



ANNUAL REPORT

2019-2020

Tautokona te whānau kia whai hua, kia angitū.
Supporting whānau success



Whānau Ora
COMMISSIONING AGENCY

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MIHI

Ao te pō, pō te ao,
ko tō te whānau mana kei runga.

Kei ngā mana o te Wāhi Ngaro, kei ngā atua o te taiao, kei ngā tūpuna kua tau ki te pae kahurangi, nei rā mātou e tuohu atu nei, e mihi atu nei, e tangi atu nei. Me mihi ka tika hoki koutou i takahi i te ara ki tua o te ārai i tēnei tau whanokē, i a tātou e rongorongo nei i ngā taimahatanga o te mate urutā. Nā konei ka hoki ngā mahara ki ngā tūpuna i rongorongo i te pōuri nui o te mate urutā nui o tērā rautau, i kahakina ai ngā mano ki te pō. Tauārai o te pō, tītoko ki te ao mārama.

Kei te pito ora, e rere atu nei ngā mihi a te Pou Kōmihana o Whānau Ora ki ngā tini tōpito o tō tātou whenua houkura, o Aotearoa. Aro pū atu ana ki Te Ika-a-Māui, ki ngā marae, ki ngā hapori, ki ngā whānau e kōtuia ana ki tō tātou kahu manaaki, mea nei te pūrongo ā-tau a te Poari o te Pou Kōmihana o Whānau Ora.

E kapi ana i tēnei pūrongo he kōrero nā ngā whānau me ngā pou whakarato o tō tātou kahu manaaki mō ngā ara kua whāia e rātou e taunakitia ai ngā whānau o te motu, kia whanake ai, kia whakaūngia ai tō rātou mana me tō rātou rangatiratanga, me te aha, kia tū ai rātou hei amorangi mō ō rātou whānau, mō ō rātou hapori.

Kua whanake tō tātou kahu manaaki e ai ki ngā tirohanga Māori, ki ngā whakapono Māori, ki ngā tikanga Māori anō. Nā te mate karauna i kitea ai e iwi kē tō tātou wāhi nui hei pou waha kōrero, hei pou atawhai hoki mō ō tātou whānau, me te aha, hohoro ana te aronga ki ngā matenui o te whānau. Nā te rangatira o ngā mahi ārahi huri i ngā pou whakarato o tō tātou kahu manaaki i horo ai te whakaritenga mai o ngā wāhi mātai mate karauna ki ō tātou hapori, i horo anō ai te horapatanga o ngā rawa ki ngā whānau huri noa i Te Ika-a-Māui. Inā te mahi, he rangatira!

Ko Whānau Ora kei te tihi o Mahara i te ao, i te pō. Nā te tū hei pou kōkiri, hei pou taunaki mō ō tātou whānau, tamariki mai, pakeke mai, kaumātua mai, i ngā rā o te mate karauna, i kitea ai ngā pūkenga nui o tō tātou kahu manaaki. E kore hoki ngā mihi e pau ki te tini me te mano, nā tō koutou whakawhanaungatanga, nā tō koutou manaakitanga, i whai hua ai ko ngā rau whānau. Ko koutou tonu ngā hoa haere mō ngā whānau nō rātou ka tārai i ō rātou anō ao. Ki te riro mā te whānau tonu tōna anō āpōpō e tārai, hei reira tutuki ai ngā wawata huri i ngā whakareanga, ka whanake ko te kura whānau, ka whanake hoki ko te kura hapori.

Nā te whānau, mā te whānau, mō te whānau - koiane i ko Whānau Ora.



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MESSAGE FROM THE CHAIR



“This years annual report is a showcase of the extraordinary work done during the pandemic of COVID-19 by Whānau Ora and our invaluable partners.”

Merepeka Raukawa-Tait
Chair, Whānau Ora Commissioning Agency

Once COVID-19 hit we executed a solid plan by collectively generating a workforce unrivalled by any other agency in this country. Whānau Ora immediately organised thousands and thousands of hygiene packs which were distributed to our partners who then deployed staff and volunteers to deliver them safely to whānau.

We implemented a plan to communicate with as many of our people as we could – particularly the vulnerable and those living alone – many of course our kaumātua. This is where technology played an enormous part with free 0800 help lines and social media platforms used to contact, inform and update everyone. From our kaumātua the response was one of utter relief that someone was looking out for them, taking care of them and knocking on their door with much needed supplies and a kōrero.

COVID-19 testing stations were set up at easily accessible points around the country – some of our partners went so far as to establish mobile testing units for rural areas so even the most isolated could be tested for this virus.

Our people on the ground were always extremely safe wearing PPE gear and assigned a set role from the onset

– whether that was to drive the vehicle with the packs or carry them to the door. There was no workplace hierarchy during COVID, everyone did their part seven days a week, especially during lockdown. Whānau Ora as a collective were relentless in our pursuit to take care of whānau. We are also so grateful to members of the New Zealand Police and New Zealand military personnel who offered their services, vehicles and manpower to assist us with this huge task.

Whānau Ora extended the hygiene packs to include much needed food items, fresh fruit and vegetables, clothing, bedding and vouchers. These were all sourced by our partners who were overwhelmed with the response and support from local suppliers.

Local marae, carparks and workplaces were used to set up food banks, as well as a base to store incoming supplies that were immediately turned into parcels and delivered.

We used our online platforms to inform, educate and even entertain our people from tamariki to kaumātua. This included information on how to stay healthy and sanitised, to filming our own exercise programmes to keep people active and motivated.

Our Innovation Fund was re-deployed to focus on COVID-19.

During this time our other programmes, like Collective Impact, continued to support and navigate whānau to warmer homes and more comfortable lives. Throughout the country our kaiārahi continued to work relentlessly as the pivotal point for whānau to access services like Whānau Direct and resume work around improving respiratory health and wellbeing for our people. This year heralded the Tertiary Education Commission (TEC) and a Whānau Ora Commissioning Agency (WOCA) co-funded programme provision of the NZ Diploma in Whānau Ora to kaiārahi in lead partner organisations throughout Te-Ika-a-Māui. In alignment with WOCA's first and fast COVID-19 response activities, the transition from face to face interaction to virtual engagement has been a particularly successful factor for 2020 delivery.

Whilst our battle with COVID-19 is not yet over, this year has and continues to prove that Whānau Ora is an organisation dedicated to navigating the well-being of whānau and supporting them in realising their dreams and aspirations.

I would like to take this opportunity to say how proud I am of the way Whānau Ora responded to COVID and give my heartfelt thanks to everyone involved. Without our hundreds of workers and volunteers, things could have been very different for lot of our people. But it is a definitive example of how much we care about our people, how well we work together during a very challenging time and how much impact we collectively have.

Together Whānau Ora and our partners lead a phenomenal response to this pandemic, executing a plan together as an organisation that dedicates themselves to whānau – and clear proof that Whānau Ora works.



CHIEF EXECUTIVE REPORT

Tēnā koutou katoa,

As has become the new normal, our Māori provider groups and their kaimahi across the North Island outperformed every other provider when it came 2020 - the year of the Coronavirus pandemic.

This comes as no surprise to myself, nor anyone involved in Whānau Ora, that collectively we eclipsed similar organisations by assembling an army of kaimahi and volunteers to take care of the vulnerable and the isolated.

And we did exactly that.

During the first lockdown we put out 300,000 care packs in two months and at least 78% of that went to people earning under \$40,000 a year. Whānau Ora had an immediate response that was very targeted and very measured to ensure that we had maximum impact in minimum time.

Remember, we did not have the luxury of a dress rehearsal here, we responded successfully because that's what we do. That's what we are programmed for. To be able to help our people no matter where they are, no matter what position we hold in this organisation, that is our main priority.

We successfully put a distribution network together in ten days up and down the country so hygiene and sanitisation packs could be sent. What was packed and sent from Auckland would arrive in places like Taranaki on the East Coast within 48 hours.

Whānau Ora is a co-design policy programme that is driven by the network in the community - nothing is an accident with us. What works in Whangārei might not work in Auckland or further south. These communities are really wired in to work their magic for their people based on their environment, the resources available and the specific requirements for them at that time.

Collectively with our partners we are able to immediately offer solutions in a range of difficulties that vulnerable communities have. And during COVID we were on the ground doing our normal mahi, still solution focussed and navigating whānau towards brighter futures. It does not

bear reflecting on what might have been should Whānau Ora not have responded as effectively as we did.

We did not have enough testing equipment as a country - however with careful rationing Whānau Ora and our partners provided hundreds of testing stations with all the PPE gear to ensure whānau had the ability to get tested no matter where they were. We had hundreds of our people in completely isolated areas - but our kaimahi took mobile testing units directly to them whilst always adhering to the strict hygiene and distancing protocol.

I am proud of all the kaimahi, the volunteers, the testing station workers putting themselves at risk, those delivering the packs and those who reached out with open communication to keep our people informed and connected. I thank you for being a part of our Whānau Ora movement that continues to keep our whānau safe, informed and educated on COVID.

We have major economic challenges ahead of us which affect employment, housing, standards of living and our over all wellbeing. When New Zealand catches a cold, Māori get pneumonia. When you are in a heightened state of stress, things start to break so we ensure we do and can effectively maintain a reliable service that caters to what whānau need and when they need it.

Whānau Ora - where Māori are not the problem, Māori are the solution. And we stand shoulder-to-shoulder to continue this battle with COVID, and thanks to all our partners, so far it is a battle we are on the winning side of.



John Tamihere
Chief Executive Officer



ABOUT US



Established in 2014 as Te Pou Matakana Commissioning Agency we rebranded in 2019 to the Whānau Ora Commissioning Agency or WOCA.

WOCA works for whānau through direct investment and commissioning initiatives with Whānau Ora partners. The partners provide Whānau Ora services and support to whānau on their journey to improved wellbeing and self-sufficiency.

Our programmes support whānau to plan and achieve their short, medium and long-term aspirations.

WOCA takes an aspirational strength-based approach to whānau development. We are all about whānau.

OUR PURPOSE

Whānau Ora exists to navigate whānau towards brighter futures. Whānau Ora offers services and support to empower whānau to achieve their dreams of a brighter future.

We help whānau help themselves. We are here to support whānau by:

- Commissioning kaupapa to support whānau to achieve their aspirations.
- Working with Whānau Ora partners to deliver services that address whānau needs and build whānau capacity.
- Seeking co-investment, co-design and co-production opportunities from partners to support whānau goals.

WHĀNAU ORA BACKGROUND

Whānau Ora was launched in 2010 as a whānau-centred approach to supporting Māori wellbeing and development. It was based on the report of a taskforce headed by Sir Mason Durie which determined that a whānau-centred approach would best serve Māori health needs, which were not being met. The need had first been identified in 2002 but it wasn't until seven years later, with the backing of the National Government's coalition partner, the Māori Party, that it gained momentum. It is a devolved organisation that empowers iwi, hapū and, ultimately, whānau.

Whānau Ora has grown in strength. A 2018 review found, "The Whānau Ora commissioning approach creates positive change for whānau. In areas we visited, and across all monitoring reports we reviewed, we have seen whānau progress towards their self-identified priorities."

Whānau Ora is a culturally based approach to wellbeing that focuses on whānau – the family group is considered as a whole rather than just the individuals, taking a holistic view of wellbeing that is more adaptive and responsive.

Whānau are the decision-makers who identify what they need to build on their strengths and achieve their aspirations. Whānau Ora works with the collective and whānau capability to reach better outcomes (positive change) in areas such as health, education, housing, employment, improved standards of living and cultural identity.

Delivered in a foundation of whakawhānaungatanga, Whānau Ora helps build meaningful relationships built on trust and shared experiences that are mutually responsive and respectful.

OUR VISION

Tautokona te whānau kia whai hua, kia angitū.
Supporting whānau success

MISSION

As a result of Whānau Ora commissioning activities like, whānau in Te Ika-a-Māui will enjoy good health, experience economic well-being, be knowledgeable and well-informed, be culturally secure, resilient, self-managing and able to participate fully in Te Ao Māori and in wider society.

OUR VALUES

Whanaungatanga

"Anō te ātaahua te noho tahitanga a ngā tāina me ngā tuākana i raro i te whakaaro kotahi."

We establish and maintain positive relationships.

Wairuatanga

"He hōnore he korōria ki te Atua, he maungārongo ki te whenua, he whakaaro pai ki ngā tāngata katoa."

We act in the spirit of all that is good.

Pōhiri

"Taku manu pōhiri e rere atu rā ki te tai whakarunga ki te tai whakararo ki ngā iwi o te motu nei."

We embrace and welcome all.

Tautoko

"Tautoko kia tū tangata, kia tū rangatira."

We support and encourage whānau to realise their full potential.

Kawa

Kia tipu he puāwai hōnore mō te pani mō te rawakore."

We uphold the kaupapa in which Te Pou Matakana was founded – its values, vision and standards.

Te Reo Māori

"Tōku reo tōku ohoho, tōku reo tōku māpihi maurea."

We actively practice Te Reo Māori and Tikanga.

Whakapapa

"Hoea te waka."

We honour the past, the present and the future.

Aroha

"Me aroha ki te tangata."

We are empathetic, compassionate and have regard for all.

Manaakitanga

"Manaaki tangata."

We are hospitable, fair and respectful.

Kotahitanga

"Kōkiritia i roto i te kotahitanga."

We progressively act in unity.



OUR NETWORK



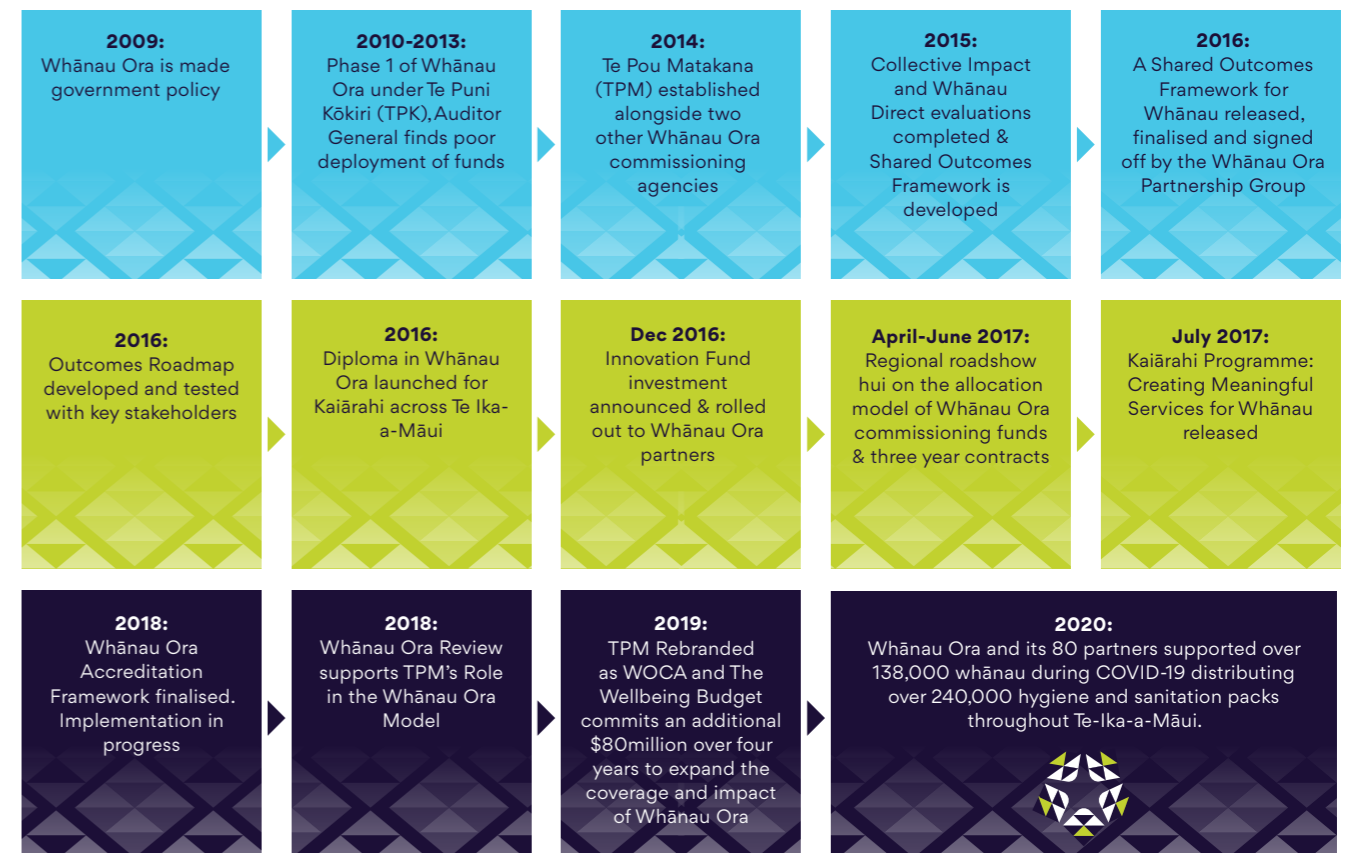
Our commissioning area is Te Ika-a-Māui, Aotearoa – the North Island of New Zealand. Funding is distributed based on the Māori descent population throughout the six regions.

