



Code of Conduct for nurses

DRAFT FOR CONSULTATION

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Introduction

Te Kaunihera Tapuhi o Aotearoa - The Nursing Council of New Zealand (the Council) under the Health Practitioners Competence Assurance Act (the Act) is the responsible authority that governs the practice of nurses. The primary purpose of the Act is to protect the health and safety of members of the public by providing for mechanisms to ensure health practitioners are competent and fit to practise their professions. The Council sets and monitors standards in the interests of the public and the profession. The Council's primary concern is public safety. The Code of Conduct (the Code) outlines the standards of ethical conduct set by the Council under section 118(1)(i) of the Act.

The Code is a set of standards defined by the Council describing the behaviour or conduct that nurses are expected to uphold. The Code provides guidance on appropriate behaviour for

all nurses and can be used by members of the public, nurses, employers, the Council and other bodies to evaluate the behaviour of nurses. Failure to uphold these standards of behaviour could lead to a disciplinary investigation.

Nurses are expected to uphold these standards of conduct while undertaking their professional role. Because nurses must have the trust of the public to undertake their professional role, they must also have an appropriate standard of behaviour in their personal lives.

This Code complements the legal obligations that nurses have under the Act, the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, <https://www.legislation.govt.nz/regulation/public/1996/0078/latest/DLM209080.html> and the Health Information Privacy Code 2020, [Health-Information-Privacy-Code-2020-website-version.pdf](#). The

Act and these Codes can be found at <http://legislation.govt.nz>.

This is not a Code of Ethics – it does not seek to describe all the ethical values of the profession or to provide specific advice on ethical issues, ethical frameworks or ethical decision making. This type of advice is provided by professional organisations.

While mandatory language such as 'must', 'shall' and 'will' has restricted use throughout the Code, it is important for nurses to understand there is an expectation that they will adhere to these standards. The term 'health consumer' has been used in this document as it is used in the Act and the Health and Disability Commissioner Act 1994. It refers to anyone receiving nursing care or services or undergoing a health care procedure.

Te Tiriti o Waitangi

Te Tiriti o Waitangi provides a foundation for working in partnership with Māori to address health inequities and support the provision of safe and effective care. The Code integrates the articles and principles of Te Tiriti to respect the rights of tangata whenua and contribute to improving health outcomes.

Upholding Te Tiriti o Waitangi is an ongoing responsibility. Understanding the disparities in Māori health and health outcomes reflects the requirement to foster respectful, collaborative relationships and work in partnership with Māori. This approach ensures that nursing practice actively contributes to improving Māori health outcomes.

Values underpinning professional conduct

Integrity and te Tika me te Pono

Acting with integrity means consistently aligning behaviour with professional values and principles. Nurses are committed to acting with honesty, fairness, and courage, and doing what is right, even when it is difficult. They are personally accountable for their actions and must be able to justify their decisions. In doing so, nurses reflect te ao Māori values of pono and tika, acting truthfully and with moral integrity, and making decisions that are ethically just. These values guide nurses to uphold the dignity and mana of those in their care, and to practise in ways that are culturally safe and respectful.

Unity and Kotahitanga

Nursing is grounded in relationships – with individuals, whānau, communities, and colleagues. This requires unity, compassion, and a shared sense of purpose. Nurses contribute to a culture of care by building strong, respectful relationships and working together to uphold the health and dignity of all. This reflects kotahitanga and whanaungatanga, where nurses, acting in partnership with each other, with health consumers, their whānau, and other members of the healthcare team, recognise that connection is essential to safe and effective care. These values guide nurses to practise in ways that are inclusive, collaborative, and committed to the wellbeing and safety of the public.

Responsibility and Tiakitanga

Nurses have a duty to safeguard the wellbeing of individuals, whānau, communities, and the environments in which care takes place. This includes physical, emotional, cultural, and spiritual dimensions of health. Practising with tiakitanga means nurses take responsibility for caring and protecting health consumers and their whānau, particularly when people may feel vulnerable, uncertain, or unheard. This responsibility also requires practising with manaakitanga, creating spaces of trust where kindness and respect are central to care, and where all dimensions of health are recognised as essential to health consumers' safety and wellbeing.

