



ANNUAL REPORT

2018-2019

“Tautokona te whānau, kia angitū, kia whai hua”
Supporting Whānau Success



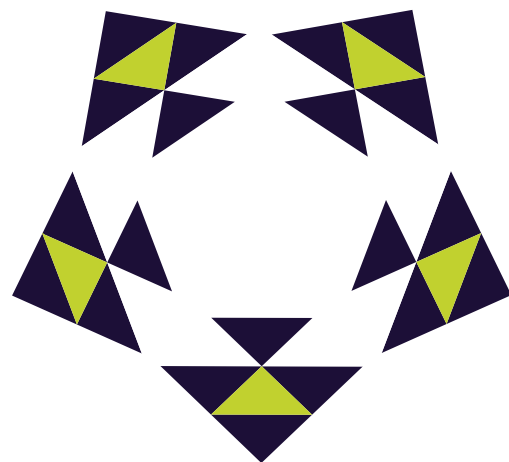
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Supporting Whānau Success



OUR NEW TOHU



KAIWHAKATERE: THE NAVIGATORS

Early Māori navigators used the stars as a tool to ensure safe voyage to their destination. Stars are a steadfast symbol of hope and dreams that helps to guide everyone.

FOR FURTHER INFORMATION:

Visit: www.whanauora.nz
Email: info@whanauora.nz
Phone: 0800 929 282



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MIHI

Kei ngā tapu o Rangi,

Kei ngā mana o Papa,

Kei ngā uri whakaheke o rātou mā,

Tēnā rā tātou katoa.

Koutou ngā ihi o te pō e kore anō e ao,

e tangi atu nei ō koutou mahuetanga iho, haere, haere, haere mai, haere.

Koutou te pito mate ki a koutou.

E tātou mā, e ngā mata mō raurangi, ko tātou te pito ora ki a tātou.

Tihei mauri ora!

Hei tūāpapa mō ā mātou mahi katoa ko te ara whakamana e hua ai ko te ora, ko Whānau Ora. Hei tūāpapa mōna ko ngā uara taketake o te ahurea Māori, me te aha, ko tāna he taunaki i te tangata mā roto mai i te horopaki o te hāpori. Ko ngā whānau tonu ngā mana whakatau. Mā ngā whānau tonu hei tohu ngā hua me mātua whai e whanaketia ai ō rātou pūkenga, e tutuki anō ai ō rātou tūmanako.

E whai hua ana a Whānau Ora. Ia rā, ia rā, he whānau e whai wāhi mai ana ki ā mātou hōtaka, otirā, e panoni ana i ō rātou nā ao.

Ko tā te pou kōmihana i āiane nā he whakapau kaha kia hora ai te māramatanga ki tēnei ara, kia titia whānuitia ai tēnei kaupapa ki ngā ngākau, ki ngā mahara anō o ngāi Aotearoa whānui. Nō tēnei tau ka panonitia tō mātou ingoa kia karangatia kētia ai mātou ko te Whānau Ora Commissioning Agency. Mā konei e noho ai ko Whānau Ora te matua ki tō mātou ingoa, ki tō mātou tohu anō.

E whai nei mātou ki te whakapūioio i te waka o Whānau Ora kia whanake tonu ai, āke, āke. Nō te waka nei ka pakari haere, ka pērā tonu ko tō mātou āhei ki te tautoko i ngā whānau kia tutuki ai ō rātou wawata. E mahi tahi nei mātou ki ngā hoa hourua Whānau Ora e ū nei ki te angitū o ngā whānau, me te aha, e whakamihi nei mātou i ō rātou ngākau titikaha.

Nau mai rā ki tēnei pūrongo ā-tau a te Whānau Ora Commissioning Agency.

VISION

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

Whānau Ora Commissioning Agency supports the aspirations of whānau as they navigate their journey toward becoming stronger and more resilient.

MISSION

As a result of Whānau Ora commissioning activities, whānau in Te Ika-a-Māui will enjoy good health, experience economic wellbeing, 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

Whānaungatanga: “Anō te ātaahua o te noho tahi a ngā taina me ngā tuākana i raro i te whakaaro kotahi.” Establish and maintain positive relationships.

Tautoko: “Tautoko kia tū tangata, kia tū rangatira.” Support and encourage whānau to realise their full potential.

Wairuatanga: “He hōnore, he kororia ki te Atua, he maungarongo ki te whenua, he whakaaro pai ki ngā tāngata katoa.” Act in the spirit of all that is good.

Kawa: “Kia tipu he puāwai hōnore mō te pani me te rawa kore.” Uphold the kaupapa in which Te Pou Matakana was founded, its values, vision and standards.

Whakapapa: “Hoea te waka.” Honour the past, the present and the future.

Pōwhiri: “Taku manu pōwhiri e rere atu rā ki te tai whakarunga ki te tai whakararo ki ngā iwi o te motu nei.” Embrace and welcome all.

Manaakitanga: “Manaaki tangata.” We are hospitable, fair and respectful.

Te Reo Māori: “Tōku reo tōku ohoo, tōku reo tōku māpihi maurea.” We actively practice Te Reo Māori and tikanga.

Aroha: “Me aroha ki te tangata.” We are empathetic, compassionate and have regard for all.

Kotahitanga: “Kōkiritia i roto i te kotahitanga.” We progressively act in unity.



MESSAGE FROM THE CHAIR

E mihi ana ki a koutou ma,

In last year's annual report I wrote that Whānau Ora would undergo a government review, providing an opportunity for the commissioning agency to demonstrate the effectiveness of the approach.

"The Whānau Ora Review Report – Tipu Mātoro ki te Ao" was released in February 2019. It affirmed that Whānau Ora creates positive and sustainable life changes for Māori and Pacific families.

As the largest commissioning agency using the Whānau Ora approach, we can take particular pride in these results. Just as we take pride in the fact that we have consistently achieved above our targets when it comes to engaging with whānau through our programmes. For Whānau Direct our engagement rates are more than 20 percent above our targets, while our Kaiārahi programme had an engagement rate over 40 percent above target.

Whānau Ora works. Whānau are engaging with our programmes and turning their lives around.

Now we are working to increasingly capture the hearts and minds of people in Aotearoa New Zealand and consolidate the Whānau Ora movement.

In this last financial year we have rebranded from Te Pou Matakana to the Whānau Ora Commissioning Agency, putting Whānau Ora at the front and centre of our brand identity.

Then in early 2019, we launched an awareness campaign to embed an understanding of Whānau Ora throughout Aotearoa.

We created our powerful "We Dream" video, showing Whānau Ora navigators narrating a 45-second film that tells a story of whānau aspirations.

This was followed by a highly successful integrated media and PR strategy that used social media influencers and Whānau Ora champions to deliver messaging and create conversations.

Our Whānau Ora Hui in September 2018 brought together over 400 delegates from North Island Whānau Ora provider partners, government representatives, national and international thinkers, writers, and representatives from the other two commissioning agencies, Te Pūtahitanga o Te Waipounamu and Pasifika Futures.

The conference was an opportunity to take a fresh look at the collective work across different platforms within Whānau Ora. We were also able to share the event in real time with 2,500 viewers through live stream.

Another of the year's highlights was Social Value International endorsing our Whānau Ora Accreditation Framework, following a review from their international community network.

Whānau Ora will keep going from strength to strength. We have a board willing to take strong action for whānau and we will continue to support them in realising their dreams.

I would also like to take this opportunity to give heartfelt thanks to the Whānau Ora partners and their workforce who also dedicate themselves to being there for whānau as they progress along their self-determined pathway to success.

Ngā manaakitanga.



Merepeka Raukawa-Tait
Board Chair
Whānau Ora Commissioning Agency



CHIEF EXECUTIVE REPORT

Tēnā koutou katoa,

As usual, our Māori provider groups and their kaimahi across the North Island have outperformed all other provider groups, whether they be State-funded or otherwise.

Five years ago, we could not have made such a bold statement. We now have evidence that Māori policy, delivered by Māori, for Māori to Māori works better than all other policies applied in the previous 50 years.

We know we can make such an assertive statement because we have:

- Passed (without reproach) every financial audit required of us and been signed off by KPMG
- We know that we are the only provider group that then gets further audited annually on the basis of the quality of our programmes and in the first three years, this was audited separately by PwC and is now audited by Te Puni Kōkiri.
- Despite Labour Māori Members of Parliament promising to increase funding of Whānau Ora in 2017 as an election promise, come 2018, they baulked on that promise and instead applied a Whānau Ora Review on us.
- This Review report once again confirmed the integrity and credibility of what we do. On the back of the Whānau Ora Review, allegations were made against Whānau Ora that caused the Auditor General to investigate performance and incentive payments in our contract. The Auditor General found we had achieved 100% of our Key Performance Indicators consequent upon his review.
- Finally, and in addition to all of the above, Social Value Australia, a high-powered independent consulting group, delivered a report to us and, peer-reviewing Whānau Ora as a global Collective Impact model, found that it was globally leading.

In May of this year, the Government delivered a Whānau Ora/Wellbeing Budget, which we considered to have affirmed all of the evidence outlined above.

Regretfully, the Minister of Whānau Ora, Mr Peeni Henare, determined that Whānau Ora would be changed. With respect to that Minister, it cannot be called Whānau Ora because it has not been agreed to or accepted by Māori, for Māori to Māori. On that basis, it must be now known as Peeni Ora or State Ora.

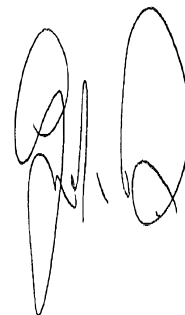
It is deeply regretful in light of our catastrophic negative indicators from the Criminal Justice system to the Kōhanga Reo of the Criminal Justice system now known as Oranga Tamariki, that Crown Ministers, particularly Māori ones, believe that non-Māori solutions will fix Māori problems.

The evidence is very clear: white men's tools cannot and will not fix brown men's problems.

Let us hope that the destruction of Whānau Ora by stealth is reconsidered by Minister Henare and his governing colleagues.

Instead of rejoicing in the outstanding work of our people, incredibly we are now left having to defend them.

Heoi anō tāku mō nāianeī



John Tamihere

Chief Executive
Whānau Ora Commissioning Agency



ABOUT US

Established in 2014 as Te Pou Matakana Commissioning Agency, 2019 saw us rebrand to the Whānau Ora Commissioning Agency (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.