- Nine in 10 Māori live in Te Ika-a-Māui
- 1,083 communities of deprivation are in the North Island
- Many communities of deprivation are in Tāmaki Makaurau

WHĀNAU ORA COMMISSIONING

The model of commissioning employed by WOCA incorporates elements of Te Ao Māori, concepts relevant to the Māori partner context, and is inclusive of specific Whānau Ora values and principles. Accordingly, the model:

- Is whānau-centred
- Is incorporative of Te Tiriti o Waitangi (Treaty of Waitangi) and in particular upholds the rights of Māori to be self-determining
- Is ecosystem-focused allowing resources to be more effectively allocated to the frontline
- Values effective systems
- Is expertise-led which acknowledges the ability to draw on global Indigenous best practice
- Builds the capacity of both providers and whānau
- Is outcome-driven
- Has active and responsive governance which ensures transparency, accountability and independence, while demonstrating an inclusive, community-focused decision-making process





OUR POU



Whānau Ora
COMMISSIONING AGENCY

OUR POU

Dame Tariana Turia and Professor Sir Mason Durie are two names with an inextricable association with Whānau Ora. Confirmed as Pou (Patrons) of Whānau Ora Commissioning Agency in 2015, their work in Whānau Ora set the foundation for what we see today.



Hon. Dame Tariana Turia

Ngāti Apa, Ngā Wairiki, Ngā Rauru, Ngāti Tūwharetoa, Whanganui

Dame Tariana has been the champion for Whānau Ora from 2002, when she introduced the concept in He Korowai Oranga, a national Māori health strategy.

It wasn't until 2010 however, following a coalition agreement between the Māori Party and the National government, that Whānau Ora became a core government policy in its own right. Dame Tariana was the inaugural Minister for Whānau Ora; blazing a way for government to support whānau to be self-determining; to focus on their strengths; to be collective in their approach and intergenerational in their impact.

Dame Tariana has been Minister for the Community and Voluntary Sector and Minister for Disability Issues. She has also carried out Associate Ministerial responsibilities in Housing, Health, Social Development, Corrections, Child, Youth and Family and Tertiary education, skills and employment.

Through her work in and outside of Parliament, she was able to significantly and positively affect the lives of many. She established the first Community and Voluntary Sector office, introduced the Treaty of Waitangi clause into the Health and Disability Act, and promoted the uptake of cultural competency as a basic standard across the health sector. Her contributions towards the prevention of rheumatic fever and wide-ranging tobacco reform have seen her highly acclaimed on the international stage.

In 2017 Dame Tariana was appointed to the office of Te Pou Tūpua which was established under the Whanganui River Treaty Settlement. The Act recognises Te Awa Tūpua as a legal person comprising the Whanganui River as an indivisible and living whole from the mountains to the sea.

Emeritus Professor Sir Mason Durie

Rangitāne, Ngāti Kauwhata, Ngāti Raukawa

Long-serving leader for Māori development Sir Mason Durie is one of the most highly respected academics in Aotearoa.

His research on whānau development provided a vital platform for Whānau Ora. Working closely with Dame Tariana Turia to develop the Whānau Ora approach, he was the founding Chair of the original Whānau Ora Taskforce in 2008.

Appointed Professor Emeritus in 2013, he has been a Fellow of the Royal Society of New Zealand since 1995 and a Companion of the New Zealand Order of Merit since 2001. In 2008, Otago University awarded him an Honorary Doctor of Laws degree. Before retirement in 2012, he was Professor of Māori Research and Development and Deputy Vice-Chancellor at Massey University.

In 2015 - 16 he served on the Leaders Group for the development of the Manawatu - Whanganui Regional Growth Strategy and in 2018 was a panel member for the Inquiry into Mental Health and Addictions. He continues in the role of senior advisor to Te Rau Matatini/Te Rau Ora and in 2019 was appointed Chair of the Māori Expert Advisory Panel for the Suicide Prevention Office - a position he still holds.

His extensive publications continue to be widely quoted within New Zealand and internationally, especially in connection with indigenous health advancement. In 2010 he was knighted for services to public health and especially Māori health.



OUR BOARD

Our board ensures all investments made are best placed to enable whānau to build self-management capability, and therefore a better future. Each board member brings their unique perspectives and credentials, but all provide decisions made in the best interests of whānau.

Merepeka Raukawa-Tait

Te Arawa

Board Chair

Merepeka has been the Chair since WOCA was established in 2014. As an elected member of both the Rotorua Lakes Council and the Lakes District Health Board, she is a high profile member of the Rotorua community.

A tireless advocate for Whānau Ora and the rights of wahine and tamariki, Merepeka rose to national prominence as the outspoken CEO of Women's Refuge. She is a leading voice in the campaign to understand and prevent family violence. Merepeka continues to advocate for Māori to be in control of their own lives. She is passionate about encouraging and advancing aspirations of Māori.

“Māori have unlimited potential and Whānau Ora is here to support all whānau members to realise theirs.”



Robin Hapi CNZM

Ngāti Kahungunu

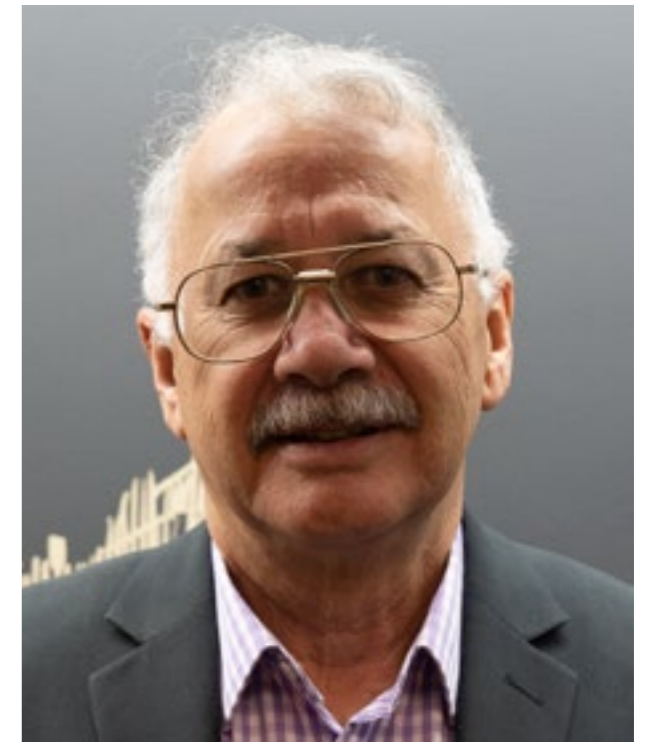
Director

Made a Companion of the New Zealand Order of Merit for services to Māori, community and governance in 2017, Robin is a long-time advocate for Māori education. He holds an MBA with Distinction from Massey University, where he was awarded a Massey Medal as one of its distinguished alumni.

Robin has extensive governance experience and currently chairs the Māori Economic Development Advisory Board and Te Wānanga o Raukawa. He is a Director of New Zealand Trade and Enterprise and sits on numerous boards including Callaghan Innovation, Te Mātāwai and is an Advisory Board Member for SERCO Asia/Pacific.

Former CEO and Chair of Aotearoa Fisheries and CEO for the former Treaty of Waitangi Fisheries Commission, Robin was also Board Chair of Sealord Group from 2007-2011.

A Chartered Fellow of the Institute of Directors he is also a Fellow of the New Zealand Institute of Management.



Glenn Hawkins

Ngāti Whakaue, Ngāti Maniapoto | Director

Director

Glenn has held governance roles with a range of iwi and national organisations and is currently Chairman of Life Skills for Life Trust and a director of Aotearoa Fisheries (Moana New Zealand).

His previous roles include management consultant at Ernst & Young and General Manager, of the New Zealand Māori Arts & Crafts Institute (Te Puia). In 2005, he established GHA, a kaupapa Māori accounting and consulting practice, with offices in Rotorua and Tauranga. Glenn has extensive experience with Māori post-settlement governance entities (PSGEs), Māori incorporations, Māori land trusts, Māori health providers, and Māori commercial businesses. Glenn is passionate about Māori business development and has helped numerous Māori commercial organisations in industries as diverse as tourism, agribusiness, fisheries, property, geothermal, forestry, education, health and aquaculture.



OUR BOARD

Pahia Turia

Ngā Wairiki, Ngāti Apa, Ngā Rauru, Whanganui, Tūwharetoa

Director

Pahia Turia is from the Ngā Wairiki, Ngāti Apa, Whanganui, Ngā Rauru and Tūwharetoa whakapapa. He has been involved in Māori community development in the areas of health, justice, education and social housing for a number of years.

Pahia holds a number of directorships on boards throughout the country.

He and his wife Njela own local businesses and have a keen interest in residential and commercial property. Pahia has four tamariki and four mokopuna.



Tureia Moxon

Ngāti Pāhauwera, Ngāti Kahungunu, Ngāi Tahu

Director

Tureia is of Ngāti Kahungunu decent and is a strong advocate for Whānau Ora and believes that positive change can be achieved by empowering our people to fulfil their aspirations.

He is passionate about creating long term sustainable change for our people and believes that this can be achieved by working collaboratively and putting whānau at the centre of everything that we do.

He is currently a board member for the Whānau Ora Commissioning Agency, Social Value Aotearoa and MedTech Core.



Bernie O'Donnell

Ko Te Atiawa, Ko Ngāti Mutunga

Director

Bernie is a business consultant and professional director. He is on a number of boards, including as chairman of Manukau Urban Māori Authority, Directorships on Whānau Ora Commissioning Agency, National Urban Māori Authority, Auckland District Health board (ministerial appointment) Te Mātāwai, the Independent statutory entity charged with revitalising te reo Māori, Te Whakaruruhau o Ngā Reo Irirangi Māori, the confederation of iwi radio stations, Māori Media Network (a national advertising agency for Māori media) UMA Broadcasting Limited and co-chair of Ngā Whare Waatea marae in South Auckland, and finally the Chairman of the Board of Trustees for Waatea school based in Māngere.

Bernie has spent more than 25 years working in the Māori radio industry, first as programme director and station manager of Te Korimako o Taranaki, followed by a brief stint with the Māori Media Network. For 20 years, Bernie was Station Manager of Radio Waatea and General Manager of UMA Broadcasting Limited, managing all its entities Radio Waatea, Waatea News and Current Affairs and Waatea Music.





EXECUTIVE SUMMARY



Whānau Ora
COMMISSIONING AGENCY

EXECUTIVE SUMMARY

Whānau Ora led a phenomenal response to COVID-19 that would see whānau, hapū and iwi mobilise a force second-to-none.

Whānau Ora, in collaboration with more than 80 Whānau Ora partners across Te Ika a Māui, came together to execute a strategy that would see essential support delivered directly to all whānau without judgement.

Through alert levels two, three and four, the Whānau Ora network facilitated a number of support mechanisms by, for, and with local Māori communities. The network would meet online throughout those weeks to collectively update and strategise on what whānau needed and how they would deliver it.

Care packages were provided to kaumātua, whānau homes, Kōhanga reo, Kura Kaupapa Māori, marae and the like. The packages provided much needed protective equipment (PPE), hygiene and sanitation products that would arm whānau in the fight to beat COVID-19. We provided 270,000 packages in collaboration with key government agencies such as Te Puni Kōkiri, Oranga Tamariki and the Ministry of Health. Ten temporary distribution warehouses were immediately established by Whānau Ora, undertaking the mammoth task of receiving, assembling and delivering these. The NZ Army, NZ Police and key volunteer groups also helped in the effort.

While the care packages were widely distributed throughout lockdown, it is the unseen that counted most – the connection between whānau and whānau navigators or kaiārahi. As essential service workers, kaiārahi would visit vulnerable kaumātua and isolated whānau offering a friendly face, reminding them that support was still available. It is this type of contact that was often noted as a lifeline to COVID-19 updates and advice.

Freephone 0800 help lines and social media platforms went live as soon as the Whānau Ora network agreed to redeploy its resources to facilitate the strategy. They would offer a familiar ‘virtual’ voice for whānau to get food and supplies,

school equipment and even prescribed medication delivery. Social media was also used to keep whānau motivated during a time full of uncertainty. Online competitions, video posting and whānau success stories were shared far and wide.

POST-COVID

In June the Whānau Ora network moved into the recovery phase. Whānau Ora launched a National Talent Quest in collaboration with the National Urban Maori Authority (NUMA), Te Whakaruruhau o Ngā Reo Irirangi Māori and Māori Television. Korihi is a talent quest that celebrates Māori singer-songwriters from all corners of Aotearoa. Over ten weeks, the talent quest will travel Aotearoa, where each region will battle out for the opportunity to showcase local talent. Then a total of 14 regional finalists will head to a singer-songwriter’s masterclass to gain industry tips and tricks from Māori artists such as Troy Kingi, Maisey Rika, Rob Ruha, Francis Kora and many more. The Korihi final will air live on Māori Television on 29 August 2020 (date dependant on COVID) where everyone will gather to perform their waiata. NUMA sponsored all cash prizes including a pledge of \$50,000 to a charity chosen by the overall winner.

Whānau Ora continued its advocacy role by launching ‘Summit 2020 – Māori Economies Empowering Whānau’. This regional summit is sponsored by Whānau Ora alongside our local partners, iwi and Māori business networks to confirm a collaborative strategy aimed at creating meaningful employment and business opportunities for whānau.

CONCLUSION

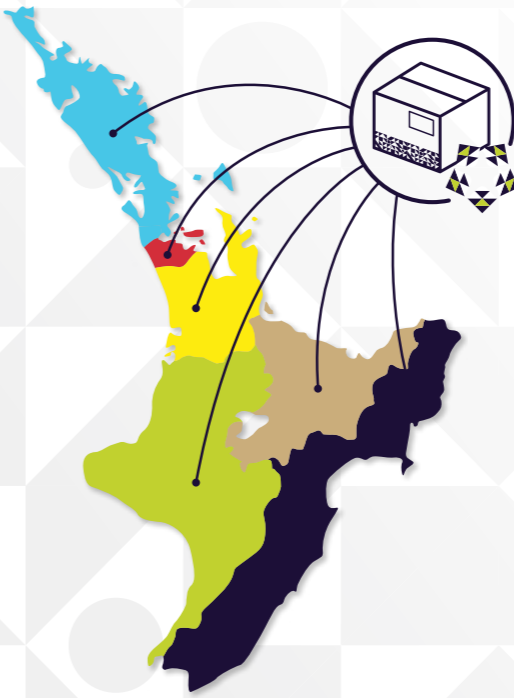
Whānau Ora is a confederation of the willing, a voice for the people and a beacon of hope in every community it stands. We fought the good fight, we mobilised for mana motuhake.

While the team of five million might have won the first round of the fight, Whānau Ora has moved to the next phase of its plan, and that is to revitalise and prepare our people for a new future.



WHĀNAU SUPPORTED & PACKS DELIVERED

Region	Whānau	Individuals	Whānau Packs
Te Tai Tokerau	25,973	84,580	52,903
Tāmaki Makaurau	17,714	52,040	29,239
Hauraki-Waikato	24,781	78,235	44,633
Waiariki	22,723	76,372	36,609
Ikaroa-Rāwhiti	29,851	67,945	52,135
Te Tai Hauāuru	17,457	42,691	29,057
TOTAL	138,499	401,863	244,576



**This is an overall summary of whānau support and hygiene plus kai packs delivered during covid. You will find a more concentrated overview of your rohe in our Regional Snapshot section.*

OUTCOME DOMAINS

The Whānau Ora Commissioning Agency (WOCA) continues to work with Whānau Ora partners across Te-Ika-a-Māui to operationalise our commissioning for outcomes policy. This is the quarter four report of the 2019/20 year. This report highlights key information in relation to commissioning activities across Te-Ika-a-Māui.