Knowledge and Mātauranga

Nursing practice is guided by knowledge - clinical, cultural, and experiential. Nurses have a responsibility to seek understanding, apply evidence and wisdom, and honour the diverse knowledge systems that shape health and wellbeing. Mātauranga reflects the importance of learning, insight, and continuous development. Practising with mātauranga means recognising that knowledge is not fixed, but grows through reflection, experience, and meaningful engagement with others. It requires nurses to critically engage with new information, respect the knowledge of others, including health consumers and their whānau, and apply sound judgement in their practice. By remaining informed, responsive, and open to learning, nurses support public safety.





PRINCIPLE 1.

Respect the dignity of health consumers and their whānau

Standards

To ensure respectful and appropriate practice you must:

- 1.1** Respect the dignity and self-determination of health consumers by recognising diversity, promoting inclusion and treating everyone with kindness, compassion and consideration.
- 1.2** Identify yourself and your role in health consumers' care in a way that fosters connection and trust. This includes providing your full name, title and place of employment.
- 1.3** Ensure the physical environment supports cultural safety and allows health consumers to maintain their privacy, and dignity, where practicable.
- 1.4** Listen to health consumers, ask for and respect their views about their health, and respond to their concerns and preferences as appropriate.
- 1.5** Not prejudice the care you give because you believe a health consumer's behaviour or health choices contributed to their condition.
- 1.6** Not impose your political, religious and cultural beliefs on health consumers, and intervene if you see other health team members doing this.
- 1.7** Inform a health consumer how to access reproductive health services including advice if you have an objection on the ground of conscience to providing the service requested (section 174 of the HPCA Act).





PRINCIPLE 2.

Respect the cultural needs and values of health consumers and their whānau

Standards

To ensure culturally safe care you must:

- 2.1** Reflect on and address your own practice and values that impact on nursing care in relation to people's age, ethnicity, culture, beliefs, gender, gender identity, sexual orientation and/or disability.
- 2.2** Interact with health consumers and their whānau in a manner that upholds their mana and protects their identity, wairua and whakapapa.
- 2.3** Respect the right of all health consumers to express their cultural, spiritual, gender, sexual, and personal identities without discrimination, prejudice, or bias — including takatāpui, Rainbow communities, refugees, and migrant populations. This includes ensuring that homophobia, transphobia, and other forms of identity-based discrimination are not tolerated in any aspect of care.
- 2.4** Establish and maintain culturally responsive relationships that foster trust and acknowledge the impact of historical and ongoing trauma, particularly for Māori and other marginalised populations.
- 2.5** Facilitate access to appropriate cultural support, interpreters, or advocacy services to enable informed participation in care and decision-making.
- 2.6** Recognise Māori as tangata whenua and uphold their rights under Te Tiriti o Waitangi. Take steps to reduce health inequities and address the ongoing impacts of colonisation.
- 2.7** Practise and make decisions in a manner that actively avoids racism, bias, and discrimination. Take appropriate action, including reporting, when racism or inequity is observed in health settings.
- 2.8** Protect the integrity of cultural knowledge, including mātauranga Māori, and ensure its use in practice is respectful, accurate, and free from appropriation or misuse.
- 2.9** Engage with cultural or community representatives, as requested or approved by the health consumer, to ensure culturally appropriate care.

Guidance: Cultural safety

Cultural safety is the effective nursing practice of a person or family/whānau from another culture and is determined by that person or family/whānau. Broader cultural safety includes, but is not restricted to, age or generation, gender identity, sexual orientation, occupation and socioeconomic status, indigenous status or ethnic origin or migrant experience, religious or spiritual belief and disability. The nurse delivering the nursing service will have undertaken a process of reflection on their cultural identity and will recognise the impact their personal culture has on their professional practice. Unsafe cultural practice comprises any actions that diminish, demean or disempower the cultural identity and wellbeing of people.

Kawa Whakaruruhau is cultural safety within a Māori context. This is a foundational concept in Māori health and nursing that articulates

the creation and maintenance of culturally safe environments for Māori health consumers. Kawa Whakaruruhau centres the experiences and aspirations of Māori and requires nurses to engage in sustained critical self-reflection — both professionally and personally. Effective nursing practice includes examining one's own cultural positioning, the dynamics of power within all relationships and the structural conditions that shape Māori experiences of care.