OUR PURPOSE

To work alongside Whānau Ora partners to build on the strengths and assets of whānau and Māori communities.

We do this 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 aspirations.

WHAT IS WHĀNAU ORA?

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



WHĀNAU ORA COMMISSIONING



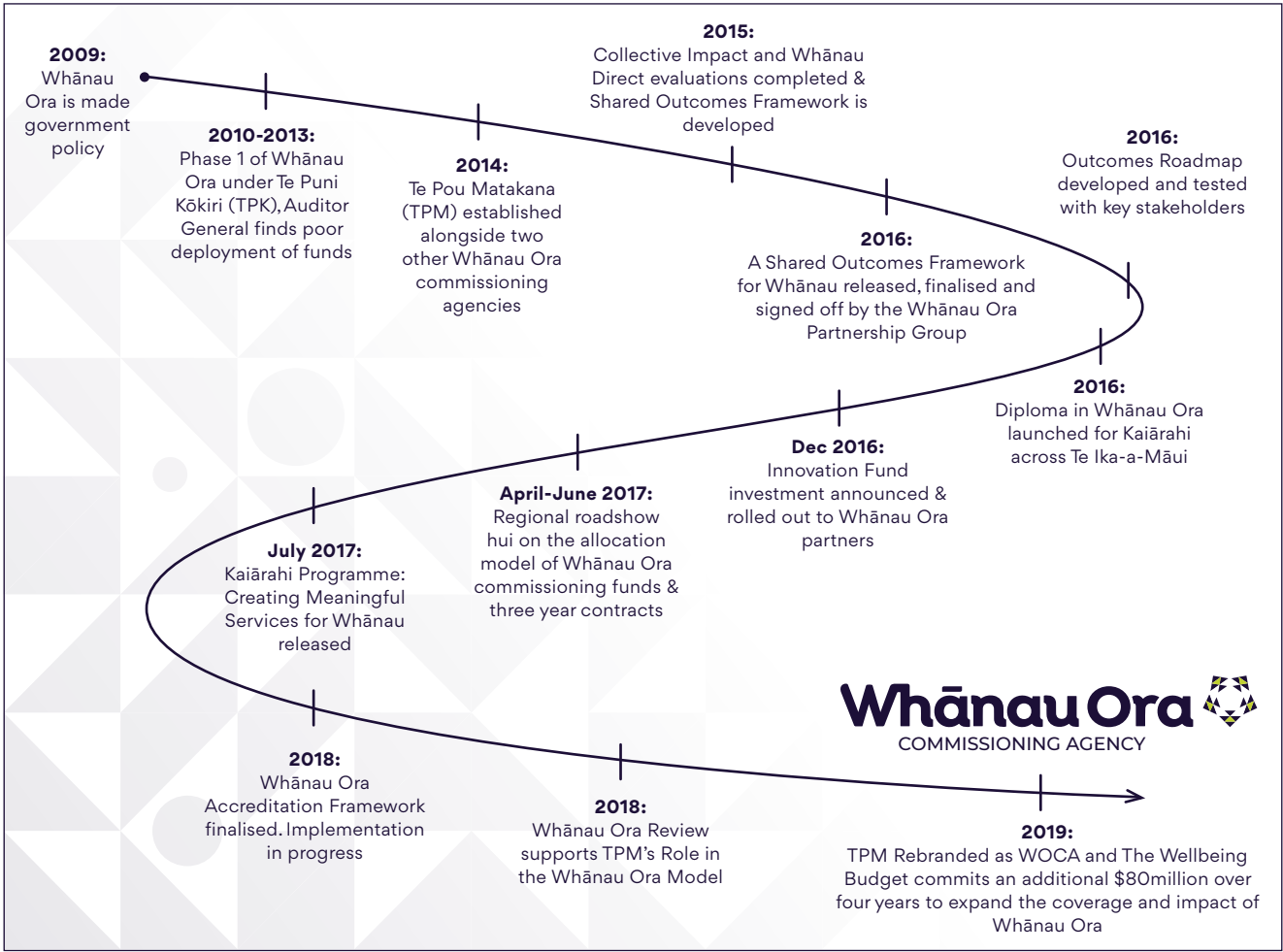
The eight key elements of our commissioning approach:



Whānau Ora Commissioning Agency Commissioning Logic Model:

Participants	Activities	Short to Medium Term Outcomes	Impact
Whānau in Te Ika-a-Māui	Whānau Direct	Whānau own the change process and have developed whānau plans with goals and actions, leading to increased confidence & empowerment	Whānau are knowledgeable and well informed
WOCA Contracted Whānau Ora partners	Kaiārahi (including Pou Hākinakina & Data Analysis)	Whānau have obtained access to the necessary resources & services required to meet their needs & aspirations	Whānau are healthy
Other Whānau Ora partners within Collective Impact partnerships	Collective Impact	Whānau have received flexible & agile engagement & navigation services that cater to their whānau realities	Whānau participate fully in the community
	Innovation Fund	Whānau Ora partners provide innovative & culturally grounded solutions to complex issues	
Wider Community and Other Whānau Ora partners (incl. funders, Govt. Ministries and other services providers)	Research & Evaluation (Including Programme Design & Outcomes Management)	Whānau Ora partners have built authentic & meaningful relationships of trust & mutual respect with whānau	Whānau are engaged in Te Ao Māori
		Whānau Ora partners have a culturally & technically competent workforce that meets the needs & aspirations of whānau	Whānau enjoy high standards of living
		Whānau Ora partners have improved understanding & ability to report whānau outcomes	
	Policy & Advocacy	Co-investment is made by Other Government Departments and funders into the Whānau Ora Commissioning Model	Whānau relationships are cohesive & empowering

Key Milestones for WOCA



OUR ROHE

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.

NORTH ISLAND WHĀNAU

- Nine in 10 Māori live in Te Ika-a-Māui
- 1,083 communities of deprivation are in the North Island
- Many communities of deprivation (432) are in Tāmaki Makaurau

*Index of Multiple Deprivation (IMD) is based on seven categories of social deprivation: employment, income, crime, housing, health, education, and geographical access. Communities are defined as populations of approximately 700.

WHĀNAU ORA PARTNERS

Whānau Ora Commissioning Agency works with over to 80 Whānau Ora partners across the six regions of Te Ika-a-Māui. Fifteen lead Whānau Ora partners sub-contract to further Whānau Ora partners to enable reach across the motu.



HIGHLIGHTS

HIGHLIGHTS 2018 / 2019

- Being consistently above target for whānau engagement in this year's results

- Whānau Ora Hui 2018 – Whānau Eke Panuku

- The Government's ministerial review of Whānau Ora

- Rebranding to Whānau Ora Commissioning Agency

- Social Value accreditation

- Evaluation of two Collective Impact initiatives

- Kaumātutanga: research and report on the needs of kaumātua

- Ongoing success of Breast and Cervical screening

- Youngatira Film Festival – supported by the Innovation Fund



GOVERNMENT REVIEW OF WHĀNAU ORA

Whānau Ora Commissioning Agency welcomed the findings of a government review into Whānau Ora earlier this year.

“The Whānau Ora Review Report – Tipu Mātoro ki Te Ao” was released in February 2019. Its most compelling conclusion is that the approach is working well for Māori and Pacific families.

The review found many examples of the positive change created by Whānau Ora with people’s lives being turned around as a result of the approach. It also revealed that there is potential for whānau-centred approaches to be implemented right across the Government.

The Whānau Ora Review Panel members met with 184 whānau, 74 partners and providers, 104 Whānau Ora Navigators, 19 Whānau entities and 126 government agencies at 19 locations throughout the country.

The panel engaged with a range of whānau, providers, and agencies throughout the consultation period, including meeting twice with each of the commissioning agencies: Whānau Ora Commissioning Agency (then Te Pou Matakana), Te Pūtahitanga o Te Waipounamu and Pasifika Futures.

FINDINGS INCLUDED:

The Whānau Ora commissioning approach results in positive change for whānau and creates the conditions for the change to be sustainable.

The Whānau Ora commissioning approach operates within and meets the requirements of a structured accountability system and operates in a transparent manner.

Whānau Ora and whānau-centred approaches demonstrate a number of features that align closely with success factors identified in recent reports on good social investment. There is the potential for whānau centred approaches to be applied more widely across government.



REBRAND

WHĀNAU ORA COMMISSIONING AGENCY: *Increasing Awareness Of Whānau Ora's Value*

Whānau Ora partners carry out valuable work with whānau every day and it is important that we support this work at every opportunity.

An effective way to provide this support is to increase the emphasis on the principles of Whānau Ora and raise awareness of its unique value, which comes from being whānau led and culturally based.

So earlier this year, we decided to ingrain Whānau Ora at the centre of our brand identity and rename ourselves the Whānau Ora Commissioning Agency.

Then we launched a Whānau Ora awareness campaign to embed an understanding and awareness of Whānau Ora. It focused on aspirational aspects of Whānau Ora and its successes rather than specific organisations or services. This was to mitigate a potential demand for already stretched Whānau Ora services.

The campaign included a video titled "We Dream". The film tells a powerful story, highlighting several scenarios about overcoming real life challenges in housing, poverty, education and employment.

The huge response to the campaign confirmed that people are interested in learning how others are positively transforming their lives. A sponsored article on the NZ Herald website on a kaiārahi talking about his experiences working in Whānau Ora, which also featured the "We Dream" video, was viewed 39,886 times in the first 24-hours. The video also had good engagement and was viewed 1,326 times.

For another part of the campaign, Newshub produced a whānau feature article that appeared among the lead news items on its homepage. The feature became its best performing sponsored article ever on Newshub's Facebook page,

generating more than 1,500 likes, 136 comments and 88 shares.

Hundreds of thousands more people were reached through the support and social media posts of Olympic gold medalist Ruby Tui, comedy group The Cougar Boys, rugby players Patrick Tuipulotu, Israel Dagg and Vince Aso, netball player Phoenix Karaka and media personality Stacey Morrison.

Whānau Ora 
COMMISSIONING AGENCY

OUR NEW TOHU

Kaiwhakatore: The Navigators

Our rebrand included creating a new tohu.

