



Bilingual Signage Project Te Pae Tiaki | ED

JODIE PILKINTON-CHING | TE WHATU ORA CAPITAL, COAST & HUTT VALLEY

Outline

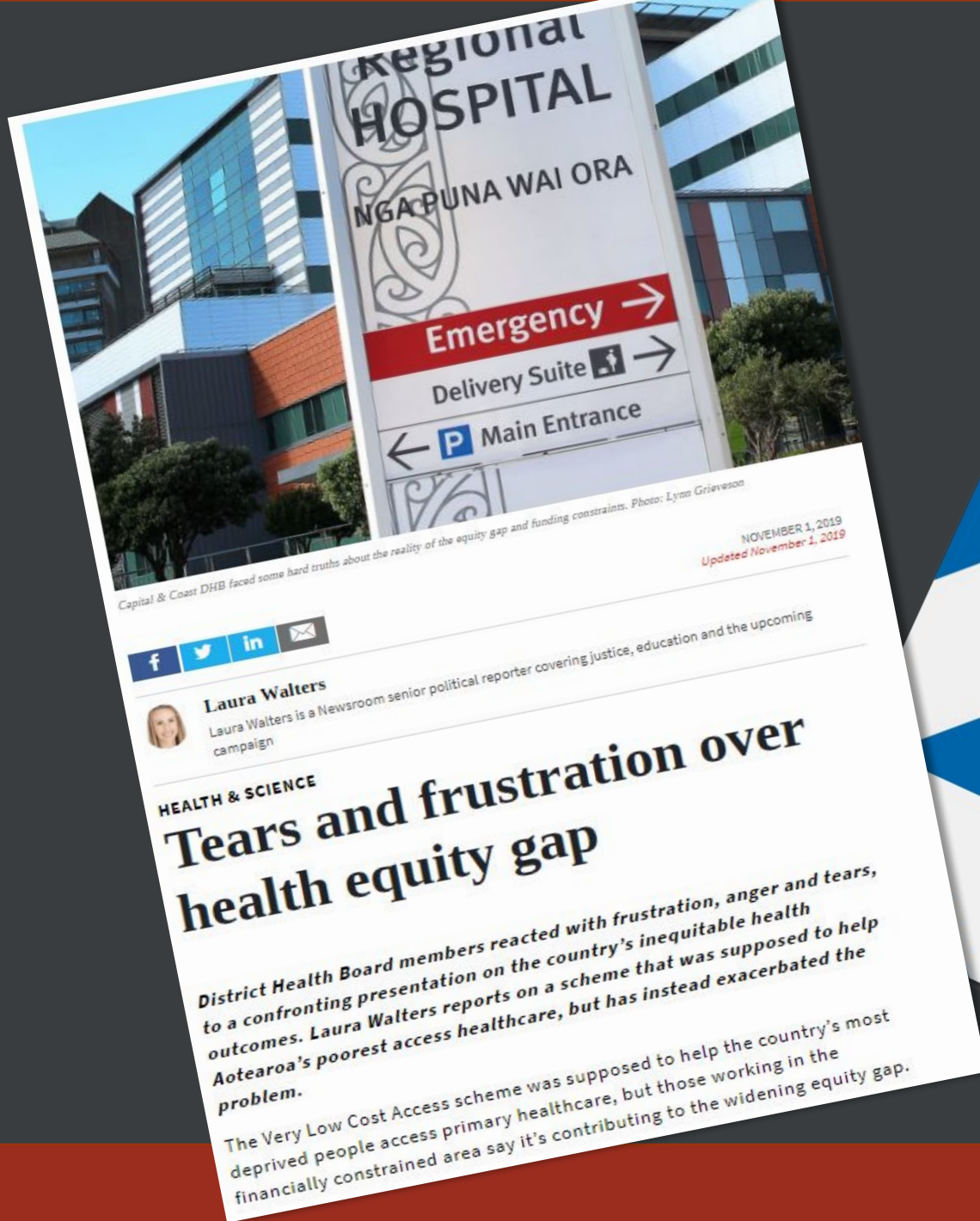
1. The Context
2. The 'Why'
3. The Method
4. Reflection
5. Current context
6. Suggestions
7. Q&A