Further information for nurses will be found in the Council's Te Tiriti o Waitangi, Māori Health, Kawa Whakaruruhau, Cultural Safety: Guidance for Nursing Education and Practice document that will be published in February 2026.



PRINCIPLE 3.

Work in partnership with health consumers and their whānau to promote and protect their well-being

Standards

To ensure you work in partnership with health consumers, you must:

- 3.1** Provide information to health consumers that is requested or required and in a way that is honest, accurate and able to be understood.
- 3.2** Uphold manaakitanga and people-centred care by working in partnership with the whānau of health consumers, with the consent of the health consumer, and be respectful and enable their role in the care of the health consumer.
- 3.3** Enable health consumers to lead decisions about their care and involve them, and their whānau where appropriate, in planning care to uphold their right to self-determination.
- 3.4** Meet the language and communication needs of health consumers and their whānau.
- 3.5** Ensure that you have taken reasonable steps to ascertain a health consumer's views where a health consumer is not competent to make an informed choice and give informed consent. This includes contacting someone who has the legal right to make decisions on the health consumers' behalf for their input, ensuring you have taken reasonable steps to find out what matters to the health consumer and that the treatment is in the health consumer's best interest.
- 3.6** Respect health consumers' right to complain and provide them with the opportunity to complain to the health provider, the Health and Disability Commissioner or the Nursing Council.
- 3.7** Advocate for, create opportunities and assist, health consumers to access the appropriate level of health care.
- 3.8** Promote the health and wellbeing of health consumers, communities and population groups experiencing health inequities, including advocating for health equity for Māori.





PRINCIPLE 4.

Act with integrity to justify and maintain trust and confidence in the nursing profession

Standards

To ensure that you act with integrity and maintain trust and confidence in the nursing profession, you must:

- 4.1** Maintain a high standard of professional and personal behaviour (see Guidance: fitness to practise and public confidence), including when you use social media and electronic forms of communication.
- 4.2** Ensure that when making public statements, including on social media, you are not making offensive, abusive, inflammatory or ill-informed statements that may bring discredit to the nursing profession.
- 4.3** Report to your employer or regulatory authority if you believe the health, competence or conduct of a colleague will compromise someone's care, public safety or bring the profession into disrepute. You must act promptly if someone's safety is compromised.
- 4.4** Ensure that your practice is not compromised by the use of alcohol or drugs.
- 4.5** Take appropriate action when someone has suffered harm and follow organisational policies related to incident management and documentation.
- 4.6** Act in ways that cannot be interpreted as, or do not result in, you gaining personal benefit from your nursing position. This includes not misusing your professional position to promote or sell products or services for personal gain.
- 4.7** Not ask for or accept gifts, favours or hospitality from health consumers or their whānau that could be interpreted as gaining a personal benefit from their position. This excludes culturally appropriate gestures such as koha, consumables, or small tokens of appreciation, which should be accepted with sensitivity, transparency, and in accordance with organisational policy.
- 4.8** Not ask for or accept loans or bequests from health consumers or anyone close to them.
- 4.9** Not enter into a business agreement with a health consumer or former health consumer that may result in personal benefit.
- 4.10** Not act for health consumers through representation agreements or accept power of attorney responsibilities to make legal and financial decisions on their behalf.
- 4.11** Declare any personal, financial or commercial interest which could compromise your professional judgement and ensure you only claim benefits or remuneration for the time you were employed or provided nursing services.
- 4.12** Maintain your health and wellbeing to support self-care, and seek assistance if your health or wellbeing threatens your ability to practise safely. Ensure that you declare health conditions that may impact on your ability to perform functions required for the practice of nursing.
- 4.13** Respect the possessions and property of health consumers and respect the property and resources of your employer. Ensure you maintain high standards of professional behaviour in your relationship with your employer and adhere to organisational policy and standards that protect public safety.
- 4.14** Maintain a professional boundary between you and health consumers, their partner and whānau, and other people they have nominated to be involved in their care.
- 4.15** Not engage in sexual or intimate behaviour or relationships with health consumers, previous health consumers, or with those close to them.
- 4.16** Ensure if you take part in research, that it is in accordance with recognised guidelines, including confirming the research has the appropriate ethical clearance, and does not violate your duty of care.
- 4.17** Ensure that you only prescribe for health consumers under your care if you have prescribing rights and do not prescribe for yourself, family or friends, other than in exceptional circumstances.

