person, valuing you for who you are, and behaving in a safe and inclusive manner for you and your whānau
- Building and arranging care around you and your whānau so that your needs and values are met
- Communicating well with you and your whānau
- Receiving information openly, sharing information, and checking that you all understand each other
- Supporting you and your whānau to increase how well you can access and understand information and services for your health
- Supporting you and your whānau to recognise and build your strengths, abilities and confidence
- Supporting you to make choices about your health care that are right for you
- Supporting and encouraging you and your whānau to develop the skills and knowledge you need to be actively involved in your health care
- Working in partnership with you and your whānau to achieve the best outcomes
- Working with you and your whānau to set goals that matter to you, and working with you to achieve these



## OTHER FACTORS

Physios also consider other things that impact on health care, and influence these wherever they can:

- Helping different groups of people to get the same health outcomes as other groups do
- Building relationships with communities to encourage the community to take part in health care and health promotion
- Working with other health professionals to ensure the best care for you and your whānau
- Involving you and your whānau in assessing, designing, managing, and improving health care
- Seeing barriers that prevent you from getting the best care and working to get rid of these