The following icons relate to the outcome domains measured by the Whānau Ora Commissioning Agency:



WHĀNAU DIRECT

- A total of 10,215 whānau were supported through Whānau Direct this year including 29,574 whānau members.
- A total of 15,234 outcomes (an average of 1.5 outcomes per whānau) were planned this financial year with 13,090 (86%) of these outcomes confirmed as achieved through the 'check-in' process.
- The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau health (64%), followed by whānau standards of living (26%) and whānau knowledge (5%), reflecting the essential resources needed as a result of COVID-19.
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau	Whānau Members
Te Tai Tokerau	1,629	5,264
Tāmaki Makaurau	1,575	4,587
Hauraki-Waikato	715	2,315
Waiairiki	2,474	8,424
Ikaroa-Rāwhiti	1,903	4,357
Te Tai Hauāuru	1,919	4,627
TOTAL	10,215	29,574



KAIĀRAHI

- A total of 5,196 whānau have been engaged by kaiārahi this year including 10,349 whānau members.
- A total of 4,908 outcomes (an average of 0.9 outcomes per whānau) were planned as at the end of this quarter with 1,709 (35%) of these outcomes achieved since 1 July 2019.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (26%), followed by whānau health (22%) and whānau knowledge (20%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau	Whānau Members	Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
Te Tai Tokerau	894	2,154		1,278	528	41%
Tāmaki Makaurau	639	860		1,093	341	31%
Hauraki-Waikato	682	1,654		973	367	38%
Waiairiki	1,482	3,071		784	259	33%
Ikaroa-Rāwhiti	912	1,696		434	142	33%
Te Tai Hauāuru	587	914		346	72	21%
TOTAL	5,196	10,349	TOTAL	4,908	1,709	35%



COLLECTIVE IMPACT

- 1,253 whānau have been engaged through Collective Impact this year (including 2,765 whānau members).
- A total of 2,678 outcomes (an average of 2.1 outcomes per whānau) were planned as at the end of this quarter with 741 (28%) of these outcomes achieved since 1 July 2019.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau knowledge (36%), whānau health (28%), and whānau standards of living (15%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau	Whānau Members	Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
Te Tai Tokerau	103	454		964	324	34%
Tāmaki Makaurau	276	346		760	76	10%
Hauraki-Waikato	93	297		394	119	30%
Wairariki	306	670		243	101	42%
Ikaroa-Rāwhiti	249	482		190	36	19%
Te Tai Hauāuru	226	516		127	85	67%
TOTAL	1,253	2,765	TOTAL	2,678	741	28%



INNOVATION FUND

Across the motu partners re-allocated their Innovation Fund to support whānau through Lockdown ensuring they had the essentials to survive and tools to communicate with us no matter how isolated or vulnerable.

- Partners were able to bulk purchase goods or care packs and resources for tamariki schooling from home.
- Kai vouchers for whānau and data for mobile services.
- HBU (Mobile GP Caravan) redeployed to remote communities as a mobile CBAC. This included visits to Te Rereatūkāhia Pā to monitor whānau access to GP services.
- Katikati and Hauora activities (community champions) and whānau engagements on hold in April and reengaged from May 1st supporting Collective Impact and community development.
- Piriākau Community Champion integral in managing communications between whānau, hauora and project management.
- Deployment and investment in Whānau Tahī navigator continued. Redeployed investment to appoint a data processor to assist with increased WD application processing and Hygiene Pack delivery plus whānau data collection.
- Continued to support tane with health goals through Zoom exercise workouts and regular communication through Social Media channels.
- The Innovation cohort received check-ins throughout lockdown as well as packs. Those who were in the process of receiving essential repairs had all work cease on their homes during lockdown, once it eased the repairs continued. Planning is also proceeding on those whose home repairs have been approved.
- The cohort of whānau involved with the Innovation Initiative Kete were given support to apply for the necessary wage subsidy and business support packages offered by government during lockdown.
- Post lockdown the Kete cohort has completed their program and grants are being processed for the successful applicants enabling them to proceed with their business plans and expansions.
- Emergency support in the form of kai and living essentials including clothing, firewood, bedding and transportation for necessary travel.
- Heating homes.



WHĀNAU ACTIVITIES AND RESULTS

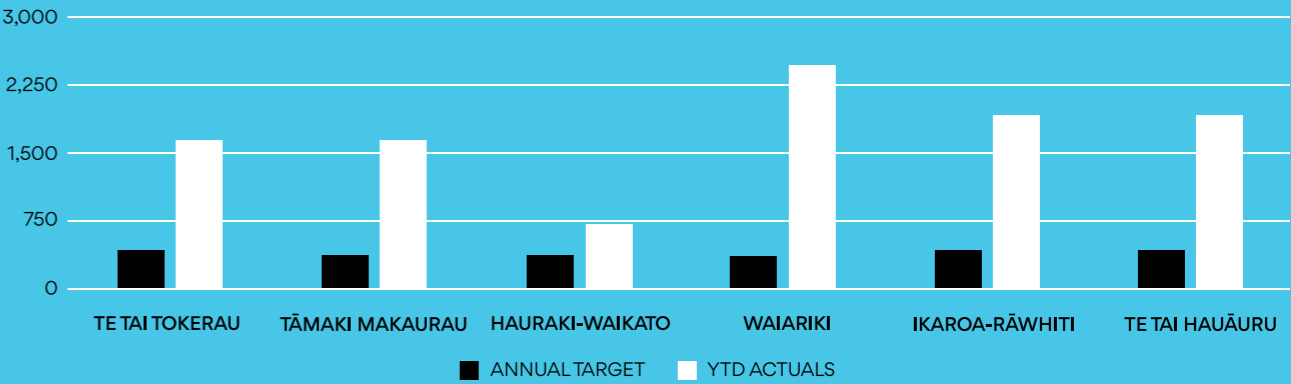
COMMISSIONING PROGRAMMES

WHĀNAU DIRECT

WHĀNAU ENGAGEMENT

The following table outlines the number of whānau supported by Whānau Direct across the six regions.

REGION	TARGET			ACTUALS			
	Whānau			Whānau		Whānau Members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	414	104	414	1,337	1,629	4,376	5,264
Tāmaki Makaurau	383	96	383	1,285	1,575	3,675	4,587
Hauraki-Waikato	406	102	406	463	715	1,518	2,315
Waiariki	358	90	358	2,120	2,474	7,506	8,424
Ikaroa-Rāwhiti	458	115	458	1,566	1,903	3,282	4,357
Te Tai Hauāuru	421	105	421	1,612	1,919	3,749	4,627
TOTAL	2,440	610	2,440	8,383	10,215	24,106	29,574









The following tables outline the demographic breakdown of whānau supported by Whānau Direct.

Gender	Cumulative	Age Band	Cumulative	Age Band	Cumulative
Female	16,251	0 - 9 years	8,367	NZ Māori	25,076
Male	12,735	10 - 17 years	5,671	Pasifika	2,122
Data Gap	588	18 - 24 years	2,740	NZ Euro / Pākehā	1,255
TOTAL	29,574	25 - 44 years	7,216	Other	562
		45 - 64 years	3,870	Data Gap	559
		65+ years	1,635	TOTAL	29,574
		Data Gap	75		
		TOTAL	29,574		



WHĀNAU ENGAGEMENT

Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
 Whānau Health	9,697	8,373	86%
 Whānau Standards of Living	3,921	3,325	85%
 Whānau Knowledge	745	638	86%
 Whānau Participation in the Community	568	478	84%
 Whānau Relationships	228	207	91%
 Whānau Engagement in Te Ao Māori	75	69	92%
TOTAL	15,234	13,090	86%







Due to COVID-19, we have seen a significant increase in essential resources (especially kai) and these resources have been coded against various outcomes, eg kai has been coded against physical/personal health, nutrition and basic household items/furnishings/amenities. Whilst the outcomes are unique to each whānau and coded by our Whānau Ora partners, we may look to reclassify some coding during the production of our annual outcomes report for Whānau Direct.

WHĀNAU RESOURCES

The top 15 resource categories funded through Whānau Direct made up 79% of the total investment this quarter.

The most common resources purchased contributed to 40% of the investment, including food and nutritional supplies (25%), beds, cots, mattresses and linen (8%) and other household contents/items – mostly firewood (7%).

Resource Category	% of Investment
Food and nutritional supplies	25%
Beds, cots, mattresses and linen	8%
Other household contents/items (mostly firewood)	7%
Adult's clothes/shoes	6%
Laptops & Tablets (incl accessories)	6%
Vehicle repairs and maintenance	6%
Electricity and Gas	4%
Kitchen appliances	3%
Children's clothes/shoes	2%
Bathroom and laundry appliances	2%
Household repairs and maintenance incl materials	2%
Debt/loan repayment or fees/fines	2%
Rent and board	2%
Heating and humidifying appliances	2%
Baby supplies/equipment	2%
TOTAL	79%

Outcome Domain	Outcome Area	Outcomes Planned	Outcome Achieved	Achieved %
	Physical/Personal health	7,308	6,326	87%
	Nutrition	1,440	1,322	92%
	Family/Social Health	751	552	74%
	Basic household items/furnishings/amenities	2,047	1,737	85%
	Housing standards including household maintenance	905	782	86%
	Safe transport options	447	371	83%
	Education/training	578	498	86%
	Skills/knowledge for employment	82	64	78%
	ICT literacy	27	26	96%
	Access to community resources	181	161	89%
	Connection to community networks	169	139	82%
	Legal Docs/Birth Cert./Passports/ID/Drivers Licence	83	67	81%
	Household relationships	101	90	89%
	Wider whānau relationships	47	42	89%
	Parenting knowledge/skills	36	35	97%
	Te reo Māori	21	20	95%
	Connections to Māori community organisations	17	14	82%
	Māori lore/knowledge/customs	12	10	83%

OTHER PERFORMANCE MEASURES

The following table outlines the other performance measures that were accomplished this year (targets vs actuals).

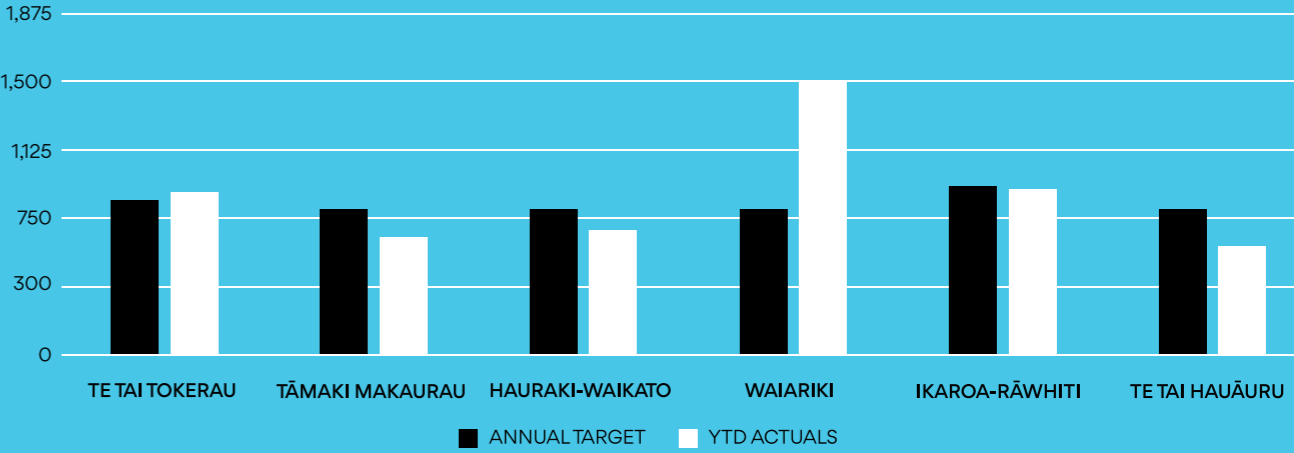
KPI	Indicator	Target	Actual
WD2	95% of funds are distributed within two working days of WOCAs receipt of approved applications	95%	97.4%
WD3	90% priority whānau report a positive experience	90%	99.7%
WD4	95% of priority whānau report that an immediate change has been achieved through Whānau Direct	95%	99.5%
WD5	95% of priority whānau report a positive impact on the whānau situation as a result of the intervention	95%	99.7%

KAIĀRAHI

WHĀNAU ENGAGEMENT

Resourcing for kaiārahi was deployed to support the Whānau Ora response to COVID-19. The following table outlines the number of whānau supported by kaiārahi across the six regions reported within the standard framework.

REGION	TARGET			ACTUALS		
	Whānau			Whānau Members		
	4,974 priority whānau supported	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged this financial year	# whānau members engaged this financial year
Te Tai Tokerau	849	7	0	574	894	5,264
Tāmaki Makaurau	805	13	0	452	639	4,587
Hauraki-Waikato	810	7	0	495	682	2,315
Waiairiki	783	145	26	1,272	1,482	8,424
Ikaroa-Rāwhiti	922	0	0	845	912	4,357
Te Tai Hauāuru	805	44	13	428	587	4,627
TOTAL	4,974	216	39	4,066	5,196	10,349

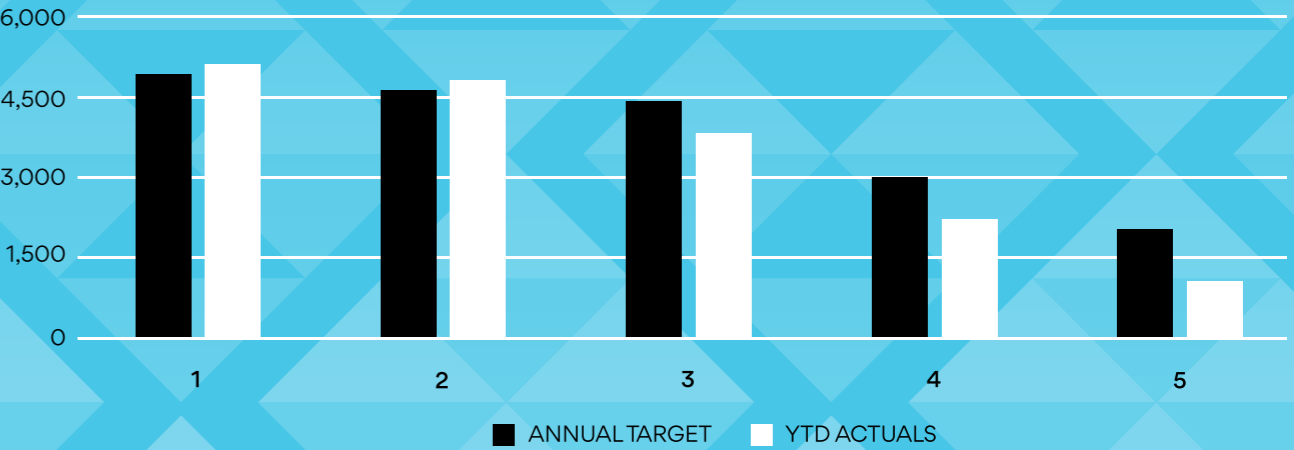


The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

REGION	1	2	3	4	5
Te Tai Tokerau	0	138	200	370	186
Tāmaki Makaurau	23	124	172	214	106
Hauraki-Waikato	15	73	178	108	308
Waiairiki	185	233	555	348	161
Ikaroa-Rāwhiti	9	236	399	101	167
Te Tai Hauāuru	92	169	143	115	68
TOTAL UNIQUE WHĀNAU	324	973	1,647	1,256	996







The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	4,974	4,725	4,477	2,984	1,990
Year-to-date Actuals	5,196	4,872	3,899	2,252	996









WHĀNAU OUTCOMES¹

The following table outlines the outcomes planned and achieved by whānau by outcome domain this year.

Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
 Whānau Health	1,278	528	41%
 Whānau Standards of Living	1,093	341	31%
 Whānau Knowledge	973	367	38%
 Whānau Participation in the Community	784	259	33%
 Whānau Relationships	434	142	33%
 Whānau Engagement in Te Ao Māori	346	72	21%
TOTAL	4,908	1,709	35%

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcome Achieved	Achieved %
	Physical/Personal health	362	128	35%
	Whānau/social health	278	90	32%
	Mental health	141	41	29%
	Housing standards including household maintenance	422	196	46%
	Safe transport options	220	87	40%
	Basic household items, amenities or clothing	205	96	47%
	Education/training	501	181	36%
	Financial literacy/Budgeting	287	115	40%
	Health literacy	87	23	26%
	Access to community resources	292	94	32%
	Connection to community networks	282	117	41%
	Legal Docs/Birth Cert./Passports/ID/Drivers Licence	177	40	23%
	Parenting knowledge/skills	117	29	25%
	Whānau/Household relationships	104	35	34%
	Wider whānau relationships	80	15	19%
	Involvement with Māori community organisations	193	34	18%
	Whakapapa/whānau connections	58	7	12%
	Te Reo Māori	45	14	31%

¹ We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

OTHER PERFORMANCE MEASURES

The following table outlines the other performance measures for kaiārahi, targets versus actuals as at the end of quarter two, with the exception of K12, which has been updated for relevant outcomes as at the end of quarter four.

KPI	Indicator	Target	Actual
Kaiārahi			
K6	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	84%
K7	Priority whānau report a positive experience.	80%	93%
K9	Priority whānau report improvements in ability to plan and achieve goals.	80%	79%
K12	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	30%	13.3%
Data Analysts			
K4	15.0 FTE data and outcomes measurement resources are deployed across Te Ika-a-Māui.	15	15
K5	75% of Whānau Ora partners have been engaged in training workshops (including ongoing guidance) to continue to build outcomes measurement capacity and capability in priority communities in Te Ika-a-Māui, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	75%	32 (41%)
K8	Whānau Ora partners engaged in the training workshops report that the training material was easy to understand and that the training workshops were good quality, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	75%	31 (40%)
K13	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	75%	31 (40%)

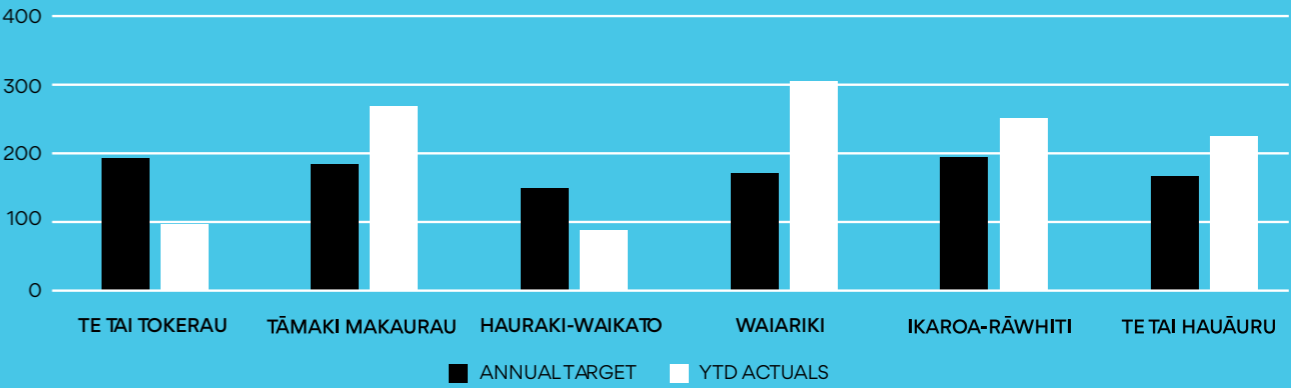
COLLECTIVE IMPACT

WHĀNAU ENGAGEMENT

Resourcing for Collective Impact was redeployed to support the Whānau Ora response to COVID-19. The following table outlines the number of whānau supported by Collective Impact across the six regions reported within the standard framework.

Please refer to the separate narrative report attached and the COVID-19 Whānau Ora Response Weekly Update reports for an outline of the activities delivered through the redeployment of these resources.

REGION	TARGET			ACTUALS		
	Whānau			Whānau Members		
	1,089 priority whānau supported	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged this financial year	# whānau members engaged this financial year
Te Tai Tokerau	198	0	0	96	103	454
Tāmaki Makaurau	191	0	0	271	276	346
Hauraki-Waikato	154	0	0	85	93	297
Waiairiki	171	0	0	304	306	670
Ikaroa-Rāwhiti	200	0	0	227	249	482
Te Tai Hauāuru	175	0	0	203	226	516
TOTAL	1,089	0	0	1,186	1,253	2,765



The following tables outline the demographic breakdown of whānau supported through Collective Impact.

Gender		Age Band		Age Band	
Cumulative		Cumulative		Cumulative	
Female	1,525	0 - 9 years	665	NZ Māori	2,368
Male	1,221	10 - 17 years	595	Pasifika peoples	170
Data Gap	19	18 - 24 years	298	NZ Euro / Pākehā	91
TOTAL	2,765	25 - 44 years	659	Other	99
		45 - 64 years	374	Data Gap	37
		65+ years	128	TOTAL	2,765
		Data Gap	46		
		TOTAL	2,765		

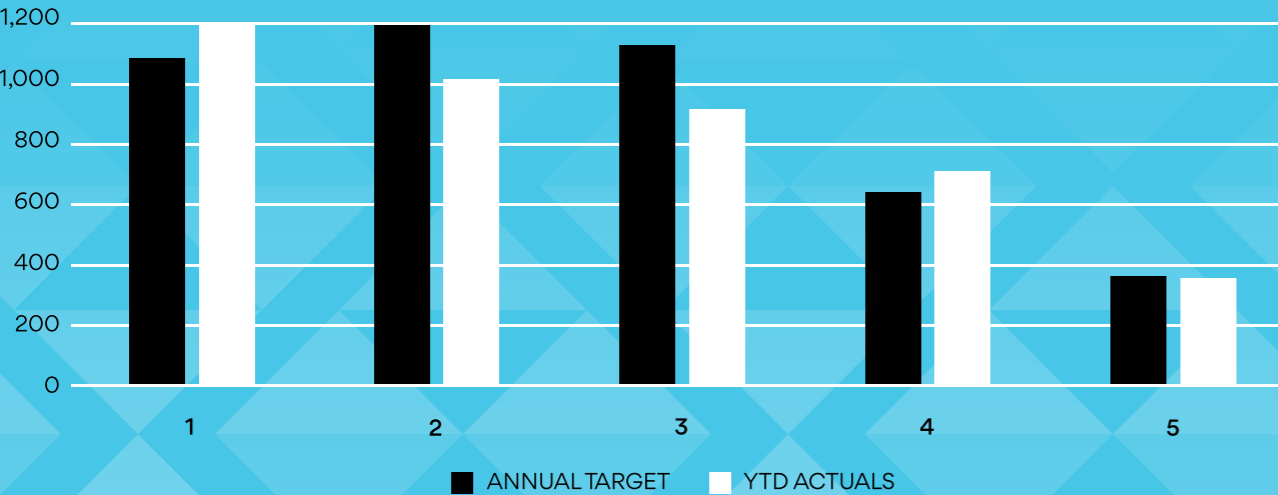
WHĀNAU PROGRESS

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

REGION	1	2	3	4	5
Te Tai Tokerau	0	0	40	44	19
Tāmaki Makaurau	85	30	7	61	93
Hauraki-Waikato	5	4	2	25	57
Waiairiki	117	8	15	62	104
Ikaroa-Rāwhiti	0	16	120	48	65
Te Tai Hauāuru	38	22	44	103	19
TOTAL UNIQUE WHĀNAU	245	80	228	343	357







The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	1,089	1,190	1,128	627	313
Year-to-date Actuals	1,253	1,008	928	700	357









WHĀNAU OUTCOMES²

The following table outlines outcomes planned and achieved by whānau by outcome domain for this financial year.

Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
 Whānau Health	964	324	34%
 Whānau Standards of Living	760	76	10%
 Whānau Knowledge	394	119	30%
 Whānau Participation in the Community	243	101	42%
 Whānau Relationships	190	36	19%
 Whānau Engagement in Te Ao Māori	127	85	67%
TOTAL	2,678	741	28%

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below :

Outcome Domain	Outcome Area	Outcomes Planned	Outcome Achieved	Achieved %
	Physical/personal health	704	65	9%
	Whānau/social health	30	6	20%
	Mental health	6	1	17%
	Housing standards including household maintenance	181	44	24%
	Whānau employment	48	31	65%
	Basic household items, amenities or clothing	45	11	24%
	Health literacy	506	232	46%
	Education/training	329	77	23%
	Financial literacy/Budgeting	87	8	9%
	Access to community resources	88	27	31%
	Connection to community networks	49	2	4%
	Legal Docs/Birth Cert./Passports/ID/Drivers Licence	48	7	15%
	Whānau/Household relationships	92	81	88%
	Wider whānau relationships	17	1	6%
	Relationships with service providers (incl Gov. Dep.)	8	0	0%
	Involvement with Māori community organisations	113	25	22%
	Whenua tupuna	57	45	79%
	Whakapapa/whānau connections	44	29	66%

² We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework



REGIONAL SNAPSHOT



Whānau Ora
COMMISSIONING AGENCY

REGIONAL SNAPSHOT



TE TAI TOKERAU

TE TAI TOKERAU WHĀNAU ORA COLLECTIVE

Ngāti Hine Health Trust, He Iwi Kōtahi Tātou, Ki A Ora Ngāti Wai, Te Hau Awhiowhio O Otāngarei, Te Hiku Hauora, Te Rarawa Anga Mua, Whakawhiti Ora Pai and Te Hauora O Ngāpuhi (including their sub-partner Te Pu O Te Wheke O Ngāpuhi) make up the Te Tai Tokerau Whānau Ora Collective.

KEY REFLECTIONS

As essential service providers, the collective rapidly assembled to respond to whānau to get through Alert Level 4. Each partner had to consider their capacity as an organisation and manage their workforce appropriately in order to continue to work with whānau. Partners were well placed to assess the capability of their staff to work through the pandemic process. Vulnerabilities were identified and a stock take of those able to continue in frontline service roles were established. Roles were re-defined and staff re-deployed where able to respond to the needs of whānau.

Tai Tokerau sort alignment with other service collaborators and with iwi, hapū and marae to respond effectively to whānau. Kai, water and hygiene items were identified as the most significant resources to distribute to whānau first, followed by the set-up of Community Based Assessment Centres (CBAC) in primary locations such as Whangarei, Kaikohe and Kaitia to increase Covid-19 testing and flu vaccinations for whānau.

Relationships and alliances with external partners such as MSD, police and other health and social services were formed to increase support for whānau, like securing smart phones for whānau to keep them connected to counselling services over lockdown.

The Tai Tokerau partnership will look to employment opportunities in Auckland as a means to find better options for whānau and the partnership will work strategically with local groups who have benefitted from government funding.



WHĀNAU ORA: KAIĀRAHI

Whānau Ora is proud of all the kaiārahi who work hard facilitating whānau towards brighter futures and empowering them to have aspirations and improved wellbeing.

It takes a certain type of person to be a kaiārahi. They are at the frontline navigating the needs of whānau with our different programmes and partners that support and encourage them on a positive path forward.

MARY KOREWHA - SOCIAL WORKER HOKIANGA HAUORA/WHĀNAU ORA

Ko Te Āti Haunui-a-Papārangī, me Raukawa, me Te Ātiawa, me Te Whānau-ā-Apanui, me Ngāpuhi, me Te Rawara ōku iwi.

Ko Patu Tokotoko, me Tūranga, me Ngāti Whiti, me Kahurautao, me Ngāti Hau, me Ngāti Kaharau, me Ngati Tūpoto ōku hapū.

Ko Mikaere Korewha tōku hoa rangatira,

Ki Omanaia te whenua, ki Omanaia te kainga,

Toko whā āku tamariki, toko whā ngā mokopuna taonga hoki.

Nō reira,

Tēnā koutou, tēnā koutou, tēnā koutou katoa.

Mary Korewha has been a proud kaiārahi since 2012 when she became part of Te Pu O Te Wheke kaupapa. They formed the basis of Whānau Ora and it made complete sense to Mary and she loves it.

Mary's background is in social work and it seemed a natural progression to become part of Te Pu O Te Wheke ideals and the Whānau Ora concept.

Coming into Hokianga Health she was employed as the social worker and this role enhanced and strengthened the Whānau Ora outcomes.

The mantra they go by makes up the acronym CHESS - Culturally connected, Healthy whānau, Economically secure whānau, Safe whānau and Self managing whānau.

The most rewarding experience for Mary is a two-fold answer:

“Being part of an initiative that Dame Tariana Turia created in Parliament and watching it unfold and grow as the Whānau Ora framework pertains perfectly to that of Te Ao Māori. And other Māori

organisations who proclaim themselves as Māori Health Providers should be doing their mahi to the framework of Whānau Ora”.

“I feel privileged to be part of some whānau's lives. It is so rewarding to work alongside them and guide them to better lives and increased confidence despite the circumstances they came from. That is the most rewarding thing – walking beside whānau and watching them grow”.

The most disappointing aspect of her role is not being at the table when decisions are made about Whānau Ora and the uncertainty that can surround her position. This concern she regularly raises with her Manager and she has no qualms about being vocal about that:

“They tell me to be patient and I'm not a patient person. I know that Whānau Ora is the way to go and if my CEO can't be at the table when decisions are made, I want to be there”.

This role means more than just a job to Mary:

“I love being able to fully engage with whānau openly and honestly and come up with a plan to execute together to move them towards a better future is the ultimate satisfaction. The whānau allow me to walk alongside them. To be able to sit with them, eat with them, cry with them and laugh with them, which in turn is both good for their soul and mine. That's what this all means to me”.

Mary and her team immediately went into action once COVID hit and did everything they could from paying rent arrears and large power bills, to sourcing food and getting communication connected so people could stay in touch. They also arranged regular food parcels, hygiene and sanitising packs plus kuia and kaumātua packs – they even got someone a vehicle.



“I truly believe that every organisation that claims to be Māori Providers should be using the Whānau Ora framework as the tūāpapa to everything pertaining to Te Ao Māori. Whānau Ora is part and package of social services – but it's not. It's not a standalone service – there are many services with this one that makes the whānau the centre, the core. Through whanāungatanga people understand what Whānau Ora is.”

REGIONAL SNAPSHOT



TĀMAKI MAKĀURAU

TE PAEHERENGA O TĀMAKI WHĀNAU ORA COLLECTIVE

Te Haa Oranga, Te Uri o Hau, Te Rūnanga o Ngāti Whātua Te Puna Hauora, Whānau o Waipareira, Hoani Waititi, Ngāti Whātua ki Orakei, Ruapotaka Marae, MUMA, Tūruki Healthcare, Te Kaha o Te Rangatahi, Manurewa Marae, Papakura Marae

KEY REFLECTIONS

COVID-19 has seen some great collaboration across the network, including some work with Akina to work strategically with The Warehouse group. This relationship will support greater access to supplies at better prices. Ngāti Whātua ki Orakei have also completed some initial scoping on food sovereignty that supports whānau to see end-to-end production, including growing their own food.

Kaiārahi practice has been a key focus for the partnership this last quarter, particularly gearing them with technology know-how to work remotely and online with whānau. Social distancing practices become even more important as we learn to work differently whilst continuing our unique way of working face-to-face and in the community. Change and development is well under way for the partnership. This role is able to pivot across the region to realise where the impact is centred for kaiārahi and organisationally. Organisations are better informed and reflective on how they can be more agile as the new world norm evolves.

Right across Tāmaki, kaumātua and kuia have been a key focus for wellness checks and care packages, partners have noted that whānau are calling from abroad to request an update on their parents and grandparents.

COVID-19 testing is a key theme across the partnership with 12 CBAC clinics sporadically over the past few months in response to moving restrictions directly by the government. Social media campaigns and strong messaging by kaimahi in the community help drive the collaborative effort. Mobile testing units have achieved a strong response with whānau.



REGIONAL SNAPSHOT



HAURAKI WAIKATO

TE NGIRA WHĀNAU ORA COLLECTIVE

Te Kōhao Health Trust, Taumarunui Kōkiri Trust – Raukawa Maniapoto Alliance, Raukawa Charitable Trust, Rauawaawa Kaumātua Charitable Trust and Te Korowai Hauora O Hauraki make up the Te Ngira Whānau Ora Collective.