Guidance: Escalating concerns

- You have an ethical obligation to raise concerns about issues, wrongdoings or risks you may have witnessed, observed or been made aware of within the practice setting that could endanger people. This includes acts of discrimination or racism that prevent people receiving appropriate and timely care. Put the interests, health and safety of people first.
- If you are unsure, seek advice from a senior colleague or professional organisation.
- Raise your concerns with colleagues or other members of the team if they are contributing to your concerns.
- Formally raise your concerns with your manager or a senior person within your employment situation. Escalate your concerns to a higher level within your employing organisation if the issue is not resolved.
- If your efforts to resolve the situation within the workplace continue to be unsatisfactory, escalate your concerns to another body, e.g. Ministry of Health, Health and Disability Commissioner, Nursing Council or other health professional regulatory authority.
- Familiarise yourself with the Protected Disclosures (Protection of Whistleblowers) Act 2022, to understand the protections afforded to you during this process.

Guidance: Professional boundaries

- Be friendly but avoid developing a friendship or close relationship with health consumers, or people who have formerly been in your care, which can blur the lines of the therapeutic relationship.
- Maintain professional boundaries in the use of social media. Keep your personal and professional lives separate as far as possible.
- Online and in-person relationships with people that are currently or have formerly been in your care are inappropriate in most circumstances. Using social media or electronic communication to build or pursue personal relationships with people currently or formerly in your care

may raise concerns about a nurse's professional boundaries.

- Text messaging may be an appropriate form of professional communication, e.g. reminding health consumers about appointments. Nurses must be aware of professional boundaries and ensure communication via text is not misinterpreted by health consumers or used to build or pursue personal relationships.
- You should seek the reassignment of care, if possible, of health consumers with whom you have a pre-existing, non-professional relationship.
- Sexual relationships between nurses and persons with whom

they have previously entered into a professional relationship are inappropriate in most circumstances. Such relationships automatically raise serious questions of integrity in relation to nurses exploiting the vulnerability of persons who are or who have been in their care. Consent is not an acceptable defence in the case of sexual or intimate behaviour within such relationships.

- Ensure that you do not use your nursing position to give unfair advantage to friends or whānau over others (e.g. accessing services or resources ahead of others with greater clinical need).

Guidance: Professional misconduct

- The grounds on which a nurse may be disciplined are stated in section 100 of the Act. A nurse may be disciplined if the Health Practitioners Disciplinary Tribunal finds the nurse guilty of professional misconduct because of an act or omission that amounts to malpractice or negligence, or they have brought, or are likely to bring, discredit to the profession.
- Other grounds for discipline under the Act are if the nurse is convicted of an offence that reflects adversely on their fitness to practise, practising without a practising certificate, or practising outside their scope of practise or the conditions included in their scope of practice.

Guidance: Fitness to practise and public confidence

- If you undertake unlawful or unethical actions in your personal life they will reflect adversely on your fitness to practise (and be of concern to the Nursing Council and other agencies) or may bring discredit to the profession.
- Other behaviour may not lead to criminal or regulatory disciplinary proceedings but may be a matter of public confidence, i.e. it might reduce the trust that an individual has in you or reflect badly on the profession as a whole.

Guidance: Self care

Nurses must take proactive steps to maintain their own physical, emotional, and psychological well-being as part of their professional responsibility. Well-being is not only an individual concern but also a shared commitment within the nursing profession. To uphold public trust and deliver safe, competent, and compassionate care, nurses are expected to:

- Recognise and respond to signs of stressors, fatigue, and burnout, in themselves and in others, and seek or offer support when needed.
- Seek appropriate support and resources to maintain personal health and resilience, including culturally grounded and relational practices that promote collective wellbeing.
- Establish and maintain boundaries that protect well-being and professional integrity, while respecting the relational dynamics within teams and communities.
- Engage in restorative practices that sustain capacity to meet the demands of nursing practice.
- Refrain from providing care when impaired by illness, exhaustion, or other factors that compromise safe practice, and trust in the collective responsibility of the team to uphold safe care.