Early Māori navigators used the stars as a tool to ensure safe voyage to their destination. Stars are a steadfast symbol of hope and dreams that help to guide everyone. The kaiārahi are much like this to the whānau they meet and support.

This is why our tohu shows taniko patterns forming a star – a symbol of guidance representing the services and support offered to every whānau. These are the building blocks for our brand and they manifest through everything that we do, say and communicate.





WHĀNAU ORA

COMMISSIONING ACTIVITIES

Whānau Ora partners work with families across Te Ika-a-Māui to support better outcomes for whānau.

We fund four programmes that are delivered through partners:

1. Whānau Direct
2. Kaiārahi
3. Collective Impact
4. Innovation Fund

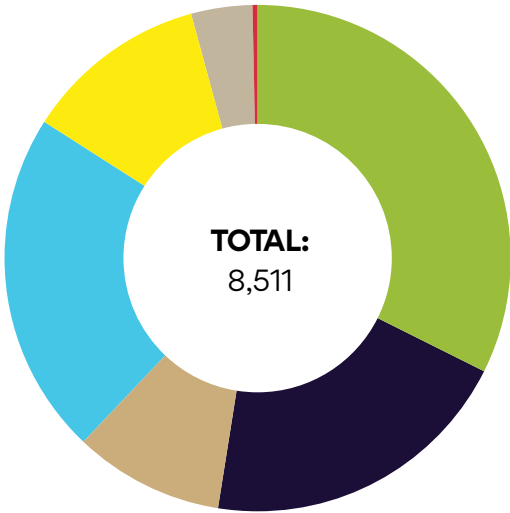
WHĀNAU DIRECT

Kaiārahi are able to deploy Whānau Direct to assist whānau in moments that can make a real difference to the progress of whānau plans. It is a limited financial resource that helps families overcome obstacles that stand in the way of advancing toward their desired goals and outcomes.

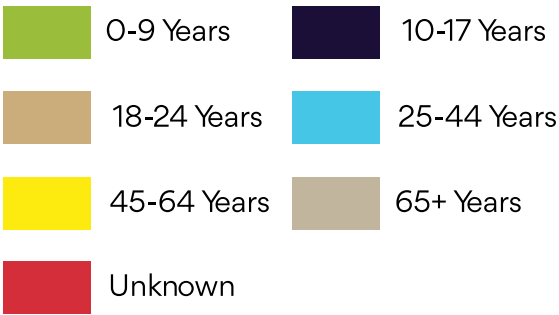
RESULTS FOR WHĀNAU DIRECT

- 3,053 whānau (8,511 whānau members) were assisted by Whānau Direct this year
– target exceeded by 553 whānau
- Of the 5,439 planned outcomes, 4,847 (89%) were achieved this year.

REGION	TARGET	ACTUALS	
	WHĀNAU	WHĀNAU	WHĀNAU MEMBERS
	ANNUAL	#WHĀNAU ENGAGED THIS YEAR	#WHĀNAU MEMBERS ENGAGED THIS YEAR
Te Tai Tokerau	424	546	1,708
Tāmaki Makaurau	393	466	1,208
Hauraki-Waikato	416	425	1,344
Waiairiki	367	490	1,248
Ikaroa-Rāwhiti	469	558	1,507
Te Tai Hauāuru	431	568	1,496
TOTAL	2,500	3,053	8,511



WHĀNAU AGE BREAKDOWN









WHĀNAU OUTCOMES









Whānau Ora is about positive changes or ‘outcomes’.

These are the most common outcome areas that whānau prioritised:



Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
	2,414	2,164	90%
	1,537	1,381	90%
	699	589	84%
	557	509	91%
	165	152	92%
	67	52	78%
TOTAL	5,439	4,847	89%

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved
	Basic furnishings/amenities	763	677	89%
	Housing standards including household maintenance	565	521	92%
	Safe transport options	523	460	88%
	Physical/personal health	1,051	948	90%
	Family/social health	221	191	86%
	Nutrition	182	170	93%
	Legal documents including birth certificates, passports	206	151	73%
	Access to community resources	175	162	93%
	Connection to community networks	123	111	90%
	Financial literacy/budgeting	244	236	97%
	Education/training	216	191	88%
	Skills/knowledge for employment	52	38	73%
	Household relationships	68	64	94%
	Relationships with service providers including govt. depts.	41	35	85%
	Wider whānau relationships	31	28	90%
	Connections to Māori organisations including Kohanga etc	39	26	67%
	Māori lore/knowledge/customs	13	11	85%
	Te Reo Māori	8	8	100%





WHĀNAU ORA

KAIĀRAHI

Kaiārahi are support workers commissioned by WOCA. They work with whānau to develop plans, set goals, and support whānau to achieve their goals. Kaiārahi build strong, ongoing relationships of trust and confidence with whānau and navigate whānau to access other appropriate health and social services.

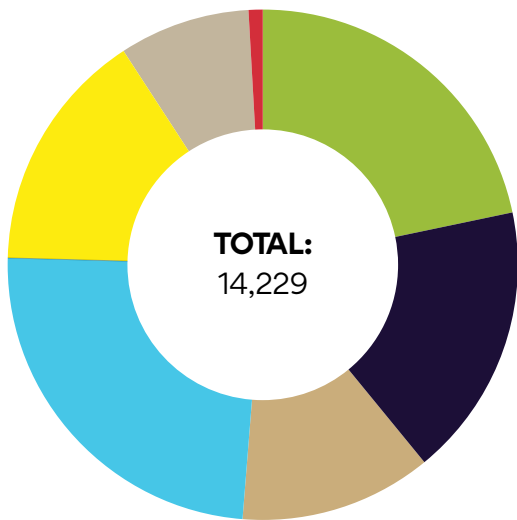
KAIĀRAHI – NAVIGATORS

RESULTS FOR KAIĀRAHI

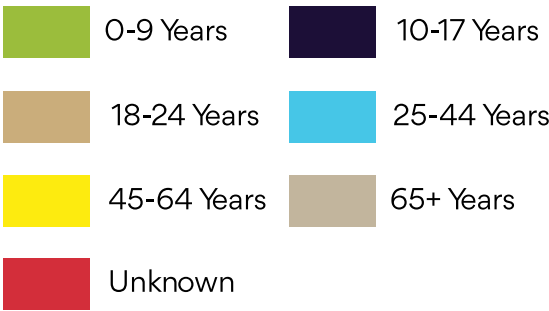
- 5,893 whānau (14,229 whānau members) were assisted by Kaiārahi this year – target exceeded by 1,709 whānau
- Of the 12,416 planned outcomes, 5,797 (47%) were achieved this year.

Whānau Engagement

REGION	TARGET	ACTUALS	
	WHĀNAU	WHĀNAU	WHĀNAU MEMBERS
	ANNUAL	#WHĀNAU ENGAGED THIS YEAR	#WHĀNAU MEMBERS ENGAGED THIS YEAR
Te Tai Tokerau	694	1,131	3,188
Tāmaki Makaurau	680	870	1,491
Hauraki-Waikato	710	882	2,209
Waiairiki	660	1,152	3,358
Ikaroa-Rāwhiti	760	1,099	2,748
Te Tai Hauāuru	680	759	1,235
TOTAL	4,184	5,893	14,229



WHĀNAU AGE BREAKDOWN









WHĀNAU OUTCOMES









Whānau Ora is about positive changes or ‘outcomes’.

These are the most common outcome areas that whānau prioritised:



Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
	3,686	1,745	47%
	2,746	1,256	46%
	1,864	888	48%
	2439	1,042	43%
	975	467	48%
	706	399	57%
TOTAL	12,416	5,797	47%

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved
	Basic furnishings/amenities	705	410	58%
	Housing standards including household maintenance	1,265	550	43%
	Safe transport options	607	250	41%
	Physical/personal health	931	430	46%
	Family/social health	669	280	42%
	Mental health	368	165	45%
	Legal documents including birth certificates, passports	267	77	29%
	Access to community resources	840	521	62%
	Connection to community networks	651	245	38%
	Financial literacy/budgeting	674	268	40%
	Education/training	1,263	575	46%
	Skills/knowledge for employment	267	84	31%
	Household relationships	232	98	42%
	Parenting knowledge/skills	282	120	43%
	Wider whānau relationships	191	99	52%
	Connections to Māori organisations including Kohanga etc	177	29	16%
	Māori lore/knowledge/customs	285	206	72%
	Te Reo Māori	80	33	41%



WHĀNAU STORY

- A MOTHER'S LOVE WINS THROUGH

Homeless and nine months pregnant, Anita was in crisis. Needing support, she turned to Whānau Ora Kaiārahi, Renee.

Anita's unborn baby's father needed medical treatment following a serious injury. She followed him to Auckland but knew no one and ended up homeless.

A difficult past meant her first two boys had been taken from her. Her then-partner gained custody, taking the boys to live in Australia where they have been ever since. "I lost the plot and ended up in jail," says Anita. "It was the worst thing in my whole entire life, I was just so angry."

Despite making some positive changes that saw her complete a chef qualification and win silver at New Zealand Culinary Arts, Anita's life took another turn for the worse. Alone and in labour with her third son she was told that due to her history, her baby would be taken from her. "I didn't want to push, I didn't want to push him out. But as soon as I heard from my brother that they wouldn't be taking him, he came out."

She gave birth with the support of her kaiārahi and aunty. Through these connections and support, Anita was allowed to keep her baby. "My mentality was totally different to the mentality I have now," says Anita. "I was angry and had a 'stuff everything' attitude; the system is all wrong and it's everybody else, it's not me."

Her aunty had taken her in and supported the bid to keep her newborn son. "I was awhi-ed, I had the support that I needed. My mentality started to change. I got counselling and realised actually it is me, I need to work on a lot of things. I started taking it on board and taking everything in my stride."

Through her kaiārahi, Anita took programmes and courses to help develop as a mother. She did one so well she became a leader in the programme

and has since been kept on as a volunteer. Anita's journey became calmer. Her talents and knowledge surfaced and kaiārahi Renee encouraged her to get more involved with weaving and sharing cultural knowledge with others. "I wanted to incorporate toi (art) into the programme and through Anita helping to teach weaving, others saw what she does and wanted her involved with their programmes too," says Renee.

