An impromptu kōrero with Nina Puhina Buxton accessible transcript

Video link: <https://www.youtube.com/watch?v=JyBZtZyh2n4>

**Visual: The video opens with a title screen with two pillars of Māori art on each side of the following words: ‘Recently we were lucky enough to record an impromptu kōrero from a wonderful kuia. This is her story.’**

Audio: Soft piano music begins to play.

**Visual: The title screen fades slowly to a close-up of a whānau photo of Nina sitting surrounded by her whānau. She is wearing feathers in her hair and a large taonga around her neck. Wrapped around her is a cloak.**

Audio: [Nina] Well, you know, when I went in the only people there were …

**Visual: The shot changes to a photo hanging on a pillar in the house. It shows an older man leaning against a white ute.**

Audio: … the nurses, who couldn't speak Māori.

**Visual: The shot changes to one of another photograph in a wooden frame. It is a black and white photo of one of Nina’s tūpuna. She has long dark hair, a moko kauae and wears a cloak.**

Audio: It wasn't their fault, but they weren't mindful of that process.

**Visual: The shot changes to show Nina. She has short grey hair and glasses and is wearing a flowery blouse. She sits on a chair in the middle of her lounge with a blanket over her knees. Behind her is her walker. The Te Tāhū Hauora logo appears in the lower part of the screen, along with the words: Nina Puhina Buxton, Consumer.**

Audio: They didn't take note that I minded that they couldn't speak, understand me, which was because at the time when I came out of it, I couldn't speak English; I only spoke Māori. Now, that's a problem. And as much as they tried to speak English [laughter] I couldn't. So, yeah it was a real problem at the time.

[Angie] It was.

**Visual: The shot changes to a closer up shot of Nina. She laughs and takes off her glasses.**

Audio: Oh dear. Laugh now but I wasn't laughing at the time.

[Angie] No.

**Visual: The shot changes to one of Nina’s daughter, Angie Smith. She sits on a lounge chair. She has on a pink collared shirt, long earrings and glasses with dark rims. She lifts her glasses to wipe tears from her eyes.**

Audio: [Angie] So, we know that harm does occur …

**Visual: The shot changes to one of Angie slightly further away from the camera than in the previous one.**

Audio: … but how can we ensure that we learn from that harm done without any judgment or any blame on anyone.

**Visual: The video closes with a title screen that contains a pillar of Māori art on each side of the screen. In the middle of the screen are the words, ‘For more information go to: hqsc.govt.nz/harmpolicy’. Below these words, the Te Tāhū Hauora Health Quality & Safety Commission and the New Zealand Government logos appear.**

**The video ends.**