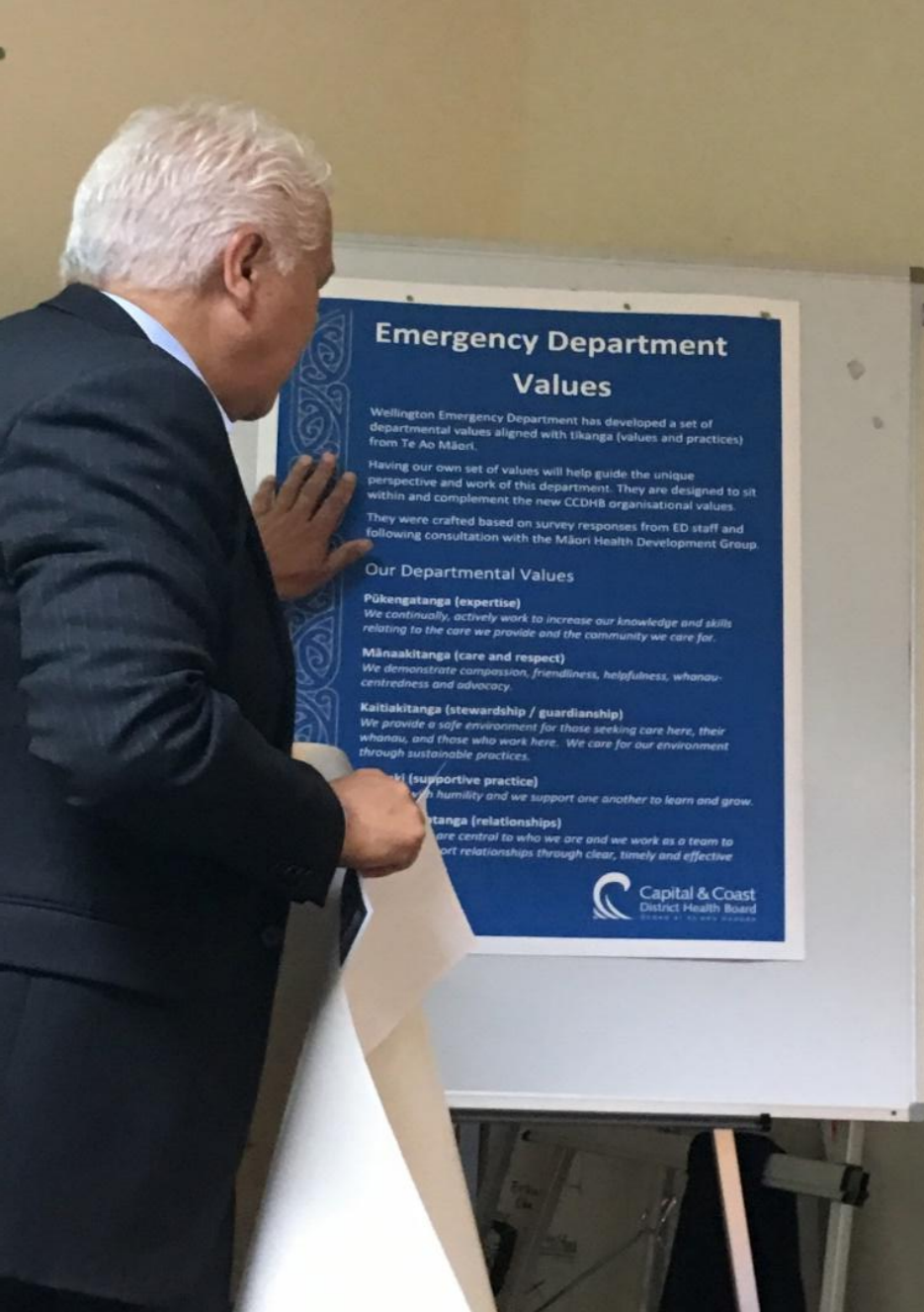












Our Departmental Values

Pūkengatanga (expertise)

We continually, actively work to increase our knowledge and skills relating to the care we provide and the community we care for.

Manaakitanga (care and respect)

We demonstrate compassion, friendliness, helpfulness, whanau-centredness and advocacy.

Kaitiakitanga (stewardship / guardianship)

We provide a safe environment for those seeking care here, their whanau, and those who work here. We care for our environment through sustainable practices.

Māhaki (supportive practice)

We lead with humility and we support one another to learn and grow.

Whānaungatanga (relationships)

Relationships are central to who we are and we work as a team to build and support relationships through clear, timely and effective communication.