Renee worked to finally allow Anita to see her two sons, after seven years apart. It was the first time she had seen her boys since they moved to Australia. It "healed a lot of old hurts" and rebuilt relationships between a mother and her children.

Anita's sons stayed with her for a month giving Anita an opportunity to prove herself. Since that trip, the boys' father sends them back to Aotearoa in the holidays and is now more supportive of his sons getting to know their mother, and trusting that Anita is able to take care of them and herself.

Moving forward Anita says that the pain of the last seven years has healed and she now looks to a brighter future with her sons.

"I can see a future for me now, a happy future. Before I couldn't have envisioned that I am capable of making something of myself and for my family. Embrace all the help. If I can do it, anyone can. The services are there to help. That's the best advice I could give anyone," says Anita.

Anita's story shows that although life has its ups and downs, taking care of yourself empowers you to take care of others. Through this, she's now on the path of healthy and strong relationships.



POU HĀKINAKINA

Being active, fit and healthy is an important part of wellbeing. Pou Hākinakina are frontline staff that support whānau towards active healthy lifestyles.

Due to ongoing relationships with regional sports organisations, which have an important role within their region, Pou Hākinakina have had the opportunity to participate in developing strategy for Māori.

THIS YEAR'S HIGHLIGHTS FOR POU HĀKINAKINA

Tāmaki Makaurau – Kaumātua Olympics

Pou Hākinakina facilitated the Kaumātua Olympics, a kaumātua hauora event. The olympics gained support from Sport Waitakere and Harbour Sport who offered their time and resources on the day. The event was successful and the region aims to host the event annually.

Waiariki – Touch Tournament

Whānau engaged with their Pou Hākinakina to provide support at a whānau touch tournament held in January. About 300 whānau attended the event.

Western Bay of Plenty – Making Connections

Pou Hākinakina conducted an extensive survey that identified 23 kaupapa Māori sporting hubs that co-ordinate, promote and provide opportunities for whānau to participate in physical activity. As a result, the Pou Hākinakina was able to connect the sporting hubs to their regional sports organisation. The sport trust will continue to provide ongoing support.

Tairāwhiti – Eke Tū

A wellbeing programme that focused on managing and preventing chronic conditions through exercise and healthy lifestyle education. Eke Tū is a wraparound programme that included gym sessions, yoga, swimming, aqua fitness, nutrition and educational sessions. The programme targets whānau living in isolated rural areas to equip them with the tools to continue their hauora journey when they return home.





WHĀNAU ORA

COLLECTIVE IMPACT

Whānau Ora Collective Impact programmes are ground-up, whānau-led initiatives developed in response to complex issues that impact on whānau wellbeing. The intent is to leverage off shared strengths and resources within communities, reconfigure local service networks, and influence the contexts within which whānau live. Whānau Ora respects whānau leadership, knowledge and capability to bring about transformational change to thrive.

There are 15 collective impact initiatives throughout the North Island.

Collective Impact refinements happen through shared learnings hui that take place with Whānau Ora partners.

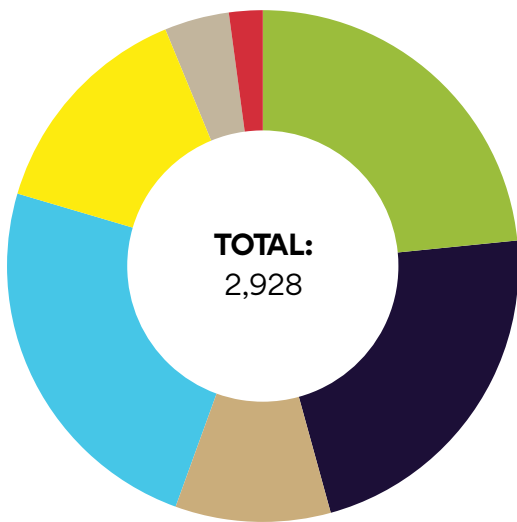
COLLECTIVE IMPACT

RESULTS FOR COLLECTIVE IMPACT

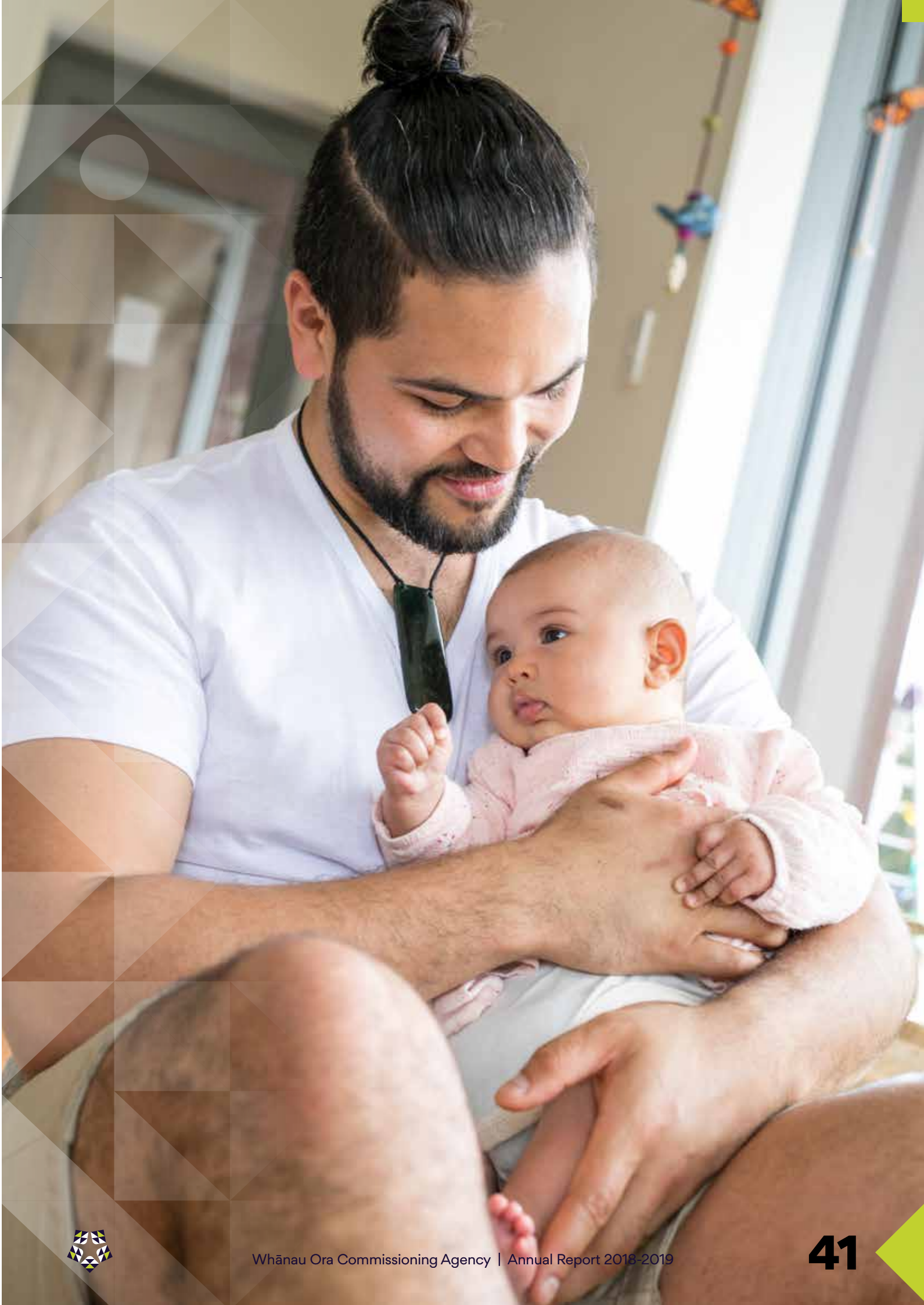
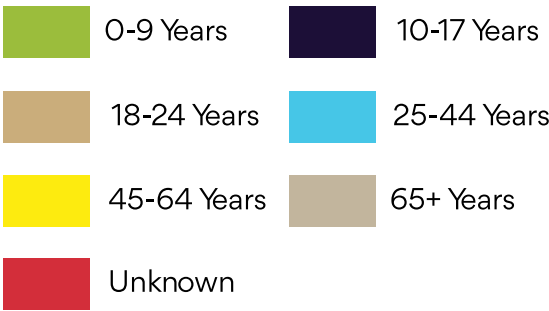
- 1,397 whānau (2,928 whānau members) engaged through Collective Impact initiatives this year - target exceeded by 407 whānau
- Of the 3,868 planned outcomes – 1,030 (27 %) of these outcomes were achieved this year.

Whānau Engagement

REGION	TARGET	ACTUALS	
	WHĀNAU	WHĀNAU	WHĀNAU MEMBERS
	ANNUAL	#WHĀNAU ENGAGED THIS YEAR	#WHĀNAU MEMBERS ENGAGED THIS YEAR
Te Tai Tokerau	165	210	511
Tāmaki Makaurau	165	248	452
Hauraki-Waikato	165	186	417
Waiairiki	165	236	470
Ikaroa-Rāwhiti	165	283	466
Te Tai Hauāuru	165	234	612
TOTAL	990	1,397	2,928



WHĀNAU AGE BREAKDOWN









WHĀNAU OUTCOMES









Whānau Ora is about positive changes or ‘outcomes’.

These are the most common outcome areas that whānau prioritised:



Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
	529	123	23%
	1,233	381	31%
	569	134	24%
	969	169	17%
	119	4	3%
	449	219	49%
TOTAL	3,868	1,030	27%

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved
	Basic furnishings/amenities	36	7	19%
	Housing standards including household maintenance	252	36	14%
	Whānau employment	73	45	62%
	Physical/personal health	790	158	20%
	Family/social health	127	22	17%
	Nutrition	249	179	72%
	Legal documents including birth certificates, passports	82	18	22%
	Access to community resources	278	65	23%
	Connection to community networks	171	42	25%
	Financial literacy/budgeting	92	7	8%
	Education/training	367	95	26%
	Health literacy	443	56	13%
	Household relationships	72	2	3%
	Parenting knowledge/skills	11	0	0%
	Wider whānau relationships	19	1	5%
	Connections to Māori organisations including Kohanga etc	86	26	30%
	Māori lore/knowledge/customs	318	186	58%
	Te Reo Māori	34	5	15%



SPOTLIGHTS



TA TE MANAWA COLLECTIVE IMPACT – HELPING TAMARIKI BREATHE MORE EASILY

There can be few things more important to a whānau than the health of their tamariki.