PRINCIPLE 5.

Maintain the trust of health consumers and their whānau by providing safe and competent care

Standards

To ensure that you maintain the trust of health consumers and their whānau, you must:

- 5.1** Use the required knowledge and skill when assessing the health needs of health consumers and planning, implementing and evaluating their care.
- 5.2** Be readily accessible to health consumers, their whānau, and colleagues when you are on duty.
- 5.3** Keep your professional knowledge and skills up to date, actively engaging in relevant professional development opportunities.
- 5.4** Ensure all health services you provide are consistent with your education, assessed competence and scope of practice. This includes administering and prescribing medicines in accordance with established standards and guidelines.
- 5.5** Ensure that you ask for advice and assistance from colleagues if you feel unsure or lack confidence in providing care or when the complexity of a health consumer's health needs is beyond your knowledge and skill.
- 5.6** Provide care based on the best available evidence and best practice guidelines.
- 5.7** Document healthcare provided clearly and accurately and in a way that is accessible to other health care providers. (see Guidance: documentation).
- 5.8** Ensure the use of complementary or alternative therapies, including cosmetic therapies, is safe and in the best interest of health consumers.
- 5.9** Offer assistance in an emergency that takes into account your skill, competence, your safety and the availability of other options.
- 5.10** Take steps to minimise risk and ensure your care does not harm the health or safety of people in your care.
- 5.11** Not obstruct, intimidate, victimise, or hinder a colleague, health consumers and their whānau, or a member of the public who wants to raise a concern.
- 5.12** Ensure that if you are providing telehealth services to health consumers that you maintain the same standards of practice as you would in person.





PRINCIPLE 6.

Respect health consumers' privacy and confidentiality

Standards

To ensure you respect the privacy and confidentiality of health consumers, you must:

- 6.1** Protect the privacy of health consumers' personal information.
- 6.2** Treat information gained from health consumers as confidential and use it for professional purposes only.
- 6.3** Use your professional judgement so that concerns about privacy do not compromise the information you give to health consumers or their involvement in care planning.
- 6.4** Discuss with health consumers when it is necessary to disclose information to others in the health care team and outline what information will be disclosed.
- 6.5** Gain consent from health consumers to disclose information to others. In the absence of consent, refer to the Health Information Privacy Code 2020.
- 6.6** Ensure health records are stored securely and only accessed or removed for the purpose of providing or evaluating care.
- 6.7** Ensure that the personal or health information of health consumers is accessed and disclosed only as necessary for providing care by you, or for the provision of portfolios.
- 6.8** Maintain the confidentiality and privacy of health consumers by not discussing them, or practice issues, in public spaces including social media. A person in your care could be identified even when no names are used.

Guidance: Confidentiality and privacy in the health context

Confidentiality and privacy are related, but distinct, concepts. Any personal information learned by the nurse during the course of the treatment of health consumers must be safeguarded by that nurse. Such information may only be disclosed to other members of the health care team for health care purposes. Confidential information should be shared only with the health consumer's informed consent, when legally required or where failure to disclose the information could result in significant harm. Beyond these very limited exceptions the nurse's obligation to safeguard such confidential information is universal.

Privacy relates to health consumer's expectations and right to be treated with dignity and respect. Effective relationships between nurses and health consumers are built on trust. People need to be confident that their most personal information and their basic dignity will be protected by the nurse. Health consumers will be hesitant to disclose personal information if they fear it will be disseminated beyond those who have a legitimate 'need to know'. Any breach of this trust, even inadvertent, damages the particular relationship nurses have with health consumers and the general trustworthiness of the profession of nursing.