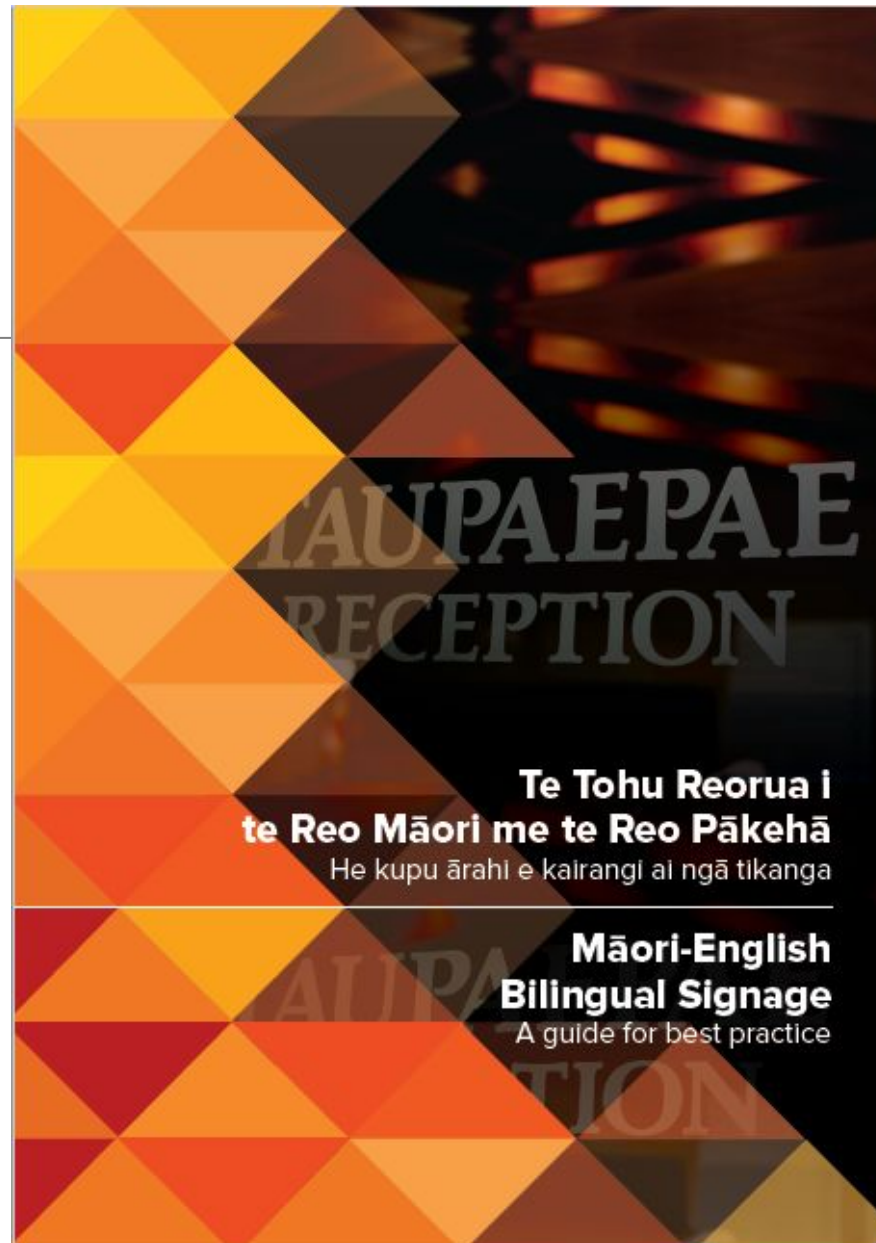
The method

- ❖ Project plan & roles
- ❖ Partnership with ED Māori Advisory Group
- ❖ Consultation with CCDHB Māori Health Development Group
- ❖ Facilities management
- ❖ Quote from signage company
- ❖ Business case approval
- ❖ Translation List
 - Decision making by Māori
 - Expert translator
 - Consultation & collaboration