Collective Impact initiative Tā Te Manawa, led by Te Rūnanganui o Ngāti Porou, aims to improve the health of tamariki who are affected by respiratory infections and asthma.

The initiative focuses on whānau who have one or more children aged four years or under who have, or are at risk of developing, chronic or acute respiratory infections or asthma. Priority whānau reside in Gisborne and also have significant social barriers that require a collective, multi-agency approach.

LONG-TERM GOALS

- Preventing or reducing hospitalisation and GP visits of tamariki for respiratory conditions
- Whānau have improved knowledge of health literacy around their children's conditions and, as a result, are able to manage their care to prevent acute or chronic respiratory episodes
- Whānau are living in warm, dry, smoke-free homes
- Whānau health aspirations for their tamariki are realised

In order to achieve these goals, the Collective Impact initiative offers whānau programmes to

- Increase their access to health and support services to be able to manage their condition, e.g. regular GP visits, health checks, and smoking cessation
- Increase their knowledge to be able to identify causes and symptoms of their respiratory condition
- Increase their knowledge to be able to prevent others from within the whānau from contracting the condition
- Improve their living conditions, such as heating, insulation, dampness through a house assessment and repairs or maintenance.

A total of 77 whānau have enrolled in the initiative. A total of 266 whānau outcomes have been created, with whānau successfully completing 128 outcomes across the domains of standards of living, whānau participation in the community, whānau knowledge, whānau engagement in Te Ao Māori and whānau health.

As part of the wraparound service to support whānau, a total of 250 referrals have been made to connect whānau to services and 23 whānau have been assisted with Whānau Direct applications.

MOKO I TE PUNA COLLECTIVE IMPACT INITIATIVE – PROVIDING TAMARIKI THE BEST START AT LEARNING

A healthy home and parents in meaningful employment are vital to overall whānau wellbeing. These aspects positively impact many areas of life, including providing tamariki with the best start at learning.

Led by Ngāti Hine Health Trust, Moko i te Puna is a collective impact initiative run by Whānau Ora partners in the Far North. It supports whānau to give tamariki the best start in life not only by focusing on education for tamariki but also by providing wraparound support to strengthen other areas in the lives of the whānau, such as employment opportunities, financial literacy and adequate housing.

Ninety-one adults have enrolled in the initiative. Their whānau includes 252 tamariki, with 101 of these tamariki already attending primary, intermediate or secondary school.

Sixty-three of the remaining tamariki are participating in Early Learning Centres (ELC). There are multiple reasons why the remaining 39 are not in an ELC: tamariki may be too young to join, some whānau may be still locating a suitable ELC, and some tamariki may have fallen through the cracks in the system.

All of the adults are regularly engaging with a Collective Impact kaiārahi. As well as the early learning focus for their tamariki, this engagement has led to positive outcomes in health, financial literacy, employment and work skills training.

According to the initiative's most recent report, all health checks for tamariki are now up to date. Fifty-nine of the 68 adults are also taking financial advice from local budgeting services on becoming debt-free.

Work skills training programmes have proved highly popular with whānau, including eight adults training at tertiary education provider NorthTec, 13 adults studying Te Reo Māori at local classes, two adults undertaking an Early Childhood Education (ECE) Bachelor degree, one adult studying for an ECE diploma and another adult studying NZQA L4 Te Reo Māori. In total, 51 adults are either in employment or enrolled in courses to gain further qualifications.

Whānau have also made progress in the areas of home ownership and drug and alcohol rehabilitation.

The initiative will continue over the next financial year, with more positive outcomes for tamariki and their whānau expected.



WHĀNAU STORY

- IMPROVING RESPIRATORY HEALTH & WELLBEING

Respiratory programme Whaimua is delivered by Korowai Aroha, a kaupapa Māori health service in Rotorua. The team is working with 60 whānau with respiratory conditions, such as asthma, COPD (Chronic Obstructive Pulmonary Disease) or anxiety-related breathing disorders.

The group meets twice a week, and is split into two groups of 30, with one concentrating on Tōku Oranga community pulmonary rehab, while the other focuses on education sessions that address social concerns. After completing a seven-week programme, the groups change over.

Participant Russell says Whaimua has given him an incentive to keep going.

The 59-year-old went to Tauranga Hospital last year with breathing difficulties and was surprised to learn he was asthmatic.

"They put my shortness of breath down to asthma. We don't suffer from asthma in my family, so I was quite taken aback, even though I had all the symptoms. The hospital referred me onto this programme, and I decided to jump on to see if it'd be beneficial," he says.

Russell adds that the programme has made him more aware of the way he was breathing.

"Inhale, exhale. Even your posture plays a part, making sure your back's straight. Every time I was short of breath, I'd take my inhaler, but it never came right until I came on this programme. I started doing everything I should've been doing and learned breathing techniques.

"I don't use my inhaler as much anymore and I've taken precautionary measures to ensure I'm not susceptible to an attack. You can either listen and enhance what you've listened to – take it in – or forget about it. It's all about looking after yourself. I'm not getting any younger and a lot of my family are dying around me. To see them dying wakes you up."

Walking through "The Redwoods" (Whakarewarewa Forest) with the Whaimua group was particularly rewarding for Russell. He was amazed at the distance he could cover while enjoying good company.

"We just got together, said hello to everyone, and started walking. We didn't even realise how far we'd walked because we were talking. Me and my friend Wiremu were walking and he looked at an app on his phone and said, 'Russell, we've done four kilometres.'"

"Our gym work at Instinctive Fitness was beneficial because all the equipment was there, while one of our kaiwhakahaere, Roel, helped us with our breathing. We had special guest speakers who would talk about things to do with breathing.

"Where I'm living – at our papa kāinga out Horohoro – there's a lot of work that we have to do, and I just get out and make myself busy cutting down the bush, a lot of weed eating and digging. It's just about being active and being constructive."

Russell says he has made some good friends on the programme, including old acquaintances he hadn't seen in many years.

"I've seen some old friends from way back but it's good to know we're all on the same waka. I used to go to school with one of the guys – he was a head prefect at Boys' High, and after that he went to law school. Forty years down the track we bump into one another on a programme like this. This is the joy about it – we just reminisce about things but at least we're alive to talk about it. It's a blessing every day when I wake up. I wake up and think, 'choice, I'm still alive.'"

Russell says he's the kind of person in the roopu who likes to make people laugh.

"You have to have banter because laughing is a medication too. Who in their right mind comes to school angry every day and takes it out on others? No, you leave that all behind. Even if you have problems, deal with them. Just come in and do what you're supposed to do. Be happy with it and carry on. If I can put a smile on somebody's face, I've done the world good. There's too much negativity in the world today to worry about other things. I just worry about my own backyard and making people happy."





WHĀNAU ORA

INNOVATION FUND

The Innovation Fund allows partners to innovate for solutions tailored to whānau in their communities. The fund for 2018-2019 was commissioned in the following areas: programme design and delivery, community development, community programmes, IT and shared measurement, and workforce development.

INNOVATION FUND

RESULTS FOR INNOVATION FUND

- 1,880 whānau (2,749 whānau members) engaged in innovation funding initiatives this year
- 3,716 outcomes were achieved

Whānau engagement by region for Innovation Fund

REGION	# Priority Whānau Engaged Since 1 July 2018	# Priority Whānau Members Engaged Since 1 July 2018
Te Tai Tokerau	165	210
Tāmaki Makaurau	791	791
Hauraki-Waikato	395	1,178
Waiairiki	321	325
Ikaroa-Rāwhiti	113	121
Te Tai Hauāuru	95	121
TOTAL	1,880	2,749

WHĀNAU OUTCOMES

These are the most common outcome areas that whānau prioritised and the amount of outcomes achieved:



SPOTLIGHT

- INNOVATION FUND INITIATIVES



YOUNGATIRA FILM FESTIVAL: RANGATAHI SHINE IN THE ART OF FILMMAKING

Walking the red carpet was a new experience for many gathered for the Youngatira Film Festival held at the Academy Theatre in Central Auckland. A feast of short films written and produced by West Auckland rangatahi were on show.

Youngatira – referring to young leaders, or rangatira – was initiated with WOCA innovation funding. The Youngatira project was created and run by Whānau Ora youth mentors.

The project saw 10 to 17 year olds come together for a 12-month learning journey on a wide range of film-making skills. Industry mentors from actors, stunt people, costumers, make-up artists and more, shared their experience and skills with the group.



PITCH LOCAL KAIĀRAHI EVENT

This year's Pitch Local event saw kaiārahi from Tāmaki Makaurau pitch their ideas for initiative that would make a positive impact on communities and whānau. Those with a creative idea for making a change in their community had the opportunity to pitch their idea to a 'Dragons' Den' style panel.

The project was initiated by Te Pae Herenga o Tāmaki, a group of Tāmaki Makaurau Whānau Ora partners who want to stimulate innovative ideals and support local solutions within communities. Successful initiatives included:

VIDJOURN

A day in the life documentary journey with whānau navigating cancer

*Wendy Hayward-Morey and Anita Hakaraia –
Waipareira Cancer Navigators*

"Vidjourn" is a documentary-style video with whānau sharing experiences of their journey through the different cancer pathways. The video will take you on a day-in-the-life journey of a cancer navigator, supporting whānau through radiation, chemotherapy, blood transfusions and side effects, and sharing the stories that emerge in the process. This will become a resource created by whānau for whānau.

KURA-OKE

Youth Empowerment Education Programme

Johny Wihongi and Karen Wilson

Kura-oke is a 10-week programme to roll out to four West Auckland schools. Each week the facilitators work with rangatahi to help them find their inner performer and to encourage them to express themselves through song. The programme aims to boost self-esteem and confidence; enhance memory, concentration and listening skills; improve their ability to express emotions effectively, and work as a great incentive to come to school.



Karen Wilson & Johny Wihongi



SPOTLIGHT

- INNOVATION FUND INITIATIVES



FŪSION GEN H - ENGAGING WHĀNAU IN TE AO MĀORI AND TECH

Not many initiatives can claim to strengthen Māori identity and tech skills at the same time, but Fūision Gen H is successfully doing both.