KEY REFLECTIONS

Te Ngira continue to reach whānau through the distribution of hygiene and kai packs, medication deliveries and contact by phone. Staff continue to work in teams to effectively organise the delivery of necessary resources to whānau across their rohe in a way that keeps both them and whānau safe.

Te Korowai Hauora o Hauraki were part of the wider Hauraki welfare group distribution teams and assisted with a fleet of vehicles to deliver the goods to whānau. They managed support for homeless whānau, whānau in distress and those requiring kai, clothing or blankets. They have been a part of the implementation of Mahi-a-Atua (distress response network and Indigenous model of care). Their team are part of providing virtual wānanga for whānau in distress, ensuring active listening and action is planned with and for whānau. They have established a free-calling number that provides an immediate triage and response plan for whānau in distress and coordinates access to funding and admissions to residential care providers.

Telephone surveys were carried out with all kaumātua on the Rauawaawa Kaumātua Charitable Trust register, this would inform the scope of need required to care for them. A proposal was developed with this data and funding was successfully gained. Rauawaawa also distributed kai, mobile phone top up and hygiene packs. Different engagement resources were established including a free-calling number. A phone tree support group was initiated through lockdown which saw 220 kaumātua join. Over 1,500 phone calls were made to kaumātua during this quarter. More than 1,500 care packages were delivered to them also.

Mahi-a-Atua supporting people in mental distress has just begun for four of the partners within Te Ngira. It provides a mechanism that identifies risk and the level of support someone may require to move toward a space of wellness. This is a collaboration opportunity where whānau can be referred to Whānau Ora kaiārahi for ongoing support. The COVID-19 innovation recovery project will support rangatahi who are displaced as a result of unemployment to reconnect with their whānau.



REGIONAL SNAPSHOT



HAURAKI WAIKATO

RAUKURA HAUORA O TAINUI WHĀNAU ORA COLLECTIVE

Raukura Hauora O Tainui Trust, Waahi Whaanui Trust, Te Hauora O Ngāti Haua and Ngā Miro Health Trust make up this collective.

KEY REFLECTIONS

COVID-19 Matamata Cluster: With the second largest cluster located at the front door of one of the partners, this collective had a different set of risks they found themselves dealing with. For Te Hauora O Ngāti Haua, restricting the spread of COVID-19 was a reality. Most important was checking in on modes of communication for whānau, following up with their most vulnerable, particularly those with chronic illnesses, ensuring wāhine and tamariki were safe from violence, promoting COVID-19 safety guidelines, supporting iwi lead initiatives and maintaining contact with clients of all their services.

For whānau who tested positive for COVID-19, five of these households relied heavily on kaiārahi to provide for a lot of their basic needs, such as picking up and dropping off kai and other essential supplies while they isolated.

Three 'Well-being Clinics' were set up in Matamata to ensure that an entire community could access COVID-19 testing and flu vaccinations, especially for their most vulnerable (where up to 200 of their whānau attended). Vaccinations for the most vulnerable were a driver for the collective where they worked together to ensure an uptake of vaccinations at their CBAC stations. Partners worked with other health and service providers ensuring a collaborative and focused programme.

Kai and other essential supplies were readily available to whānau through the organisation and set up at a hub located at Waahi Pa. Items were donated by local businesses and through iwi who were collaborators with the collective. Advocacy with MSD featured as a priority for whānau in need and those who had lost their jobs due to Covid-19. Kaumātua in the rohe reportedly have also felt the effects of isolation and lack of whānau contact.



REGIONAL SNAPSHOT



WAIARIKI

WESTERN BAY OF PLENTY WHĀNAU ORA

Ngā Mataapuna Oranga (NMO), Te Manu Toroa, Ngaiterangi Iwi, Pirirakau Hauora, Te Puna Hauora ki Uta ki Tai, Te Pou Oranga o Whakatohea

KEY REFLECTIONS

COVID-19 and alert Level Four didn't deter the Western Bay of Plenty Whānau Ora partnership from supporting whānau; they quickly adapted to working away from the comforts of an office environment to working from home and online.

Care and hygiene pack deliveries, access to support and Whānau Direct, encouraged whānau to talk about the challenges they were facing. Whānau that never needed help before are emerging, while this is a good thing, the increased volume is becoming the new norm.

One of the most impressionable themes for the West has been the development in relationships across the partnership. This has included key relationships with Iwi across Tauranga Moana – Ngai Te Rangī, Ngāti Ranginui, Ngāti Pūkenga and hapū.

Manawa Ora Collective Impact is able to support whānau into jobs as a result of strong relationships developed with their partners. More hands are needed to prepare homes for painting (i.e. water blasting and topcoat). Whānau from Pirirakau Pa have been hired to do this mahi.

WAIARIKI

EASTERN BAY OF PLENTY WHĀNAU ORA

Te Runanga o Te Whānau (TROTW), Te Puna Ora o Mataatua (TPOOM), Te Ao Hou, Tūwharetoa ki Kawerau Hauora

KEY REFLECTIONS

EBOP Whānau Ora quickly adapted to think outside the box in order to provide support for whānau through COVID-19, rurality was the greatest challenge. The collective has demonstrated the depth of their connection to whānau, iwi and hapū through their real-time examples of communication, engagement, mobilization, but more importantly their commitment to protecting their whānau in a Māori way. The success of mobile CBAC's, Apanui World (online shopping function) and increased access to technology have shaped a new way of working with whānau for the region.

With limited services available, working together and maintaining strong relationships with community organisations was key to ensuring whānau had familiar faces and essential goods presented to them. Kawerau Hauora, Tūwharetoa Iwi Settlement Trust, Ngai Tuhoe – Te Uru Taumatua, Tuhoe Hauora, EBOP Iwi Alliance worked together with a long-term vision in mind. This reflected their mind-set that the impact of COVID-19 would be felt for years to come by their most vulnerable communities. Volunteers travelled to Rotorua to share the load with packing hygiene and sanitation goods led by Te Arawa Whānau Ora collective. It was also used as an opportunity for staff to connect with other organisations who had provided volunteers/staff for the kaupapa.

EBOP want to increase capability in technology because one of the greatest needs identified by Māori in the area was the lack of technology on hand to support their tamariki with home schooling. Many whānau did not want to send their tamariki back to school under alert level two and chose to keep them at home. Whānau Direct funding provided the opportunity to purchase chrome books for whānau and, in some cases, address connectivity in rural areas.

From the success of mobile CBAC and whānau support clinics, future investment to continue providing increased access to mobilised health and social services for whānau living in isolated areas has been prioritised. Innovation funding saw investment into a program designed to build digital readiness for and with kaumātua, ensuring accessibility and capability in technology in ways that will enrich their lives.

WHĀNAU ORA: KAIĀRAHI

KAHURANGI JOHNSON | WAIARIKI

Kahurangi Johnson sought to be a kaiārahi after being drawn to the Collective Impact space.

Kahurangi spent nine successful years in the corporate sector but wanted to come home and do more for her people. She felt her work, her make-up and her mana were not serving their real purpose, and then she discovered the work Whānau Ora was doing and she wanted to be a part of it.

Kahurangi was brought up surrounded by the values on the marae with the kai and kaumātua – tikanga is important to her and it was lost in the corporate world. She wanted it to be a part of her corporate life, however there was only a certain degree you can implement in that sector. Tikanga was missing and that brought her back to her roots.

She wanted to use the knowledge she had gathered in the corporate sector and utilise it to the benefit of her whānau and to advocate for them.

Kahurangi did not know a lot about Whānau Ora prior to being employed but she quickly realised it aligned with her tikanga. She liked Mason Durie's vision behind the brand and has discovered that it takes a community to raise a child – you are on a pa and everybody is there. Kahu says it begins from the onset with how you treat whānau:

“People I work with are not clients, we call them by their name, and it's working with the whole whānau, not just the one person.”

The most rewarding part of her mahi is to see whānau have the confidence to articulate what

they want and need to other agencies – and to see them being confident in who they are. The most disappointing aspect is the other wrap-around services who still stigmatise whānau – and such reactions can oppress people and revert back to “victim” mentality or “I am not worthy”. To those agencies she recommends they attend a Whānau Ora waanganga to re-adjust those mindsets and learn how to really interact and engage with whānau that come to them.

“It's not a cultural thing, it's a mindset,” she surmised.

Kahurangi has goals in her role and one is to take away stigmatisation and refer to people by name and not by the description you could give them.

“It's important to me to not rush this. I want to take the time to really listen to whānau. Also to collectively drive down statistics and re-educate them with things like tika, pono and aroha.”

Her role as a kaiārahi gives her the freedom and the space to do just that.



REGIONAL SNAPSHOT



WAIARIKI

TE ARAWA WHĀNAU ORA

Te Arawa Whānau Ora Collective, Aroha Mai Cancer Support Services, Te Papatakaro o Te Arawa, Te Waiāriki Pūrea, Maketū Health & Social Services, Te Ika Whenua Hauora, Te Roopū a Iwi o Te Arawa Charitable Trust, Te Rūnanga o Ngāti Pikiao & Te Rūnanga o Ngāti Whare.

KEY REFLECTIONS

In response to the national COVID-19 alert Level 4 status in late March, Te Arawa Whānau Ora (TAWO) were swift to manaaki communities and quickly redeploy staff to two key activities: a regional distribution centre and a Whānau Direct virtual coordination hub. These activities continued through April, May and into June.

TAWO stepped up to coordinate the hygiene packing and distribution centre for all Waiariki, resulting in 40,000 hygiene packs deployed to whānau. Strong leadership, initiative and collaboration was executed. It was a seamless production, with a mixture of kaiārahi and community volunteers. The last five weeks of this kaupapa saw kaimahi from the other partners volunteer their time at the warehouse. Whakawhanaungatanga was enjoyed together and they expressed great thanks to TAWO for their commitment to this kaupapa. The evident success of both these activities demonstrated that the TAWO Collective had kaiārahi and staff who were already firmly established in Te Arawa communities and networks and were able to rely on existing high trust relationships.

TAWO Collective was responsible for the highest number of Whānau Direct applications across the region during this quarter, and the Whānau Direct hub accounted for just under half of these. This demonstrated that whānau in Te Arawa knew where to turn for support in a crisis. The Whānau Ora footprint increased as they reached into suburbs and vulnerable communities where previously there had been little traction.

Te Arawa is renowned for their manaakitanga and this was especially true in how TAWO cared for their koeke whānau. kaiārahi received a phone call from a shaky elderly voice, wanting to give thanks for a box of supplies he received. He then started crying and repeatedly apologised for being so emotional. He said, *“I’ve never known such kindness. I’m 86 and our mokopuna are all in Australia. I worked for 50 years with the Māori Wardens – 16 years here in Rotorua.”*

Although the Whaimua Collective Impact initiative was suspended during April and May, Whaimua whānau were still engaged and recalled for flu vaccines, which they were receptive to. Having announced the continuation of the Whaimua programme, whānau were provided lunch at Mitai Village – this was thoroughly enjoyed by all! Due to the success of this initiative a great opportunity has come about with Whaimua Project Manager being asked to guest speak at the Asthma and Respiratory Foundation conference in Wellington and to remain on the PHARMAC respiratory committee advisory board to advocate and influence change for whānau with respiratory health conditions.



REGIONAL SNAPSHOT



WAIARIKI

TŪWHARETOA WHĀNAU ORA

Partners: Tūwharetoa Health Charitable Trust, Te Korowai Roopu Tautoko and Tūwharetoa Ngā Iwi

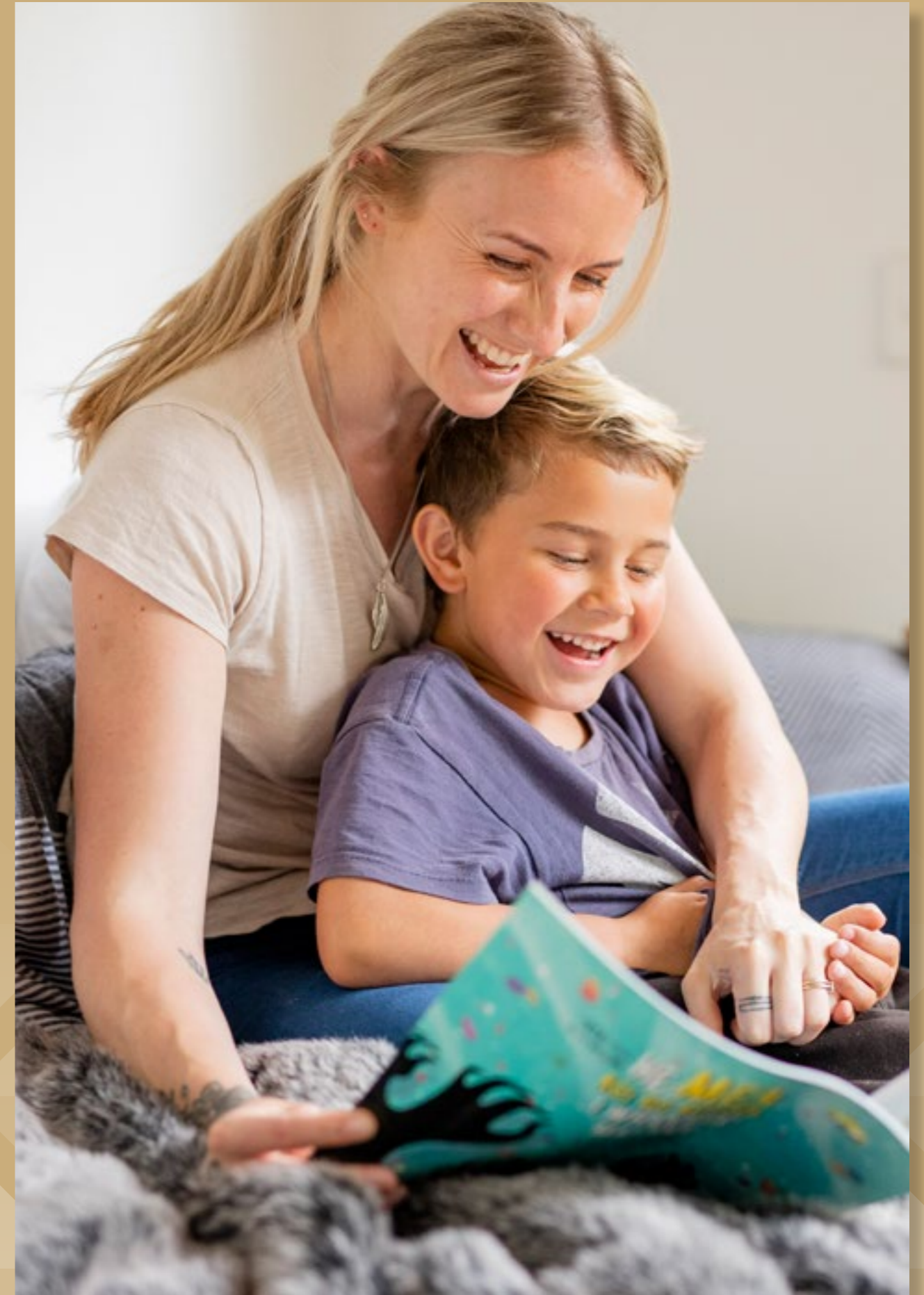
KEY REFLECTIONS

Tūwharetoa Whānau Ora have doubled down on COVID-19 support to whānau across the Ngāti Tūwharetoa region. Whānau have received more support packs, kai vouchers and firewood this quarter and the collective is struggling to keep up with whānau demand due to resource constraints.

Unemployment in the area has increased significantly but reaching whānau is difficult due to high rurality. To combat this, Tūwharetoa have invested in video call tech for kaiārahi and are working with Spark to improve connectivity for whānau in the outskirts of the region. While whānau engagement has increased this quarter, how much weight can be attributed to this is difficult to say. For certain however, whānau are engaging through this medium and are reporting that they enjoy engaging virtually – a lot of whānau are still shy with face-to-face contact.

Another interesting point is that whānau numbers in the region have increased, signalling perhaps that many have returned or are taking up new residence in the region. This is perhaps another reason for the increased unemployment numbers.