Guidance: Documentation

- Keep clear, legible and accurate records of the discussions you have, the assessments you make, the care and medicines you give, and how effective these have been.
- Complete records as soon as possible after an event has occurred.
- Do not tamper with original records in any way.
- Do not amend records unless the amendment is clearly identified as being retrospective.
- Ensure any entries you make in health consumers' records are clearly and legibly signed, dated and timed.
- Ensure any entries you make in health consumers' electronic records are clearly attributable to you.
- Ensure all records are kept securely.



PRINCIPLE 7.

Work respectfully with colleagues and students to best meet the needs of health consumers

Standards

To ensure you work respectfully with colleagues and students to meet the needs of health consumers, you must:

- 7.1** Treat colleagues and students with respect, working with them in a professional, collaborative and cooperative manner. Recognise that others have a right to hold different opinions.
- 7.2** Acknowledge the experience and expertise of colleagues and respect the contribution of all practitioners involved in the care of health consumers.
- 7.3** Communicate clearly, effectively, respectfully and promptly with other nurses, students and health care professionals caring for people and when referring or transferring care to another health professional or service provider.
- 7.4** Ensure your behaviour towards colleagues and students is always respectful and does not include dismissiveness, indifference, racism, bullying, verbal abuse, harassment, sexual harassment or discrimination. Do not discuss colleagues or students in public places or on social media and other electronic communication media.
- 7.5** Contribute to a professional culture that supports and upholds this Code, including not ignoring, engaging in or excusing behaviour that could be perceived as bullying or harassment.
- 7.6** Ensure that any concerns about the competence or practice of other practitioners should be raised without delay, with more senior practitioners, management, or the Nursing Council.
- 7.7** Ensure that you do not criticise the care provided by other health practitioners and students in front of health consumers. Work to protect the safety of colleagues and manage the risk of harm by working respectfully with those involved.
- 7.8** Work with your colleagues and your employer to monitor the quality of your work and maintain the safety of health consumers, including engaging in processes put in place to improve or monitor practice.
- 7.9** Support, mentor and teach colleagues and other members of the health care team, especially students and those who are inexperienced.
- 7.10** Ensure when you delegate nursing activities to members of the healthcare team, that they have the appropriate knowledge and skills, and know when to report findings and ask for assistance.
- 7.11** Intervene to stop unsafe, incompetent, racist, unethical or unlawful practice. Discuss the issues with those involved. Document and report your concerns to an appropriate person at the earliest opportunity and take other actions necessary to safeguard members of the public.
- 7.12** Use a recognised ethical code or framework to assist you and your colleagues in ethical decision making, e.g. New Zealand Nurses Organisation Code of Ethics.

Glossary

Accountable	Being answerable for your decisions and actions.	Cultural safety	Cultural safety is the effective nursing practice of a person or family/whānau from another culture and is determined by that person or family/whānau. Broader cultural safety includes, but is not restricted to, age or generation, gender identity, sexual orientation, occupation and socioeconomic status, indigenous status or ethnic origin or migrant experience, religious or spiritual belief and disability. The nurse delivering the nursing service will have undertaken a process of reflection on their cultural identity and will recognise the impact their personal culture has on their professional practice. Unsafe cultural practice comprises any actions that diminish, demean or disempower the cultural identity and wellbeing of people. ²
Bias	To have an inclination or prejudice for or against one person or group, especially in a way considered to be unfair.	Discrimination	The unjust or prejudicial treatment of different categories of people, especially on the grounds of ethnicity, age, sex, gender identity or disability.
Bullying	Workplace bullying is repeated and unreasonable behaviour directed towards a worker or group of workers. It can lead to physical or psychological harm. Bullying creates a health and safety risk, with power imbalances often involved. It's not a single incident but a pattern of actions like intimidation, humiliation, or undermining, which can range from verbal abuse and social exclusion to sabotaging work or threats. ¹	Fitness to practise	Standards of behaviour in the professional role and outside of work which, if not adhered to, would indicate the nurse may harm a health consumer.
Collaborative	Work together and co-operate with each other.	Gender identity	Gender identity refers to a person's deeply felt, internal and individual experience of gender, which may or may not correspond to the person's physiology or designated sex at birth. ³
Colleagues	Includes other nurses, students, other health practitioners, members of the health care team and others lawfully involved in the care of the health consumer.	Health consumer	An individual who receives nursing care or services. This term represents patient, client, resident, or disability consumer. This term is used in the Health Practitioners Competence Assurance Act 2003.
Colonisation	The action or process of settling among and establishing control over the Indigenous people of an area.	Health inequities	Health inequities are systematic differences in the health status of different population groups. These inequities have significant social and economic costs both to individuals and societies. ⁴
Competence	The combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a nurse.		
Culture	Refers to the beliefs and practices common to any particular group of people.		