The Innovation Fund programme works to improve rangatahi understanding of Mātauranga Māori and their connection to Mana Whenua, while also building tech knowledge.

The initiative is split into two streams: Fūision 2.2, which focuses on rangatahi ora, and Fūision Hangarau, which targets the tech side.

Fūision Gen H has consistently engaged rangatahi who experience social and geographical isolation. It achieves this by taking a cross-rohe approach, allowing it to reach whānau who may have been previously inaccessible to partners.

FŪISION 2.2

In the 2018-2019 financial year, Fūision 2.2 was delivered across three rohe: Te Papaioeā, Tamakinui a Rua, and Rangitekei-Oroua.

In Te Papaioeā provider Whakapai Hauora delivered six modules – anti-bullying, healthy relationships, self-awareness, effective communication, te taiao and te apiti (local pūrākau) – to rangatahi aged between 11 and 13. The kaimāhi used a variety of formats – including games, waiata and group learning activities. The group visited Te Taiao exhibition at Te Papa, Wellington, to increase their understanding of Te Ao Māori.

In Tamakinui a Rua, Te Whare Tāpere delivered kapa haka based wānanga to rangatahi aged between 13 and 15, ending in a final performance for whānau and the wider community.

Rangitekei-Oroua lead Te Kapa o Te Reureu focused on rangatahi aged 11 to 18. This programme covered whakapapa, ngā mahi ō tatou tipuna, whakawhanaungatanga, Te Reo rangatira, mihimihi, waiata and mōteatea. It culminated in kai for local kaumātua, pakeke and whānau.

FŪISION HANGARAU

In this stream, rangatahi strengthened their knowledge of Te Ao Hangarau by learning to code and develop an app. Rangatahi gained critical skills that continue to change their relationship with technology – from users to Māori innovators and creators.

HIGHLIGHTS

Some kōtiro Māori who were involved in Fūision Hangarau entered into Technovation, the international tech-innovation challenge for girls. The competition required the kōtiro to identify community challenges and develop an app to help solve the issue.

Not only did the tech skills of the group develop rapidly, but also their ability to work in dynamic groups and engage in design thinking, problem-solving, presentation and innovation. Through the programme, kōtiro learned how to gather data to support their projects, create branding and develop functioning apps that are now available on Android PlayStore.

The major highlight was the selection of finalists – 12 groups from across Aotearoa were selected to present their apps at the Technovation National Pitch Event in Auckland. Of the 12 selected, four teams belonged to Fūision Hangarau.

Overall, the Fūision Gen H programme was the first time that many participants had seen whānau members spending time in a Māori-centric environment and using Te Reo Māori and Mātauranga Māori.

Through the delivery of this initiative, rangatahi showed growth in their understanding of Mātauranga Māori, built their connection to mana whenua, and ultimately reported feeling more secure in their identity as Māori.





CONSOLIDATING WHĀNAU ORA

CONSOLIDATING WHĀNAU ORA



WHĀNAU ORA HUI – WHĀNAU EKE PANUKU

Our third Whānau Ora conference marked an important milestone in how we look at delivering the best outcomes for whānau, and was a coming together of Māori providers and Whānau Ora partners across the sector.

The conference themed ‘Whānau Eke Panuku – Affirming Whānau Aspiration’ acknowledged that after four years of Whānau Ora commissioning, it is always whānau that sits at the centre of change.

The September 2018 hui saw over 400 delegates from all areas of Whānau Ora, including North Island Whānau Ora provider partners, government representatives, national and international thinkers, writers, and representatives from the other two commissioning agencies, Te Pūtahitanga o Te Waipounamu and Pasifika Futures.

The conference was an opportunity to take a new look at the collective work that is being undertaken across all different platforms within Whānau Ora. We were also able to share the event in real time with 2,500 viewers through our livestreamed coverage.

The three-day hui featured national and international speakers, practical workshops and networking opportunities, and showcased whānau success stories through inspirational whānau voices.

Provider partners helped us to gain a greater understanding of the vital work that Whānau Ora is achieving in communities throughout Aotearoa, while the international speakers helped us look outwards at overseas practices and reinforced the need for collaborative and strategic global partnerships.

Those from government sectors provided a political lens to the question of how we can strengthen our approaches in light of the Government’s take on Whānau Ora.

Inspirational speakers such as Sir Mason Durie and Dame Tariana Turia reinforced that while there has been much progress, there is still a need to fight for whānau and their right to have their needs met and their aspirations fulfilled.

Following on from the hui, we produced a publication, “Whānau Ora Hui 2018: Affirming Whānau Aspiration, Whānau Eke Panuku” that provided an insight into the wealth of information that was shared during those three days. It documents another step in our collective journey to create intergenerational, impactful and sustainable positive change for whānau.



CONSOLIDATING WHĀNAU ORA



WHĀNAU ORA ACCREDITATION FRAMEWORK

Our Whānau Ora Accreditation Framework expresses the unique underpinning philosophy of Whānau Ora.

Informed by recommendations and information presented in ground-breaking Whānau Ora reports and research, the Accreditation Framework was developed through consulting with experienced Whānau Ora partners, and feedback from government agencies. Social Value International endorsed the framework following a review from their international community networks.

Because of our commitment to measuring outcomes and their effectiveness, the framework also includes impact and evaluation measurement, data collation and analysis practices, and information technology solutions that enable quality outcomes reporting.

On 1st June 2019, all Whānau Ora partners were issued with a login to access our online self-assessment tool and to date we have 15 partners that have completed this. The next phase of the accreditation framework development involves refining the self-assessment tool and developing the verification process. A working group has been established with seven Whānau Ora partners who will review and refine the assessment from the test phase, and complete the verification process by June 2020. Once this process has been documented, it will be communicated with the wider partner network.

WHĀNAU ORA DIPLOMA

Wai Tech currently delivers the New Zealand Diploma in Whānau Ora (Level 5) programme to 60 full-time equivalent kaimahi (Whānau Ora kaiārahi) to address the unique needs of Māori (both as a workforce and as a targeted population). Delivery is culturally relevant and grounded in Te Ao Māori. Wai Tech addresses skill shortages and this is in accordance with kaimahi, graduate, and employer feedback.

Wai Tech facilitation empower kaimahi capability and contribution through:

- Whānau knowledge
- Whānau health
- Whānau participation in the community
- Whānau engagement in Te Ao Māori
- Whānau standards of living
- Whānau relationships

Fifty-two kaiārahi graduated their two-year journey to achieving the Whānau Ora Diploma in July 2018. A new intake of 60 students attended their orientation wānanga in Rotorua and their journey toward the diploma has begun.

WHĀNAU TAHI ROADMAP

Whānau Tahi hosted a breakfast at the Whānau Ora Budget Hui earlier this year where they presented the Whānau Tahi RoadMap for the first time to the Whānau Ora partners:

Key Features included:

- Kaiārahi App
- Social Value Impact Analysis Tool
- Bulk Texting
- Whānau Direct Integration
- Whānau App
- WOCA Instance

These new features will help the Whānau Ora partners' user experience in Whānau Tahi, allowing them to enter in key information from their phones and tablets so they don't have to return to the office to input it.



CONSOLIDATING WHĀNAU ORA

WORKFORCE DEVELOPMENT

MANAGING TO OUTCOMES

The managing to outcomes work-stream focuses on the continuous development of 'best practice' modules that support building providers' capability for our programmes and commissioning approaches. All modules are developed, tested and refined.

An online platform was developed and providers were given individual log-ins so they could access these modules along with other international best practice resources.

To complement the 101 modules previously developed, a series of videos were created with a kaimahi lens. These adopted a 'pitch den' approach following a kaimahi seeking to understand the impact of their program, from the process of engaging with stakeholders, developing logic models, understanding outcomes vs outputs, the basics of data and evidencing their outcomes.

The 200 series was developed including:

- Theory of Change vs Logic Modelling
- Developing a Community of Practice
- Building a Culture of Adaptability within Whānau Ora Organisations
- Roles and Functions of the Backbone for Whānau Ora Lead Partners
- Moving a Collective Impact from Vision to Implementation
- Using Data to Inform Practice
- Social Media Platforms as "Thought Leadership" Tools for Whānau Ora





RESEARCH & EVALUATION

RESEARCH & EVALUATION UPDATE



The potential of the kaiārahi programme to transform the lives of whānau is significant. Therefore it is important to survey whānau about their experience of the Kaiārahi programme to see the impact that kaiārahi are having for whānau. A whānau survey is conducted annually to capture this data.

A total of 612 whānau responded to this year’s whānau survey from across 76 of our partner organisations.

The report for the 2018-2019 Whānau Survey showed the percentage of whānau that either strongly agreed or agreed with the following:

- Their kaiārahi supported them to set goals, make a plan and make progress against their plan - 98%
- The kaiārahi and other services had a positive impact on their whānau situation - 95%
- Their whānau was able to maintain progress against their plan - 96%
- Their whānau had made positive long-term changes and now have the skills for future challenges - 97%
- Their whānau showed increased ability to identify needs and aspirations and make a plan with goals and activities - 97%
- Their whānau is more confident they can achieve their goals through working with services and making positive choices for the future - 97%

MORE THAN 95% OF THE WHĀNAU SURVEYED WHO ACCESS KAIĀRAHI SERVICES REPORTED THAT THEY HAVE:



COLLECTIVE IMPACT EVALUATION

Wai Research was contracted to conduct a process and outcome evaluation of two Collective Impact (CI) initiatives, namely Te Whare Āhuru Ki Ruapehu Housing Project and Whakakaha Whānau. This evaluation explored how well both sites have implemented their CI initiatives and the extent to which WOCA commissioned outcomes have been achieved as outlined in the WOCA Outcomes Assessment Framework.

The qualitative data collected from both sites indicates that they were highly successful in the facilitation of these outcomes, both in outcomes directly related to their activities (such as whānau living standards and whānau participation in the community), but especially in their ability to facilitate and enhance foundational outcomes (whānau relationships and whānau knowledge). While the respective CI initiatives differed in their approaches to, and implementation of Collective Impact, both sites similarly achieved in supporting and enabling their whānau to take responsibility for their own lives and leverage their skills, knowledge, capabilities, experiences and networks for the benefit of themselves and others.