Te reo Māori text	Updated English text
Tangi Te Keo	Seminar Room 1
Pukeahu	Seminar Room 2
Tari Tapuhi Mātāmua	Senior Nurses Office
Kaiwhakahaere Rōpū Mahi	Team Administrator
Rūma Kaimahi	Staff room
Wāhi Paru	Dirty Utility
Wāhi Whakahaere	Administration Area
Whakapai Whare	Cleaning Supplies Room
Tari Tākuta Kaitohutohu	Consultants Office
Tari Kaiwhakahaere Tapuhi	Nurse Manager Office
Pou Haumanu	Clinical Leader Office
Wāhi Whakaata o Te Pae Tiaki	Emergency Department Radiology
Te Pae Whakaata roto	Radiology Reception
Wāhi Tamariki	Paediatric Zone (new)
Rohe Kikorangi	Blue Zone
Rohe Kōura	Gold Zone
Wāhi Tamariki	Paediatric Zone (new)
Kaiwhakarite Rerenga Tūroto	Patient Flow Coordinator
Wāhi Mātakitaki	ED Observation Unit
Te rūma uiui 1	Interview room 1
Te rūma uiui 2	Interview room 2
Wāhi Whakaata roto	X-ray
Wharepaku	Toilet & Shower
Wāhi Rongoā	Clean Utility
Wāhi Paru	Dirty utility
Ara ki Waho	Way Out
Kia tūpato tōia	Beware These door open towards you
Tamariki me te Whānau	Children & Family Room
Wāhi Tamariki	Paediatric Zone
Rokiroki Āhuatanga Ohore	Major Incident Storage
Te Rūma Whānau	Family Room
Tapuhi Aromatawai	Triage Nurse
Te Pae Whakatau	ED Reception
Rūma Matua	Parent Room

Translation decisions

Best practice guidelines



A. Responsive and accessible services

- Are you clear about where bilingual signage should be included?
- Is bilingual signage present in key services and products you deliver?
- Have you identified key services and products that are more likely to be accessed by Māori?
- How can you encourage staff and service users to use te reo Māori?

B. Visibility of language

- Is all external signage bilingual?
- Is your welcome sign bilingual?
- Is your environment welcoming?
- Where appropriate, is directional and instructional signage bilingual?

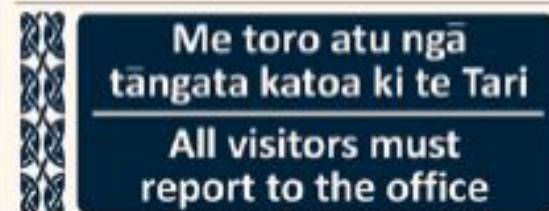
Tip: In relation to websites, agencies could choose to have bilingual signage on the same page, or alternative monolingual pages where one language dominates.

C. Equality of language

- Is the Māori and English treated equally in size and space?
- Is it easy to differentiate the Māori from the English?
- Is the Māori on top if stacked? Or on the left-hand side, if side by side?
- Can the eye easily follow navigation cues without confusion?
- Can you amend your logo to incorporate equality between English and te reo Māori?

D. Quality of language

- Has a certified translator checked your translation?
- Have macrons been applied if necessary?
- Have you engaged local iwi and hapū?
- Does your graphic designer understand bilingual signage principles?



Wharepaku | Toilets



Artwork Specifications

Existing



Side A

← Wāhi Tamariki | Paediatric Zone

Side B

Wāhi Tamariki | Paediatric Zone →

g2) 35mm cap height, x 1 (double sided)

Black out vinyl

*Available max space 800 x 190mm

Existing



← Wāhi Tamariki

g3) 35mm cap height, x 1

Black out vinyl

*Available max space 800 x 145mm

Existing



large sign above entrance sliding doors, above corridor & above EDOU reception

Wāhi Mātakitaki
ED Observation Unit

D Replace Panel

Existing



large above PFC desk - with new purple sticker

Kaiwhakarite Rerenga Tūroro | Patient Flow Coordinator

n) 2070 x 150mm, x 1

Digital print

Artwork Specifications

Existing



large overhead sign outside B3, A4 & R1; inside

Ara ki Waho | Way Out ↑

m1) 35mm cap height, x 1

Black out vinyl

*Available max space 900 x 135mm

Side A

Tamariki me te Whānau
Children & Family Room

Side B

Tamariki me te Whānau
Children & Family Room

o) 795 x 250mm, x 1 (double sided)

Digital print overlay



overhead lrg sign 2 sides - children's waiting room

Tangi Keo - Seminar 1 -

It is believed Tangi-te-keo, (Mt Victoria) was named after the soul of Whātaītai, which, after leaving the taniwha's body, flew up to the top of this hill in the shape of a bird and proceeded to tangi (weep and mourn)

Pukeahu - Seminar 2 –

This area is known as Pukeahu – meaning a sacred hill. An ahu is a sacred mound used for ceremonies. It was used as a pā (fortified village) by Te Ati Awa – the tribe from Taranaki who settled in Te Whanganui a Tara