Kaiārahi across the collective continue to meet once a week to discuss best practice and opportunities through shared learnings. The idea was born to have a café for whānau where they can come and engage kaiārahi in a Māori way through whakatau (welcoming and settling) and whakanoa (sharing kai). Plans for the idea were written and this quarter they progressed with investment from the DHB and innovation funding to furbish a space in Tūwharetoa Health's Taupō office. Whānau are set to have a comfortable space to engage kaiārahi in the near future.



REGIONAL SNAPSHOT



IKAROA RĀWHITI

HOROUTA WHĀNAU ORA

KEY REFLECTIONS

With the learnings of quarter three and their response to the forestry downturn still fresh in their minds, quarter four saw a complete redeployment of all Whānau Ora resources into supporting the overall efforts of Horouta Whānau Ora (HWO), and their response to the COVID-19 pandemic.

The distribution of packs throughout quarter four acted as a catalyst for a significant increase in cross partner and community collaboration and communication. The initial focus for distribution was kaumātua and the vulnerable, followed by whānau at large. As the level of lockdown reduced, local businesses, sports clubs, marae and schools also received packs.

The working relationships built with other services has been much noted, such as Plunket whose nurses took referrals and clinically assessed whānau remotely while also allowing HWO to utilise their food bank. MSD worked closely with HWO to ensure whānau shared on both their books received necessary support. Civil Defence and the council had a large food bank operating, and Horouta Pharmacy extended operating hours for Whānau Ora referrals. Iwi leadership was largely seen as the umbrella under which the region's response sat under. Iwi joined forces to support whānau with kai distribution and were conduits for local businesses and farmers wanting to donate and support relief efforts.

The economic impact of COVID-19 is apparent and planning has been put in place to assist whānau into jobs with the COVID-19 innovation programme planned to start in quarter one of FY20/21. Two full time kaiārahi will work alongside whānau looking for employment, supporting them into training and employment by resourcing and connecting them with local businesses, training centres and other local service providers.



WHĀNAU ORA: KAIĀRAHI

RUBY WHITE | HOROUTA WHĀNAU ORA

*I te taha o taku māmā ko Te Aitanga a Hauiti,
Rongowhakaata ōku iwi*

*I te taha o taku pāpā ko Rongomaiwahine me
Ngai Tuhoe ōku iwi*

Since October 2018 Ruby White has been a kaiārahi lead for Te Tai Rawhiti.

Ruby returned with her whānau from Melbourne to resettle in Gisborne and was attracted to the role of becoming a kaiārahi. Upon applying she did her own research to familiarise herself with Whānau Ora and what the mahi involved, assessing if her own skills would be a match. Once she went through the six-week induction of Whānau Ora, her understanding of the organisation became very clear. Ruby knew she had the right skills and tikanga to accept the position because of her natural desire to always help others where and when she could – and she hasn't regretted it.

“It's when we reflect on all the mahi we have done and hearing from the whānau how we have had a positive impact on them and their individual situations – that is the most rewarding especially through the Collective Impact Initiative.”

Ruby added that duplicating that same model across what has happened recently and seeing how many people they have helped, and in different ways is also extremely satisfying and at times, challenging.

“Navigating whānau through the systemic stuff is a huge thing, a daily occurrence and one that is nationwide. It is a constant challenge and one that needs changing.”

She used the Child Disability Allowance as an example as she discovered that not only did whānau not know they were eligible for this, there were strict requirements which made it difficult to apply. Ruby challenged a couple of applications and her perseverance saw changes made at ground level which now makes this entitlement more accessible to whānau.

Ruby wants the grey areas around many allowances like this removed to make the process more transparent and give whānau the confidence to know what is available, and how to submit an application in a timely manner.

COVID-19 changed her role and Ruby was part of the team deployed to assess the needs of their people and ensure even the most remote whānau were reached.

“COVID was a huge learning experience for me, we switched to focusing on whānau who were impacted by Coronavirus. We assessed 225 whānau and then lockdown happened. We set up a system so people could text us and became mobilised so whānau could reach us remotely. We were still able to reach them, help them and communicate with them all over the phone connecting the right services to meet their needs.”

“If you have the love for whānau, the initiative to help and the resilience to be able to instigate change – then that's all you need. If you genuinely want to help whānau, watch them grow, achieve their goals and connect them to where they need to go – give it a shot because that's what it's all about.”

Ruby relishes her role and encourages future kaiārahi to join the Whānau Ora movement.



REGIONAL SNAPSHOT



IKAROA RĀWHITI

TE TAIWHENUA O HERETAUNGA, TE KUPENGA HAUORA AHURIRI

KEY REFLECTIONS

Quarter four saw a complete redeployment of all Whānau Ora resources into supporting the overall efforts of collective partners Te Taihenua o Heretaunga (TTOH) and Te Kupenga Hauora Ahuriri (Te Kupenga) to respond to the lockdown and effects of the COVID-19 pandemic

Main themes included increased collaboration across services and a willingness to proactively seek out and support whānau. Hygiene packs continued to be distributed through to mid-June. They went to whānau, marae, local clubs, businesses and 40 out of 41 local schools who also opted in to receive a large delivery.

Kaumātua were targeted early on in the response receiving the first hygiene packs as well as food vouchers, followed by the vulnerable before the general community. Kaumātua shared that they feel significantly better connected to the community and there has been an increase in awareness of their presence and needs amongst services and community members. For the first time a comprehensive list of Heretaunga kaumātua has been assembled and the list is now considered a taonga of the COVID-19 response. Marae partners have also seen an increase of activity and engagement with their communities. Some marae have begun food banks and others have built relationships with churches to help with items such as clothing and blankets.

The economic impact of COVID-19 has become apparent and planning has been put in place to assist whānau into jobs with the COVID-19 innovation programme planned to start in quarter one of FY20/21. A number of kaiārahi will be committed to engage with, assess, prepare and steer whānau into training and job opportunities with local businesses, the council, service providers and training centres.

TTOH is planning a re-structure of its Whānau Ora resources and looking at how they can further reach into the community, increase partners and grow their collective capacity.



REGIONAL SNAPSHOT

IKAROA RĀWHITI



WAI WAI A WHĀNAU ORA COLLECTIVE

KEY REFLECTIONS

Quarter four saw a complete redeployment of all Whānau Ora resources across the Wai Wai A (WWA) collective in support of Masterton's response to the pandemic and lockdown.

The distribution of packs throughout quarter four opened the door for significant collaboration amongst community groups, churches, local businesses, support services, Civil Defence, council and iwi who all provided volunteers to pack and distribute to the community. These relationships lent themselves to further opportunities of collaboration to support whānau, as shown when Pacific Island church leaders reached out for support for some of their whānau. Because of the trust, working relationships and open communication between everyone, there was an overwhelming response in the form of packs, blankets, firewood and contact by support services.

The utilisation of Whānau Direct and the change of its rules has also had wide impact with a very successful relationship with a local wood supplier meaning a high number of whānau have received a good stock of firewood, along with food vouchers and support with household bills.

WWA is keen to capitalise on their new and improved working relationships moving forward to support whānau needs and grow their collective. They are also already planning a new CI initiative supporting healthy whānau homes and partner Te Hauora Runanga o Wairarapa (THROW) has submitted their COVID-19 innovation plan that will see kaiārahi engage with a cohort of high school age rangatahi and their whānau. This will be a series of wanaanga to help participants identify and understand their mental health challenges, and discover strategies based in Te Ao Māori to build resiliency and good mental wellbeing.



REGIONAL SNAPSHOT



TE TAI HAUĀURU

TE TIHI O RUAHINE WHĀNAU ORA ALLIANCE

Partners: Te Tihi o Ruahine, Rangitāne o Tāmaki Nui-a-Rua Incorporated, Muaupoko Tribal Authority, Te Wakahuia Trust, He Puna Hauora, Ngā Kaitiaki o Ngāti Kauwhata and Bestcare Whakapaī Hauora

KEY REFLECTIONS

While some Te Tihi Whānau Ora initiatives had to close down during COVID-19, others ramped up significantly. Kāinga Whānau Ora continues to service whānau throughout the Manawatu region. More whānau are being supported in the home towards healthier homes, new housing and house repairs.

Whānau numbers increased slightly this quarter compared to last to this end. Whānau Direct has increased significantly. More whānau are being supported this quarter than previous quarters throughout the year and demand is not lessening. Te Tihi introduced five new organisations to Whānau Direct this quarter and are in the process of establishing them as users for Q1 2020-21 in an effort to both extend the reach of Whānau Ora and to meet this demand.

Te Tihi continues to lead out in the data and technology space. Further developments on their whānau planning and engagement apps – Te Ara o Whānau Ora and Te Mauri Moemoea – were achieved this quarter. These apps are being tested more widely now with whānau as they go through further refinements. These applications are unique in that they are designed by and are to be used by whānau as self-reliance and self-managing tools. They also provide whānau with visibility over their information that they are sharing within Te Tihi.

TE TAI HAUĀURU

NGĀTI RANGI WHĀNAU ORA

Partner: Ngā Waihua o Paerangi

KEY REFLECTIONS

The impacts of COVID-19 are still being felt across the Ngāti Rangi region – workforce stresses and whānau stresses are high. Whānau experiencing financial pressures have increased, probably due to increased unemployment. This has led to whānau not being able to maintain bare essentials such as kai and heating. Mental wellbeing cases have increased this quarter also suggesting a flow on effect. Subsequently, Whānau Direct has increasingly been called upon to provide urgent support to whānau and this resource is being burned through quickly.

One positive thing to fall out of COVID-19 was improved relationships with community support groups, hapū/iwi and government agencies. Improved collaboration was achieved in the following services and organisations: mental health, local police, Ruapehu District Council, MSD and Tamariki Ora. Whānau engagement has improved as a result.

The key opportunity for Ngāti Rangi is to utilise this improved collaboration to defragment other support areas to whānau.



REGIONAL SNAPSHOT



TE TAI HAUĀURU

WHĀNAU WHANAKE

Partners: Te Roopu Āwhina ki Porirua, Te Rūnanga o Te Ātiawa, Te Rūnanga o Toa Rangitira, Ngāti Kahungunu ki Pōneke and Takiri Mai Te Ata

KEY REFLECTIONS

Whānau unemployment is trending high in the wider Wellington region.

Whānau Whanake continues with their COVID-19 recovery plan which aims to address this by focusing on getting unemployed whānau into work or into their own business. Whānau Whanake have used this quarter to build an extensive network to support this end, partnering with local employers, SME's, entrepreneurs, funders/investors and consultants to provide workshops for whānau with employment goals or business aspirations. They continue to work with the community to identify these whānau.

Whānau Whanake acquired a Change and Development Lead who has begun work introducing the role to the five partners across the collective. Whānau Whanake benefit from having already had the project manager in place to bring the collective together in strategy and relationships, so the CDL has been able to focus purely on Whānau Ora practice. Surveys to the Whānau Ora workforce across the collective have been issued and are ready for collection.

TE TAI HAUĀURU

TARANAKI WHĀNAU ORA

Partners: Tui Ora and Tū Tama Wahine

KEY REFLECTIONS

Taranaki Whānau Ora capped off a rollercoaster year by doubling down on COVID-19 recovery support to whānau. More whānau received support packs this quarter than previous which included some winter items such as beanies, socks and scarfs. Schools across the region were finding a lot of tamariki coming in without kai and other essentials for school. The collective worked with teachers and other school staff to wrap kaiārahi and Whānau Direct support around tamariki/whānau to get kai and school resources to them. In this process kaiārahi were able to work with whānau towards recovery plans to help build self-dependency and capacity.

Taranaki Whānau Ora continued with building Whānau Ora across Taranaki. New referral pathways for whānau were established in schools as a result of the mahi above. Two organisations not currently with Taranaki Whānau Ora – Ngāti Ruanui and Ngā Ruahine – saw benefits in working closer with Taranaki Whānau Ora lead Tui Ora through COVID-19 to access resources and support for whānau in their areas. Through this mahi, the necessary relationships, information sharing and infrastructure for Whānau Ora was established. These organisations can now access Whānau Direct and are in a great position to house kaiārahi to cover the South Taranaki area which is currently under-served.

The Change and Development Lead (CDL) for the collective was able to work to the full extent of their role this quarter without COVID-19 distractions. Work to build Te Kawa o Whānau Ora (the Whānau Ora practice standard) into Tui Ora Workforce Development Plan and Professional Development Review Plan, has begun. Executive buy-in was achieved for TKOWO to be the accepted standard of practice for all divisions of Tui Ora. This was not without challenge due to the organisation's health provider roots. The CDL has worked closely with the Data Analyst to identify workforce gaps – surveys to this end have started. The CDL has attended all CDL hui to date with WOCA including TKOWO training.





WHĀNAU VOICES



Whānau Ora
COMMISSIONING AGENCY

COVID, A GREAT EQUILISER FOR THE WHAKATU COMMUNITY

Whakatu – a rural community in Hawkes Bay and home to around 1,000 people – a community that chose to use the COVID-19 lockdown as a way to unite and come together as one.

Des Ratima is a pivotal part of the Whakatu rohe – some even refer to him as the “*Unofficial Whakatu Mayor*”. Des said they are a success story thanks to the resources provided by Whānau Ora.

“Lockdown showed Whānau Ora as a game changer. In this community Pākehā were emotional receiving help from Māori – it was a great equaliser.”

Whānau Ora Partner, Whānau Tahi Trust based in Whakatu, gained notoriety for their initiative encouraging whānau to perform or lead

community activities from their front yards. Some activities whānau led included singing, dancing and zumba, encouraging whānau to join in from the street while maintaining their bubbles. This became very popular in the participating neighbourhoods with increased connectivity amongst them and a significant boost to morale. Whakatu came together, supporting each other regardless of background, culture, age or status. Every morning the streets would have locals stand at the end of their driveways and engage in karakia to start their day. This daily practice united them, this strengthened them and increased their mana as a community, as a group dealing with COVID-19.

Whakatu also honoured those who had passed with their unique Dawn Service parade to mark Anzac Day during lockdown. This community is binding together to move forward post COVID-19 and collectively presented a plan to the Hastings District Council, supported by tamariki. That strategy is called Community Plan 2023-2028 ‘Recover to Rebuild.’

Des summed it up, “This is our future succession plan for Whakatu. You are seeing a community in action. Our plan is Hapori ora, Whānau Ora, Tama Ariki ora. All empowered by the current leadership built on the kaumātua and kuia of our past. We are blessed.”



A MOTHERS DESPERATE COVID PLIGHT IN HOKIANGA

This is one of many whānau success stories to come out of this year's pandemic.

Myra Tapsell, a solo mother of two young children and hapū with her third, suddenly found herself in emergency housing and at rock bottom. She and her children became part of the system that simply bumped them from motel to motel, from Rotorua to Gisborne to Whangārei.

Myra was suffering her own personal issues which were being elevated with the constant uncertainty around her living and financial situation. Then as COVID-19 hit she found herself back home in Hokianga, pregnant and with her two children, living in a tent.

"I felt MSD did not want to take care of me and kept moving me around regardless of my two small children and the fact I was pregnant."

During lockdown she had no support to assist with her two children (aged one and eight) and growing belly due to the restrictions in place. Myra and her young whānau lived in this tent for nearly four months lacking necessities like clothing, kai and bedding as winter neared.

"I was so isolated, no-one was allowed to come and see me. I was desperate, losing hope and slipping into a dark hole."

Myra suffered depression and anxiety as the pressure built for her to get some stability in her life and find a way to get the essentials so they could survive.

And then everything changed when she met Mary Korewha from Whānau Ora. Mary was advised through MSD about the welfare of Myra and her children and chose the beach for their first meeting as it was a comfortable spot for them both.

Mary connected Myra with a team to get her medical requirements plus she spearheaded arrangements for emergency grants and funding to obtain food, bedding and clothing. For the first time Myra felt supported by this kaiārahi:

"I felt like Mary listened to me, she really listened to me and her team were most understanding of what I needed, what I really needed rather than telling me what to do. She was compassionate about my situation and the cause of my anxiety and stress, never judging me."

Mary was instrumental in moving Myra into a caravan with her children where they resided for almost five months. It wasn't a solution, merely a part of the journey to a better life. Then just two weeks before she had her third child, Myra and her two tamariki moved into a house.

They were gifted blankets, some brand new, clean clothes the children could grow into and her son was given a new mattress. Myra was very grateful for all the support she was receiving.