RESEARCH & EVALUATION UPDATE



THE NEEDS AND WELLBEING OF OLDER MĀORI - KAUMĀTUATANGA

Aotearoa is undergoing an unprecedented demographic shift. The coming decades will be marked by a vast expansion of our ageing population. In 2021, one in eight Māori will be 65 years plus (as opposed to one in 33 in 2001). This research and report was born out of the need to understand what this shift means for the wellbeing of kaumātua and what we, as the North Island's Whānau Ora Commissioning Agency, need to consider for future policy and planning within the context of Whānau Ora.

What did we want to know?

- What are the main needs and issues of kaumātua living in the North Island?
- What are the main supports currently utilised by kaumātua living in the North Island?
- What are the gaps in services that exist for kaumātua – where are they not having their needs met?

How did we do the research?

One-on-one interviews with Māori aged 50+ and a focus group were held in commissioning rohe. These were in the areas of Northland, Auckland, Bay of Plenty, Central North Island and the East Coast.

Interview questions were around what kaumātua saw as their biggest needs, and also their experiences in regard to accessing support services.

Whānau Ora partners were surveyed as service providers of Whānau Ora in the North Island. Questions asked of the service providers were around what services are currently offered to kaumātua, how they are funded, and what the general gaps are in service provision for specific kaumātua issues.

What did we find out?

The interviews and focus groups showed that there are issues for kaumātua around housing, transport, access to services, mental health, loneliness and isolation, and grandparents raising grandchildren without support. While there are some differences in the experiences of kaumātua in the various regions, there are many things in common:

1. **Rangatiratanga:** They want to be able to help themselves, not be a burden on others, and make their own decisions.
2. **Whānau:** They talked about the importance of whānau in their lives, which was also expressed through having a connection with other people, like a rōpū kaumātua, or a hapū/iwi.
3. **Manaakitanga:** They want access to the services they need, and to be supported by the Government and other systems to do this. They also want to be able to still support others, within their whānau and their wider community, and said that caring for others and helping were very important to feeling good about themselves.

When looking at all the feedback received, there were three broad areas that are important to kaumātua service provision:

- **Whakawhitiwhiti** – Communication: Let's start talking about Māori ageing.
- **Whakakotahitanga** – Partnership: Let's work together.
- **Whakahangahanga** – Strategies: Let's have kaumātua lead the design of new services that meet their needs.

What happens next?

The research was a way of discovering initial information about Māori and ageing in Aotearoa. It has given us some ideas to ensure that as our ageing Māori population grows, we are responding to the challenges and making sure everyone is cared for. One way to do this is to work together in partnership – there are many providers and organisations interested in kaumātua wellbeing, and we need to all work together to provide the best service possible. This report helps to inform future policy for the commissioning agency and while the research has highlighted some things we did not know, there is still much to learn about Māori and ageing. More detailed research into kaumātua is now needed to ensure the needs of kaumātua are met and their future wellbeing is assured.



ADVOCACY



Policy affects the lives of whānau in many ways, it determines the way resources are shared and guides the way decisions are made.

We always look for opportunities to participate and influence policy development and support successful Māori-made policy.

In the 2018-19 financial year, WOCA formally established a policy unit to advocate and influence change with research informed policy. The unit is undertaking community and policy focussed research with the ambition to translate it to influence/inform advocacy and policy. It also recognises the importance of engagement in state and national policies to bring about change for Māori.

In 2018-19, WOCA has been a proactive participant in the various proposed government policies ranging across social, health and systems spheres. Among these, WOCA has been committed in informing the Child Poverty Reduction Bill and Child and Youth Wellbeing Strategy headed by The Department of Prime Minister and Cabinet. The Crown obligations to the Treaty of Waitangi were restated to ensure the inclusion and consideration of wellbeing of Māori children and their whānau, who are often subject to more complex and adverse factors over periods of time as compared to others.

The policy unit has also been instrumental in informing the Royal Commission of Inquiry into historic abuse in state care. Furthermore, recommendations were made to Reform the State Sector Act, reflecting the interests and experiences of the community. An equitable and outcomes focussed lens, with considerations to Māori participation and service delivery were

among the significant recommendations put forward to the Reform of the Act.

Our robust research and evidence outlining the experiences and systems in place for whānau facing mental health problems, was shared and put on table to the National Mental Health Inquiry. The research showcased the reality of the national issue and has been key to designing and informing new models of practice and programs along with objective research towards Māori Mental Health. This policy work also trickles down to inform regional and community practices and models.

Supporting the New Zealand Treasury vision to promote higher living standards for all New Zealanders, a Māori wellbeing framework has been advocated to be recognised and synchronised with the Government Living Standards Framework. The current government framework fails to reflect the status of Māori as the indigenous population of New Zealand and as partners of the Treaty of Waitangi. The research, policy and advocacy presents an inclusive and innovative platform and a guide – from a Māori world view – for collecting, analysing and using data for whānau wellbeing. This sets an example of the array of efforts at multiple levels to influence change via research and policy for urban Māori.

The team submitted a response to the Health and Disability Review by the Parliament. It included translation of findings from the Wai Research ACC Project and secondary research. The submission intended to highlight the various issues encountered by the subset of the population, especially Māori, and recommended measures to improve the wellbeing.

In addition, the team participated in the consultation workshop with RBNZ and its follow-up meetings to inform and advise on their recent proposal of change in policies with regard to increase in capital reserve. The team discussed the implications on whānau and consideration of factors within the policies which affect whānau and communities especially for small businesses and housing.

In addition to written submissions, we have had meetings on other relevant policy areas; these include – Tackling homelessness with Auckland Council, Data policy and investment for social wellbeing with Social Investment Agency / Ministry of Social Development.

The Policy Unit will continue to engage and advocate for Māori wellbeing in the next financial year through independent policy briefs, participation in public submissions and hui in important areas, bringing whānau voices to the discussion table.





SUPPORTING THE DEVELOPMENT OF THE NEW ZEALAND HEALTH RESEARCH STRATEGY

Bringing together different interrelated sectors to create a cohesive and collaborative overarching strategy for the health research system.

This strategy aims to channel resources, knowledge and evidence to a common vision and goal of improving health and wellbeing of all New Zealanders.

We asserted:

- the addition of Māori research as a distinct Strategic Investment Area
- the inclusion of data and methods, and determinants of health as cross cutting dimensions across the strategic investment areas
- clarity and further information is required on the mechanisms and criteria of implementation of the strategy
- the need to include non-academic research institutions as key players in health research and implementation and furthering collaboration for more effective and informed evidence.

REFORM OF THE STATE SECTOR ACT 1998

The Government revisited settings across the whole public sector to ensure effective systems are embedded across the machinery of government, to reduce departmental fragmentation and increase departmental accountability.

To achieve a whole of government systems approach, legislative levers are required to enable the public sector to effectively refocus public policy and investment towards achieving long-term sustainable social, economic and health outcomes for all New Zealanders, especially the most vulnerable and disadvantaged population groups in our communities.

We are concerned that Māori are at risk of saturation and/or an inability (due to time and resource constraints) to effectively engage regarding potential impacts for Māori from one setting to another. This is pertinent: firstly, as the Treaty Partner to a Crown-Māori relationship and secondly, as a minority population group disproportionately represented in the deficit, across all social indicators.

RECOMMENDATIONS:

The Inclusion of the Treaty Clause to give substance to the Crown's commitment to the Treaty Partnership, to then give effect to a Crown-Māori relationship. This requires engaged action in collaboration with Māori leadership and representatives.

- Emphasis on outcomes and the mechanisms (i.e. equity lens) that will be used to deliver results with and for Māori, cognisant of structural disadvantage experienced by Māori.
- Mechanisms for accountability of the Commissioner to include accountability to uphold Treaty obligations and deliver results with and for Māori.
- Propose instatement of a Māori Commissioner to give substance and effect to the Treaty and the Crown/Māori relationship.
- Mechanisms by which the Commissioner has the mandate and obligation to hold public sector leaders and their employees, accountable for failing to adhere to Treaty obligations.



BREAST & CERVICAL SCREENING SUPPORT



Whānau Ora partners within Lakes, Tairāwhiti and MidCentral regions continued to make outstanding progress in screening support services.

In 2018-2019, partners in Lakes continued to exceed breast screening support and increased focus on cervical screening coverage. Partners supported the Smear Your Mea and Ride for Talei campaigns.

Partners within Tairāwhiti and MidCentral regions continued intensive work with primary health in cervical screening. Community cervical screening clinics were held to increase access by wāhine and their whānau.

WĀHINE

LAKES

Cervical screening

The target for 2018-19 for the number of unscreened and under-screened priority group women referred or identified who had a cervical smear was 320.

Results:

- 115 unscreened and under-screened priority group women supported were screened.
- 125 women were screened in community settings.
- 5 priority group women were supported to colposcopy

Breast screening

The target for 2018-19 for the number of priority group women referred or identified who had a mammogram is 180.

Results:

- 984 women supported had a mammogram.
- 23 women were supported to attend an assessment/results appointment.

TAIRĀWHITI

Cervical screening

The target for 2018-19 for the number of unscreened and under-screened priority group women referred or identified who had a cervical smear is 250.

Results:

- 211 unscreened and under-screened priority group women supported were screened. This is a good result as we know this group of women are very hard to reach.
- 2 priority group women were screened in community settings
- 18 priority group women were supported to colposcopy

Breast screening

The target for 2018-19 for the number of priority group women referred or identified who had a mammogram is 150.

Results:

- 106 women supported had a mammogram.
- 1 woman was supported to attend an assessment/results appointment
- 3 women were supported to attend their first treatment appointment

MIDCENTRAL

Cervical screening

The target for 2018-19 for the number of unscreened and under-screened priority group women referred or identified who had a cervical smear is 285.

In the last six months:

- 250 unscreened and under-screened priority group women supported were screened. This is a great result that is very close to the indicative target.
- 23 priority group women were screened in community settings
- 2 priority group women were supported to colposcopy

Breast screening

The target for 2018-19 for the number of priority group women referred or identified who had a mammogram is 180.

In the last six months:

- 149 women supported had a mammogram. Once again this is a great result that is very close to the indicative target. This will no doubt improve with the new working arrangements.
- 7 women were supported to attend an assessment/results appointment



MEASURING IMPACT WITH WHĀNAU TAHI

Leading software provider Whānau Tahi is the data collection system used by most of our Whānau Ora partners. Whānau Tahi ensures outcomes can be and are measured.