1 [Examples of bullying behaviour | WorkSafe](#)

2 <https://www.nursingcouncil.org.nz/common/Uploaded%20files/Public/Nursing/Standards%20and%20Guidelines%20for%20Nurses/Guidelines-for-cultural-safety-TW.pdf>

3 <https://www.who.int/health-topics/gender>

4 <https://www.who.int/news-room/facts-in-pictures/detail/health-inequities-and-their-causes>

Homophobia	Discrimination towards gay or lesbian people, and people of other diverse sexualities. This may include negative stereotyping or denying the existence of gay and lesbian people, verbal or physical harassment, or microaggressions. ⁵
Intersex	An umbrella term that describes people born with differences in sex traits or reproductive anatomy. ⁶
Kawa Whakaruruhau	Kawa Whakaruruhau is cultural safety within a Māori context. This is a foundational concept in Māori health and nursing that articulates the creation and maintenance of culturally safe environments for Māori health consumers. Kawa Whakaruruhau centres the experiences and aspirations of Māori and requires nurses to engage in sustained critical self-reflection — both professionally and personally. Effective nursing practice includes examining one's own cultural positioning, the dynamics of power within all relationships and the structural conditions that shape Māori experiences of care.
Koha	Koha is a gift or donation given in accordance with kawa (Māori protocol). It is generally a gift where a person or organisation is acknowledged for a specific contribution or service.
Kotahitanga	Kotahitanga means oneness or unity and expresses the idea of collective action or responsibility. There will not always be agreement on all things at all times, but alignment is needed on core issues or plans. ⁷

Mana	Mana refers to power, prestige, leadership or authority bestowed, gained or inherited individually or collectively. It infers that each individual has the right to determine their own destiny upon their own authority. Mana is an influencing factor in leadership and interpersonal and inter-group relationships. ⁸
Manaakitanga	Manaakitanga is a powerful way of expressing how Māori communities care about each other's wellbeing, nurture relationships, and engage with one another. Manaakitanga also extends to the whenua that needs care in order to ensure sustainability for future generations. The value of manaakitanga is often expressed through the responsibility to provide hospitality and protection. Manaakitanga derives from two words - 'mana' and 'aki'. Mana is a condition that holds everything in the highest regard. Aki means to uphold or support. Extending manaakitanga requires respect, humility, kindness and honesty. ⁹
Mātauranga	Is a te reo Māori word meaning knowledge, wisdom and understanding. It can also refer to education or a knowledgeable person. Mātauranga Māori is broadly defined as a body of knowledge, experience, values and philosophy of Māori. ^{10,11}
Non-binary	An umbrella term for all genders other than just woman or man. ¹²
Nurse	Means an enrolled nurse, registered nurse or nurse practitioner.

5 [InsideOUT Terminology Handout](#)

6 [InsideOUT Terminology Handout](#)

7 [kotahitanga - Te Aka Māori Dictionary](#)

8 [mana - Te Aka Māori Dictionary](#)

9 <https://houkura.nz/value-report-manaakitanga>

10 [mātauranga - Te Aka Māori Dictionary](#)

11 Mead, H. M. (2016). *Tikanga Māori: Living by Māori values* (Rev. ed.). Huia Publishers.

12 [InsideOUT Terminology Handout](#)