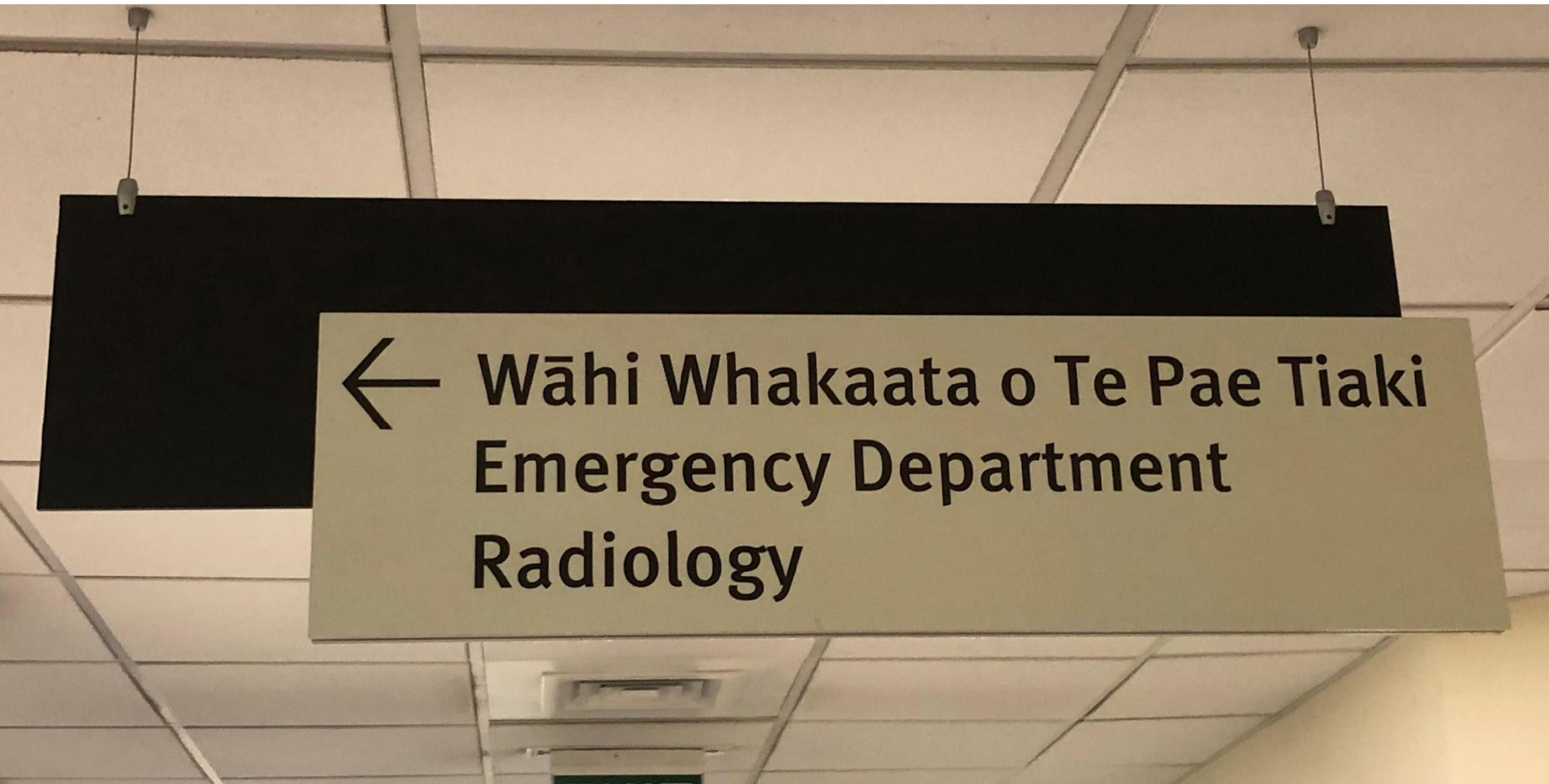
Te Kākahu - Te Iti Kahurangi - courtesy of Te Whare Wānaga o Otago Pōneke - Otago University Wellington



Tamariki me te Whānau Children & Family Room

**Tapuhi Aromatawai
Triage Nurse**





← Wāhi Whakaata o Te Pae Tiaki
Emergency Department
Radiology

**Te Pae Whakatau
ED Reception**

TE PAE TIAKI EMERGENCY DEPARTMENT



QUESTIONS?

References & Resources

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<https://www.reomaori.co.nz/>