"A lot of agencies want to help – but they don't help. Whānau Ora is more Māori-based, more kaupapa-based. They could understand that going home and finding your roots to get some grounding was what you needed. That's why I bumped from town to town because they were trying to find the right help for me. Whānau Ora just got it – they instantly helped me and that's what I needed."

Myra has now set goals for herself, she is motivated to go back and study:

"It's made get up off my bum. I am happier on the inside and outside and I feel like I can do it. It's given me hope and I can put

my son in kura – do my 2IC certificates in dairy farming and give my children a future."

Myra has a house, they have the essentials they need so she can focus on their future, saving some money, getting her kids settled into a routine and focusing on her goals and her aspirations:

"I am in a better place, I see myself going forward from here. I don't see myself going backwards, I don't see myself falling into a hole again. Mary and her team really helped me and they were there for me, they understood my background and they genuinely wanted to help. And they did. They got through to me and inspired me and I am so very grateful."



**Whānau Ora would like to thank Myra for openly sharing her story with us.*

KAUMĀTUA COMFORTED WITH ZUMBA AND KŌRERO DURING LOCKDOWN

During COVID-19 many elderly were alone, they were confused and they were thrown out of their normal routines due to the lockdown and the regulations in place to keep them safe. Staying inside their homes and not being allowed to go to the supermarket, the doctor or visiting friends and whānau was new to them and suddenly they became isolated.

Meet some of the team from the Rauawaawa Kaumātua Trust: Daphne Vasea, Pernell Pakau, Huhana Wilson and Geraldine Boyd are four kaimahi who work for the trust looking out for our kaumātua. Along with the rest of the team they took action and immediately phoned every one of the 600 registered kaumātua on their books over a two-week period and made a plan to take care of them.

“When we made our initial phone calls the common response from them was relief to be included – relief to have some contact and some clarity and relief to know there was someone to talk to and someone to help them,” Pernell Pakau recalls.

Huhana Wilson explains, *“We spent a couple of weeks assessing their needs and once we identified what they required, we started making up packs to deliver to them.”*

There was a lot of fear and anxiety from kaumātua as they were trying to abide by

the advice given to them to stay home, but how were they going to get food, medicine and generally live? That presented a lot of challenges and concern to all kaumātua – and some were tempted to go to the supermarket, but when they did, the shelves were empty. This heightened their anxiety as they were unable to get the basics.

The Rauawaawa Kaumātua Charitable trust team rallied together with local suppliers and began making basic kai packs which included fresh fruit and vegetables.

With 15 staff and just as many volunteers they started the process of splitting the team into different areas around the community and began delivering the packs. Everyone had their role and they stuck to it. The allocated driver only drove and remained in the vehicle and the person walking the packs to the doors was always the same and dressed in PPE gear.

The most challenging part was not being able to hug or hongi the kaumātua upon arrival – a tradition in Māori culture that was temporarily abandoned for a smile and kōrero while social distancing. The best part? They got to see first-hand if kaumātua were okay, if they had whānau living with them or if they were alone. Another game changer was the pūtea and tautoko that came in from all over the community. From the Whānau Ora Commissioning Agency hygiene boxes to being able to buy food for

close to two thousand kai parcels. A great relationship grew with the local Pak N Save who ensured they had all the goods and resources ready to go onsite for the team when they arrived.

Collectively the small group of kaimahi and volunteers worked long days to respond to the needs that came in from agencies, whānau and kaumātua. And the need was so immense it stretched out to even the most remote in Whatawhata and Raglan – geographically these areas are not normally serviced by this trust, but there was a need during this unprecedented time and it had to be met.

These kaimahi also found other ways to connect to kaumātua. Zumba – renamed Kumba – Kaumātua Zumba. They found relatable music, Zumba moves that were easily executed and they filmed it for kaumātua who could remain active while in lockdown. They also made online resources to explain social distancing, how to use sanitiser, wear face masks, minimise germs and other relevant advice to get them through COVID-19. During lockdown they discovered there was a real gap in safe transport for kaumātua to address health

requirements, so the nursing team of three provided secure transport to accommodate those needs for flu vaccinations and health appointments – even going as far as Te Awamutu in one case.

Moving forward post COVID-19 the focus for this team is staying in regular contact with kaumātua – there are now 780 registered – taking them to appointments and helping them maintain their independence.

“Kaumātua don’t like being taken out of their routine – it throws them off and so we want to gradually get them back to maintaining their independence, as this is so important to them and to us as well,” said nursing team member Geraldine Boyd.

The team is reluctant to admit kaumātua could have been lost without their support and mahi and this is something they do not take lightly. COVID humbled them, it made them more flexible and it solidified the relationships they have not just with kaumātua, but within the Rauawaawa Kaumātua Charitable Trust team itself. A team of mana and aroha for what they do, who they do it for, and who they do it with.



THE PURU'S, "WE DIDN'T THINK WE WERE WORTHY."

Te Puna is a close-knit community in the rural outskirts of Bay of Plenty. In one tidy whare live Tom and his wife Kahurangi Puru – a whare they have called their home for 30 years. Tom has some health issues and together with his wife Kahu, they have been raising their teenage granddaughter since birth. She has an asthma condition that they monitor regularly.

Whānau Ora kaiārahi, Kahurangi Johnson, is welcomed like part of the whānau, the bond between them is warm, natural and trusting. This is a true testament to the quality time they have spent together since their first meeting several months ago and a clear indication of how much this navigator loves her job and the people she connects with.

The Puru's relationship is 44 years in the making and their door is always open to others, one neighbour was just leaving after sharing a cuppa and kōrero while doing his laundry there.

So how did their whare get the attention it did? They registered with Hauora Te Puna who asked their locals to indicate if they would like their home accessed. One day there was a knock at their door by members of Collective Impact – a Whānau Ora initiative. It completely surprised both Tom and Kahu that kind people were here to ensure their home was healthy and warm.

Kahu Puru was very surprised *"We didn't know what it was really about when they first came. We felt like other people needed it more, we felt we weren't worthy enough to have that work done on our whare."*

The survey team thoroughly checked their house, completed a list, and three months later they returned to say they were ready to start repairs and improvements. The Puru's had completely forgotten about the visit assuming their home did not meet the requirements. Tom remembers that day well:

"Next thing they were cleaning up and they had lots of cans of paint. Then they started water blasting my home and all of a sudden they were ready to paint. And I said, I would do the painting myself. They gave us the incentive to get in there and help them by doing it ourselves."

The Collective Impact crew were impressed with his enthusiasm and Tom took on the task of painting the entire exterior of his home with his moko. And they loved completing it together – taking the time to ensure the finished product was done to a professional standard. The Puru's turned down the offer of a heat pump due to their granddaughter's asthma as warm air can trigger an attack. They have never had a heater in their home in order to protect her from this.

The partners made minor repairs to the exterior of the home which was already insulated and structurally sound. And despite their protests, a balcony was built and painted out the front of their home through the philanthropic local marae.

For the first time they had an extractor fan installed in their bathroom which had become damp over time due to the condensation and steam. This has completely changed their lives and their faces light up with gratitude and almost disbelief when they talk about it. Tom said the tiny bathroom now seems bigger now they no longer contend with steam and constant dampness. They also received curtains – however they remain folded to one side as Tom intends to replicate the refurbishment in the

interior by giving it a new coat of paint.

The Puru's are even more house proud now thanks to the Healthy Homes Initiative and have aspirations to do more maintenance themselves and Kahu feels empowered.

"To be honest I didn't think our house needed to be done – we were not worthy of the attention. You just look at the word 'whānau ora' and the help they did for us, real Māoritanga that word Whānau Ora and all of the things they have done."

To this day Tom and Kahurangi Puru remain shell shocked that someone would look out for them, that someone would want to improve their standard of living, because they still believe that they are not worthy. They are.



Tom Puru, Kahurangi and Kahurangi Puru.



FUTURE PROOFING WHĀNAU ORA

FUTURE PROOFING WHĀNAU ORA

WORKFORCE DEVELOPMENT

Workforce development team members continued to support WOCA during its COVID-19 pandemic response with workforce development activities for partners and their kaimahi as they redeployed with a public health focus. We worked closely with relationship managers and regionally based Change and Development Leads (CDL) so we could respond to needs as they arose. A series of 'User Guides' were developed to support kaimahi working remotely including Zoom, MS Teams and for the delivery app HazKit along with health and safety guides for correct use of PPE gear.

Once we came out of COVID-19 response we refocused on our Kawa and other business as usual working groups and began progressing our overall workplace development strategies with the CDLs and other work-streams.

TE KAWA O WHĀNAU ORA

A significant milestone for what was previously known as Whānau Ora Accreditation was the agreement by the Provider Working Group to align with Te Kawa o Whānau Ora. This aligned with the feedback from the testing phase of the Whānau Ora Accreditation that a true Māori framework resonated with partners. As Te Kawa o Whānau Ora grew from a series of interviews with the Whānau Ora Partners through research led by Dr Kiri Tamihere-Waititi, there was a collective buy-in and a natural alignment to what identified Whānau Ora Partners.

The original online assessment tool was modified to reflect Te Kawa o Whānau Ora Framework while the Provider Working Group, working with by Dr

Kiri Tamihere-Waititi, finalised the Kauae Runga and Kauae Raro indicators and corresponding evidence.

With partners naturally having to refocus on their community response during COVID-19 the rollout phase was impacted. However, digital resource development was continued during this time to support partners and Change and Development Leads, leaving it in a good position to continue its roll out this coming year.

CHANGE AND DEVELOPMENT LEADS

Another milestone for Workforce Development Strategy was the recruitment of Change and Development Leads regionally. While many were seconded during COVID-19 to meet the needs of their partnership's COVID-19 response there was still significant progress made towards building the CDL community of practice. Regular zui were held building relationships, devolving existing training resources, commencement of workforce development plans, and sharing of trends and needs from their partnerships.

In July the National CDL Hui was held at Armour Bay, Auckland with a focus on Te Kawa o Whānau Ora and the WOCA commissioning.

PLATFORMS OF CHANGE

During the COVID-19 response phase the initial steering group meeting was deferred to August when we would scope the approach and action. As part of informing the approach it was decided to also take notes from the regional summits scheduled through July/August which would provide some insights for this project.



FUTURE PROOFING WHĀNAU ORA

WHĀNAU ORA DIPLOMA

Wai Tech, the Private Training Establishment entity of Te Whānau o Waipareira, delivers the New Zealand Diploma in Whānau Ora, providing educational opportunities for kaimahi to be recognised and validated for their mahi, skills and experience for working with whānau in their communities.

The Diploma is a NZQA accredited workforce development qualification endorsed by The Whānau Ora Commissioning Agency, designed to empower, enhance and equip kaimahi within Whānau Ora providers throughout Te Ika-ā-Māui.

WHĀNAU ORA IN ACTION

The NZ Diploma in Whānau Ora Outcomes framework encompasses graduates being;

- Ākonga have transferrable skills
- Ākonga are on-line anytime networkers
- Ākonga inform best practice
- Ākonga are self-managing and in demand
- Ākonga are Whānau Ora Ambassadors

2020 will be remembered for COVID-19 and lockdown, however within the NZ Diploma in Whānau Ora this has highlighted resilience, empowerment and innovation amongst kaimahi, learners and whānau alike. COVID has allowed the demonstration of all aspects above to shine through and sustain delivery for the majority of kaimahi. Online engagement across multiple platforms ensured seamless delivery throughout the lockdown period. The critical success factor within this mix was relationship-building demonstrated with complimentary partnerships between kaimahi, management within their Whānau Ora organisation, and the centralised support from The Whānau Ora Commissioning Agency and Te Whānau o Waipareira.



Noho Marae 2019 – Waiteti Marae, Ngongotaha, Rotorua

This particular cohort started in March 2018 and recently concluded in May 2020. **66 Kaimahi** en-rolled with **46** successfully completing the 2-year Diploma in Whānau Ora local qualification. This signalled a **70% graduate rate** of investment back into the Whānau Ora network.

2020 NEW ZEALAND DIPLOMA IN WHĀNAU ORA.

The transition of qualification delivery from the two-year Diploma in Whānau Ora to the one-year NZ Diploma in Whānau Ora has enabled greater access for kaimahi to Workforce Development training and an increased contribution of qualified kaimahi working throughout the Whānau Ora network. A renewed confidence from The Tertiary Education Commission in Wai Tech to deliver EFTS funded provision in 2020. This is a significant step for the PTE as it prepares for its upcoming NZQA External Evaluation & Review in 2021 and future programme development.

This cohort started in March 2020 with an end date of December 2020. There are currently 49 kaimahi enrolled on this one year national qualification.



Noho Marae – Tunohopu Marae, Ohinemutu, Rotorua

ADVOCACY

Advocacy played a key role in raising awareness around issues impacting whānau Māori. The Māori Inquiry into Oranga Tamariki, for example, provided a platform for communities, providers, social and health professionals and researchers/academics to provide a collective response and voice around Oranga Tamariki policies and practices that have had devastating intergenerational impacts on whānau Māori. Advocacy activities also included strategic use of the media and engagement with politicians and political commentators. Key Māori leadership became key media voices in raising awareness around issues impacting whānau Māori, as well as guidance and mana to the inquiry process in terms of gaining unanimous support from the Iwi Leaders Forum and a sitting with Prime Minister Jacinda Ardern.



MĀORI INQUIRY INTO ORANGA TAMARIKI

The Māori Inquiry into Oranga Tamariki (The New Zealand Ministry for Children, also formerly known as Child, Youth and Family or 'CYF') was launched as a result of the continued inaction by the New Zealand Government to respond to ongoing serious issues in relation to the treatment of tamariki Māori and whānau Māori within the government, child and youth care and protection system. The severe negative impacts on Māori whānau and tamariki are in direct contravention of Oranga Tamariki's stated aim of ensuring children are where they can be safe, connected and flourishing.

In May 2019, the seriousness of ongoing issues with Oranga Tamariki (OT) was brought to the New Zealand public's attention by media reporting on the actions of the agency in the Hawke's Bay. The agency's sustained and concerted attempt to forcibly uplift a newborn infant from a young Māori mother still in hospital recovering from childbirth was documented by a well-known reporter and elicited wide-spread outrage.

From this outcry came the wero (challenge) from whānau: How do we stop this? What can we do? The solutions did not lie with one individual, or one group, or one community. As has been the process in the past on other issues of significance to Māori and the country, the answers and solutions lay with Māori collectively.

The Whānau Ora Commissioning Agency, with the support of the South Island Commissioning Agency Te Pūtahitanga o Te Waipounamu, and under the guidance of renowned Māori leadership, took on the review process in recognition of the urgency for change towards better Māori whānau wellbeing. A key point of difference for this inquiry was to fill the current gap of understanding around the intricacies and complexities that lie at the heart of Māori realities, and to give voice to something that for too long has been either silenced, or wrongly appropriated and misrepresented.

A number of national hui were held around the country. The structure of the framework the Terms of Reference (TOR) were drafted and ratified on the 19th of August 2019 at a public hui in Hamilton. The overwhelming

response from communities and leaders was heartening. Whānau from all around the motu shared their stories of loss and struggle, and the hurt and suffering caused when tamariki and mokopuna had been ripped away.

Even more heart-wrenching was hearing what happened in the aftermath of an uplift: whānau feelings of hopelessness and depression. Yet these same whānau found the strength to stand up and be heard, to share stories that were often deeply personal and raw, and to come together with other whānau around the country to make change. For those of us who had the honour and privilege to attend both the hui and hear the stories of our whānau, there is the stark realisation that something needs to be done now.

To make participation as accessible as possible, the Inquiry also devised several pathways for submission, including email, online submissions, an 0800 phone number and the setting up of Listening Posts (Ngā Pou Whakaaro) at Whānau Ora providers across the North Island. The review team also travelled to the regions where whānau had contacted the Inquiry in large numbers, or where community groups and Whānau Ora providers offered to host hui. In the South Island, Te Pūtahitanga organised a series of six facilitated whānau-led community hui across various locations, as well as conducting individual interviews. The inquiry engaged with more than 1000 whānau, both Māori and non-Māori, as well as receiving submissions from social workers, health professionals and the many other people that have a stake in the care and wellbeing of tamariki.