Pono	A te ao Māori term meaning to be true, valid, honest, genuine, sincere. ^{13,14}
Practising certificate	A renewable certificate issued by the Nursing Council of New Zealand, which entitles a nurse to practise for the period specified.
Public confidence	The public's trust in individual nurses and the nursing profession.
Racism	The Human Rights Commission describes racism as "any individual action, or institutional practice backed by institutional power, which subordinates or negatively affects people because of their ethnicity." This means racism is any belief in the superiority of one group over another, or any behaviour or system that overpowers or negatively impacts people because of their ethnicity or the colour of their skin. There are many forms of racism. It can be hidden or obvious, conscious or unconscious. ¹⁵
Rainbow communities	An umbrella term to refer to all members of our LGBTQIA+ communities, describing people of diverse sexualities, genders, and variations in sex characteristics.
Self determination	The process by which a person controls their own life and makes decisions about their own health. For Māori, self-determination also links to Mana Motuhake (Article II – Unique and Indigenous) - enabling the right for Māori to be Māori and to exercise self-determination over their lives and to live on Māori terms according to Māori philosophies, values and practices, including tikanga Māori. ¹⁶

Social media	Internet or web-based technologies that allow people to connect, communicate and interact in real time to share and exchange information.
Takatāpui	A traditional term, reclaimed to embrace all Māori who identify with diverse sexes, genders and sexualities. Takatāpui denotes a spiritual and cultural connection to the past. It is best understood within its cultural context and may mean something different to each person. ¹⁷
Tangata whenua	A te ao Māori term meaning the indigenous people of the land. In Aotearoa New Zealand, tangata whenua refers to Māori. ¹⁸
Te Tika me te Pono	This refers to taking responsibility to commit to doing things right. This can include embracing the differences of others, holding ourselves and each other accountable, and taking responsibility to do what we say we will.
Te Tiriti o Waitangi	One of the founding documents for Aotearoa New Zealand signed in 1840 by the Māori people and the British Crown.
Tika	Tika refers to what is right and what is good for any particular situation. To act in a way that is tika is to be correct, true, just, fair, accurate, and appropriate. ¹⁹
Tiakitanga	A te ao Māori concept that broadly means guardianship, care, and protection, often with a strong sense of responsibility and reciprocity. It comes from the root word tiaki, which means to guard, keep, or care for. ²⁰
Transgender	A term that describes a wide variety of people whose gender identity is different from the sex they were assigned at birth. ²¹

13 [pono - Te Aka Māori Dictionary](#)

14 Mead, H. M. (2016). *Tikanga Māori: Living by Māori values* (Rev. ed.). Huia Publishers.

15 [National Action Plan Against Racism | New Zealand Ministry of Justice](#)

16 <https://www.health.govt.nz/publication/whakamaua-maori-health-action-plan-2020-2025>

17 [InsideOUT Terminology Handout](#)

18 [tangata whenua - Te Aka Māori Dictionary](#)

19 [tika - Te Aka Māori Dictionary](#)

20 [tiakitanga - Te Aka Māori Dictionary](#)

21 [InsideOUT Terminology Handout](#)

Transphobia	Discrimination towards trans and gender diverse people. This includes negative stereotyping or denying the existence of trans, non-binary, and gender diverse people, verbal or physical harassment, or microaggressions. ²²
Wairua	Wairua is the emotional and spiritual side of a person that remains even when the body no longer exists. This includes the spiritual essence of all beings and creatures of the natural world, including animals and human beings. Wairua is also described as a soul or spirit which can be energised or subjected to damage by external factors that can greatly affect a person. ^{23,24}
Whakapapa	Whakapapa refers to relationships; the term encompasses the quality of those relationships, the reasons for their formation and the structures or processes that have been established to support them.
Whānau	Whānau refers to family, extended family and family groups. It is a familiar term of address to a number of people. In the modern context the term is also sometimes used to include friends who may not have any kinship ties to other members. ²⁵
Whanaungatanga	Relationships and connections are central to Māori and Māori wellbeing. Whanaungatanga is about forming and maintaining relationships and strengthening ties between kin and communities. This value is the essential glue that binds people together, providing the foundation for a sense of unity, belonging and cohesion. ²⁶

22 [InsideOUT Terminology Handout](#)

23 [wairua - Te Aka Māori Dictionary](#)

24 [Principle 4: Wairua & Mauri - data.govt.nz](#)

25 [whānau - Te Aka Māori Dictionary](#)

26 <https://www.imsb.maori.nz/maori-wellbeing-in-tamaki-makaurau/whanaungatanga/>



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