The final report was presented at the Iwi Chairs Forum at Waitangi on 4 February, with around 250 attendees representing Iwi and hapū from across Aotearoa. Iwi chairs voted unanimously to support all 'action point' recommendations of the Whānau Ora commissioned Māori-led Inquiry into Oranga Tamariki. A copy of the report was presented to Prime Minister Jacinda Ardern by the Iwi Leaders Forum on 5 February 2020.

RESEARCH & EVALUATION

INNOVATION FUND RESEARCH PROJECT

The commissioning for innovation research was designed to explore the ways in which the Innovation Fund was being used by Whānau Ora partners across Te-Ika-a-Māui, looking at different projects and programmes and their outcomes, as a result of the funding. The research project involved a range of interviews and focus groups with whānau and kaimahi across five Whānau Ora partners. Partners that participated in the research were from across a wide range of areas around the North Island, both rural and urban including: Te Tihi o Ruahine, Te Rūnanga o Te Whānau, Te Puna Hauora o te Raki Paewhenua, Ngāti Hine Health, and Tui Ora. A video element of the project was also undertaken, with the EditLab video team visiting each provider, and gathering video footage of interviews and focus groups where the whānau and kaimahi gave consent. Raw footage gathered as part of the research teams site visits is being collated, and will be returned to those providers who participated.

KIA POIPOI AKE TE HAUORA O Ō TĀTAU KAUMĀTUA

This project grew out of a previous scoping project and publication - “Kaumātuatanga” 2018 - that identified that current kaumātua services were fragmented, under resourced, ill-defined and that life-course issues which affected Māori were not currently well addressed. This project thus looked to design a prototype whānau ora based kaumātua service that would address a number of these issues.

The project drew together several key stakeholders to consider the design of future support services for kaumātua. The research team also attended a conference in Rotorua on 19-21 November 2019. Opportunities to gather data at the conference were sought. A presentation spot was secured along with a conference booth asking for feedback on a survey the team had developed. A co-design workshop was also arranged for the 31 March 2020 with representation from urban based and rural based kaumātua, MoH, Māori providers, experienced home care support providers, AUT and University of Auckland ageing experts and local DHB representation. Unfortunately, the advent of the COVID-19 lockdown resulted in a cancellation of the workshop. While the project is currently on-hold, kaumātua were identified as a high ‘at risk’ group to the impacts of the COVID-19 pandemic, and that future research would like to ensure that the unique needs of kaumātua continue to be met during times of crisis.

KAUMĀTUA PROVIDER CONFERENCE, WAITETI MARAE, ROTORUA

Exploring the Needs and Circumstances of Māori Youth across Te-Ika-a-Māui: Tō Ao, Tō Reo - Your World, Your Voice

Māori youth are at a critical stage facing complex problems. With the growing focus to solve these problems, it is essential to understand the factors and circumstances contributing to the range of problems. A general survey exploring the needs and aspirations of Māori youth across the North Island was developed to provide a better understanding of issues affecting Māori youth.

The survey was branded as Tō Ao, Tō Reo. It was communicated through different social media platforms, the WOCA partnership network and with other like-minded organisations and people working in the space with Māori youth (schools, NGO's, festivals, events etc.) across the North Island. The survey was rolled out on the Survey Monkey platform. Data collection took place between December to March 2020. A total of 220 responses were received from the North Island. While the project has now been placed on hold, it holds immense potential, especially in light of the consequences of the pandemic on youth.





WHĀNAU ORA COLLABORATION

WHĀNAU ORA COLLABORATION

BREAST & CERVICAL SCREENING SUPPORT

In 2019-2020, partners collectively continued to exceed Ministry of Health targets, regardless of the impact of the COVID-19 pandemic.

BREAST SCREENING:

The combined Ministry of Health targets for 2019-20 across the Whānau Ora partnerships for the number of priority group women referred or identified who had a mammogram is 510.

- **1296 women supported had a mammogram**
- **38 women were supported to attend an assessment/results appointment.**

CERVICAL SCREENING:

The combined Ministry of Health targets for 2019-20 across the Whānau Ora partnerships for the number of unscreened and under-screened priority group women referred or identified who have had a cervical smear is 820.

In total:

- **822 unscreened and under-screened priority women supported were screened**
- **233 women were screened in community settings**

The effects of COVID-19 first hit Tairāwhiti in January 2020 with partners in the region beginning the redeployment of kaimahi to support whānau impacted by job losses caused by the downturn in the forestry sector. This was quickly followed by community outbreak of the virus in February, with subsequent lockdown measures implemented causing the cessation of all screening services from 25 March 2020 with screening gradually resuming from 5 May 2020.

Screening Support Services kaimahi were all redeployed as essential workers throughout this period to provide coordinated support to whānau impacted by the pandemic and lockdown.

This has highlighted the positive impact of Whānau Ora within the regions and the collective approach to supporting whānau. It has also initiated further conversations within communities of the success of building robust relationships and working collaboratively to enable a greater reach of support for whānau.

As an acknowledgement of the success of Whānau Ora partners' capacity to quickly evolve to meet the changing needs of whānau, a result of these strengthened relationships throughout the periods of lockdown is the new initiatives forged to support priority women access screening support.

Whānau Ora partners have worked with whānau to overcome residual unrest as a result of the COVID-19 pandemic, with whānau reluctant to visit clinical settings for any reason. Screening Support Service kaimahi have worked hard within their communities to identify alternate options for priority group women to feel confident when accessing Breast and Cervical Screening.

WAIARIKI - LAKES DISTRICT HEALTH BOARD

CERVICAL SCREENING:

The target for 2019-20 for the number of unscreened and under-screened priority group women referred or identified who have had a cervical smear is 285

Results

- **184 unscreened and under-screened priority women supported were screened**
- **22 women were screened in community settings**

BREAST SCREENING:

The target for 2019-20 for the number of priority group women referred or identified who had a mam-mogram is 180

Results

- **771 women supported had a mammogram**
- **24 women were supported to attend an assessment/results appointment.**

IKAROA-RĀWHITI - TAIRĀWHITI DISTRICT HEALTH BOARD

CERVICAL SCREENING:

The target for 2019-20 for the number of unscreened and under-screened priority group women referred or identified who have had a cervical smear is 250

Results

- **430 unscreened and under-screened priority women supported were screened**
- **209 women were screened in community settings**

BREAST SCREENING:

The target for 2019-20 for the number of priority group women referred or identified who had a mam-mogram is 150

Results

- **25 women supported had a mammogram**
- **11 women were supported to attend an assessment/results appointment.**

TE TAI HAUĀURU - MIDCENTRAL DISTRICT HEALTH BOARD

CERVICAL SCREENING:

The target for 2019-20 for the number of unscreened and under-screened priority group women referred or identified who have had a cervical smear is 285

- **208 unscreened and under-screened priority women supported were screened**
- **2 women were screened in community settings**

BREAST SCREENING:

The target for 2019-20 for the number of priority group women referred or identified who had a mammogram is 180

- **500 women supported had a mammogram**
- **3 women were supported to attend an assessment/results appointment.**

ACC NAVIGATION SERVICE

In September 2019 the Whānau Ora Commissioning Agency ACC Navigation Service was established as a response to Māori being more likely to sustain life changing injuries, and less likely to access support through ACC.

The ACC Navigation Service provides support to whānau across Aotearoa to navigate through the complications of the ACC process with confidence, and to resolve issues and conflict at the earliest opportunity.

In addition to this, and true to Whānau Ora, ACC Navigation Service Kaiārahi have also assisted whānau to avert crisis, create stability, and set goals for their future. Tikanga Māori is embedded into ACC Navigation Service Kaiārahi practice as a foundation for supporting whānau unravel their concerns, identify solutions and set a course an action plan for whānau to achieve their goals.

Whakawhānautanga has been vital in establishing positive connections with whānau to ensure that their voice is heard, as well as building trust for the ACC Navigation Service Kaiārahi to walk alongside their whānau in their journey to overcome adversity. ACC Navigation Service Kaiārahi support whānau to understand their entitlements, and advocate for whānau with ACC. Information and options are provided to whānau, for whānau to make their own decisions, and own their change process.

The COVID-19 pandemic has raised additional concern for whānau with lock down measures impacting whānau capacity to attend treatment and rehabilitation appointments, causing uncertainty on job security, and unrest for whānau concerned about contracting COVID-19 as they manage long term health conditions. ACC Navigation Service Kaiārahi spent additional time supporting vulnerable whānau plan alternative options to manage these impacts of the COVID-19 pandemic.

SUPPORT FOR WHĀNAU

In 2019-20, 197 whānau members and their whānau have engaged with the ACC Navigation Service seeking better outcomes for their injuries with ACC.

Whānau present with multiple high and complex needs seeking support:

- Often in crisis leaving them without hope, and in some cases suicidal
- Support for unresolved sexual violence matters
- Financial instability impacting on their essential living needs including housing, food and medication
- Pain and trauma without a recovery pathway
- Uncoordinated agency involvement – Oranga Tamariki, Police, Corrections, Justice

Issues are often overwhelming and impact on the whole whānau. This creates the endless cycle of despair and negative pathways

Through our Kaiārahi, whānau are supported to develop a plan, in which they work together to determine the actions or goals which need to be completed to support them to achieve the outcome or outcomes they wish to achieve.

Through continuous communication, whānau and Kaiārahi discuss and provide feedback on the agreed actions and goals, and whether the whānau are satisfied with the results, or whether further actions are required to support whānau.

71% of whānau have reported a successful outcome. The three main outcomes that whānau are reporting are:

- Whānau are knowledgeable and well informed – whānau are reporting a better understanding of ACC, their entitlements and their recovery pathway
- Whānau actively foster lifestyles that lead to optimal health and wellbeing – whānau are enrolling in primary care, and accessing the required treatment and rehabilitation. Whānau are reporting increased wellness.
- Whānau enjoy high standards of living – whānau have been supported to find employment, or have had their entitlements reinstated and now have the capacity to meet their financial responsibilities.

All this, with Kaiārahi closeby to listen, support and action, for whānau to achieve and thrive!



WHĀNAU RESILIENCE

Whānau Ora Partners across Te Ika-a-Māui engaged in an agreement to work with the Ministry of Social Development (MSD) to locally design long-term services tailored to support strong, resilient communities where whānau are supported to live violence free, and to eliminate violence for our future generations.

The Whānau Ora partners include Te Rōpū Āwhina ki Porirua, Te Rūnanganui o Ngāti Porou, Te Kōhāo Health, Te Whānau o Waipareira Trust and Huakina Development Trust who are each working collaboratively with other regional organisations through whakawhanaungatanga and sharing knowledge, reflecting on positive experiences which support whānau.

Each partner will individually design a clear service concept, underpinned by key elements including whānau voice which will be reflected through a programme designed to align with one or more of these pou:

- strengthen cultural identity and whakapapa
- strengthen social capability and community connection
- support behaviour changes for people who use violence
- support trauma healing and recovery from violence
- create healthy relationships and skills

Although the COVID-19 pandemic has changed the milestone timeframes, collaborative design work continued the lockdowns through online hui and continuous communications. We look forward to supporting our partners through the next phase of implementing their services.

TE KETE ARONUI

Te Pūtea Whakatupu Trust fund Te Kete Aronui Literacy and Numeracy Services delivered through Whānau Ora partners in West Auckland, South Auckland, Waikato and Wellington regions.

In December 2019, 180 tamariki were enrolled across Te Ika-a-Māui for support to achieve their goals. The combined successes were:

- Tamariki growing in confidence to ask questions to, and engage with, kaiako about what they are learning as their learning improves
- Parents and whānau engaging with the programme to better understand their child's progress of individual learning plans and the benefits of Te Kete Aronui.
- The addition of 'cooking' to the programme to stimulate tamariki in learning measurement and accuracy

To ensure the safety of tamariki and whānau, Te Kete Aronui Literacy and Numeracy Services were placed on hold through COVID-19 lockdowns. Te Pūtea Whakatipu Trust partnered with Whānau Ora Commissioning Agency to provide hygiene packs and resources to support whānau through the impact of the pandemic.





FINANCIAL STATEMENTS



Whānau Ora
COMMISSIONING AGENCY

Te Pou Matakana Limited
t/a Whānau Ora Commissioning Agency

Summary Financial Statements

30 June 2020

The following are excerpts from the audited financial statements of the Te Pou Matakana Limited t/a **Whānau Ora Commissioning Agency** for the year ended 30 June 2020 which were authorised for issue on 25 September 2020. An unmodified audit opinion was issued on the full financial statements on 29 September 2020. These summary financial statements were authorised for issue on 25 September 2020 by the Board of Directors.

The full financial statements have been prepared in accordance with generally accepted accounting practice in New Zealand. They comply with Public Benefit Entity Standards (Not-For-Profit). Te Pou Matakana Limited t/a **Whānau Ora Commissioning Agency** is a not for profit public benefit entity.

The summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements.

These summary financial statements are in compliance with PBE FRS 43: Summary Financial Statements, and the functional and presentation currency is New Zealand dollars.

SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

For the Year Ended 30 June 2020

	2020	2019
	\$000	\$000
Total revenue	74,481	44,475
Total expenses	(74,577)	(42,477)
(Deficit) / Surplus	(96)	1,998
Other comprehensive revenue and expense	-	-
Total comprehensive revenue and expense for the year	(96)	1,998

SUMMARY STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2020

	2020	2019
	\$000	\$000
Equity at beginning of year	4,719	2,721
(Deficit) / Surplus	(96)	1,998
Equity at end of year	4,623	4,719



SUMMARY STATEMENT OF FINANCIAL POSITION
As at 30 June 2020

	2020	2019
	\$000	\$000
CURRENT ASSETS		
Cash and cash equivalents	3,000	1,098
Short term investments	3,824	3,711
Accounts receivable	4,377	2,612
	11,201	7,421
NON-CURRENT ASSETS		
Property, Plant & Equipment	41	37
	41	37
TOTAL ASSETS	11,242	7,458
CURRENT LIABILITIES		
Accounts Payable	229	149
Accrued Expenses	436	351
Deferred Revenue	4,110	1,406
Employee Entitlements	190	237
GST Payable	1,654	596
	6,619	2,739
NET ASSETS	4,623	4,719
EQUITY		
Accumulated Funds	4,623	4,719
	4,623	4,719

SUMMARY STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2020

	2020	2019
	\$000	\$000
Net cash flows from operating activities	1,918	1,903
Net cash flows from investing activities	97	137
Net cash flows in financing activities	(113)	(2,123)
Net increase in cash held	1,902	(83)
Cash at the beginning of the year	1,098	1,181
Cash at the end of the year	3,000	1,098





Independent Auditor's Report

To the shareholders of Te Pou Matakana Limited

Report on the summary financial statements

Opinion

In our opinion, the accompanying summary financial statements of Te Pou Matakana Limited (the 'company') on pages 1 to 2:

- Has been correctly derived from the audited company financial statements for the year ended on that date; and
- Is a fair summary of the company financial statements, in accordance with PBE FRS 43 Summary Financial Statements.

The accompanying summary financial statements comprises:

- the summary statement of financial position as at 30 June 2020;
- the summary statements of comprehensive revenue and expense, changes in equity and cash flows for the year then ended; and
- notes, including a summary of significant accounting policies and other explanatory information.



Basis for opinion

We conducted our audit in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

We are independent of the company in accordance with Professional and Ethical Standard 1 International Code of Ethics for Assurance Practitioners (Including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) ('IESBA Code'), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code.

Other than in our capacity as auditor we have no relationship with, or interests in, the company.



Use of this Independent Auditor's Report

This report is made solely to the shareholders as a body. Our audit work has been undertaken so that we might state to the shareholders those matters we are required to state to them in the Independent Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the shareholders as a body for our audit work, this report, or any of the opinions we have formed.



Responsibilities of the Directors for the summary Financial Statements

The Directors, on behalf of the company, are responsible for:

- the preparation and fair presentation of the summary financial statements in accordance with PBE FRS 43 Summary Financial Statements; and
- implementing necessary internal control to enable the preparation of a summary set of financial statements that is correctly derived from the audited financial statements.



Auditor's Responsibilities for the summary Financial Statements

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

We expressed an unmodified audit opinion on the financial statements in our audit report dated 29 September 2020.

The summary financial statements do not contain all the disclosures required for a full set of financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the company.

KPMG

KPMG
Auckland

29 September 2020



Whānau Ora
COMMISSIONING AGENCY



Whānau Ora

COMMISSIONING AGENCY

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