Their improved solutions deliver interface for kaiārahi, helping them to reflect the work they do with whānau. Partners can access integrated technology capabilities and tools to track and measure whānau progress towards their goals. Because whānau are at the heart of partners' technology roadmaps, this means 'one plan, one whānau, in one place'.

TECHNOLOGY SOFTWARE

This year we saw an additional 30% growth in the uptake of software tools and services supporting Whānau Ora, with 95% of Whānau Ora partners using the latest version of the software.

SOCIAL VALUE IMPACT ANALYSIS TOOL

Whānau Tahi have been awarded the Social Value Software Accreditation. The Social Value Software Accreditation looks at the alignment of the software to the Social Value Principles that are the international standard for accounting for social value. We are one of only seven systems worldwide to gain this accreditation; the tool allows our providers to complete an impact snap to measure the monetary impact of a specific program or service.

KAIĀRAHI APP

We have completed phase one of our Kaiārahi App, which allows kaiārahi to enter assessments straight from their phones without the need to return to the office to input the information. The app also allows kaiārahi to enter in specific activities such as case notes, phone calls and appointments. This way our kaiārahi are able to spend more time with our whānau and less time on data entry in the office.





FINANCIAL STATEMENTS

FINANCIAL STATEMENTS



INTRODUCTION

Looking back at the past years at Whānau Ora Commissioning Agency (legally called Te Pou Matakana Ltd), we are enormously proud of how far we, Whānau Ora collectives and providers have come. We set out on a journey to make collective impact through Whānau Ora, from our brand, our commissioning products, to our culture and the role we play in the community we serve.

FINANCIAL HIGHLIGHTS

REVENUE

Without increase of Whānau Ora budget, total revenue realised was \$44,475,000 comparing to \$48,930,000 last year.

EXPENDITURES

Total expenditures was \$42,477,000, comparing to \$46,548,000 FY2017-18. It included commission activities of \$33,617,000, which provides 237 kaimahi in the North Island and includes our core products: Whānau Direct, Collective Impact and Innovation Fund.

CASH-FLOW AND LIQUIDITY

We have been using centralized financial management to control liquid assets and monitor exposure to interest rates. Our primary source of cash, cash equivalents and current assets are funds from government. Over the last 12 months, our principle use of cash has been to support WOCA commission activities and improve capacity and capability of Whānau Ora providers and its workforce.

We believe that our liquid assets combined are sufficient to meet our present operating needs and, together with expected cash flows from operations, will support our currently planned capital expenditure requirement over near term and medium term.

	2018-19	2017-18
	\$000	\$000
Cash and Cash Equivalents	1,098	1,181
Other Current Assets	6,323	3,956
Current Liabilities	(2,739)	(2,465)
Working Capital	4,682	2,672

ASSETS

Total assets were \$7,458,000 comparing to \$5,185,000 last year.

FINANCIAL YEAR 2018/19 AND BEYOND

Across each of the regions we're serving, we are doing it the right way, the Whānau Ora way – operating with a deep sense of purpose and integrity, and having a sustainable impact on our whānau and communities. We will continue investing in innovation, growth and, most importantly, improving the rate for the Whānau Ora workforce.



Te Pou Matakana Limited
t/a Whānau Ora Commissioning Agency
Summary Financial Statements

30 June 2019

The following are excerpts from the audited financial statements of the Te Pou Matakana Limited Whānau Ora Commissioning Agency for the year ended 30 June 2019 which were authorised for issue on 18th September 2019. An unmodified audit opinion was issued on the full financial statements on 18th September 2019. These summary financial statements were authorised for issue on 18th September 2019 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 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 2019

	2019	2018
	\$000	\$000
Total revenue	44,475	48,930
Total expenses	(42,477)	(46,548)
Surplus	1,998	2,382
Other comprehensive revenue and expense	-	-
Total comprehensive revenue and expense for the year	1,998	2,382

SUMMARY STATEMENT OF CHANGES IN EQUITY
For the Year Ended 30 June 2019

	2019	2018
	\$000	\$000
Equity at beginning of year	2,721	1,327
Surplus	1,998	2,382
Dividends	-	(988)
Equity at end of year	4,719	2,721

SUMMARY STATEMENT OF FINANCIAL POSITION
As at 30 June 2019

	2019	2018
	\$000	\$000
CURRENT ASSETS		
Cash and cash equivalents	1,098	1,181
Short term investments	3,711	1,589
Accounts receivable	2,612	2,367
	7,421	5,137
NON-CURRENT ASSETS		
Property, Plant & Equipment	37	49
	37	49
TOTAL ASSETS	7,458	5,186
CURRENT LIABILITIES		
Accounts Payable	149	672
Accrued Expenses	351	821
Deferred Revenue	1,406	-
Employee Entitlements	237	237
GST Payable	596	735
	2,739	2,465
NET ASSETS	4,719	2,721
EQUITY		
Retained Earning	4,719	2,721
	4,719	2,721

SUMMARY STATEMENT OF CASH FLOWS
For the Year Ended 30 June 2019

	2019	2018
	\$000	\$000
Net cash flows from operating activities	1,903	(1,662)
Net cash flows from investing activities	137	126
Net cash flows in financing activities	(2,123)	958
Net increase in cash held	(83)	(579)
Cash at the beginning of the year	1,181	1,760
Cash at the end of the year	1,098	1,181





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)

- 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 2019;
- 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*.

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.

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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 18 September 2019.

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

18 September 2019





OUR POU

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.



Dame Tariana Turia

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

Synonymous with Whānau Ora, Dame Tariana Turia led the Government's embedding of Whānau Ora as a government policy and a culturally-based way of helping families.

Dame Tariana was the first Minister responsible for Whānau Ora. She also held other ministerial portfolios including Disability Issues, the Community and Voluntary Sector as well as Associate Ministerial responsibilities including Health, Housing, Social Development 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.

Emeritus Professor Sir Mason Durie

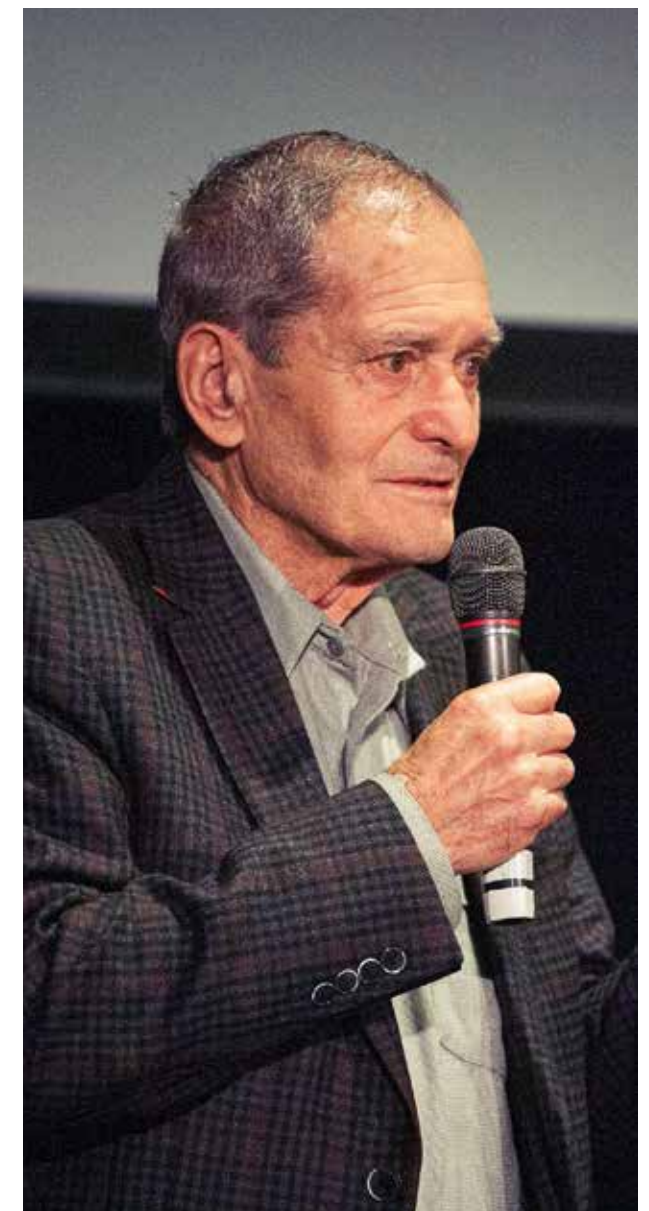
Rangitāne, Ngāti Kauwhata, Ngāti Raukawa
Pou

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.

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.



WHĀNAU ORA

COMMISSIONING AGENCY 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

A tireless advocate for Whānau Ora and the rights of women and children, Merepeka rose to national prominence as the outspoken former CEO of Women's Refuge. She is a leading voice in the campaign to understand and prevent family violence. 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.

Merepeka has a long and distinguished history of public service, having sat on the Bay of Plenty Regional Council and served as CEO of the West Auckland Hospice.

Merepeka holds an MBA in International Management and spent many years living and working in Switzerland before returning to New Zealand in the 1980s. She has a wealth of experience in the fields of business, management and politics, and is always in demand as a commentator and guest panellist, particularly around issues to do with Māori, health and welfare, and social justice.

A sought-after motivational speaker, mentor and consultant, Merepeka is the author of a long-running and highly regarded newspaper column as well as serving as a board member and advisor to several not-for-profit organisations. She is passionate about encouraging and advancing the aspirations of Māori.



Robin Hapi CNZM

Ngāti Kahungunu
Board Executive

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.



OUR POU



Suzanne Snively ONZM
Board Executive

Awarded the New Zealand Order of Merit for her commitment to women and business, Suzanne chairs Transparency International (TINZ), where she can put into practice her experience as an economic strategist and leading voice in financial transparency.

Previously a Director of the Reserve Bank of New Zealand and a partner of PricewaterhouseCoopers for over 15 years, she is a Ministerial appointed Director on the Health Research Council. Suzanne now sits as an independent director of the New Zealand Army Leadership Board, and is a tireless patron of the arts, having supported the New Zealand Symphony Orchestra (NZSO), Dance Aotearoa New Zealand (DANZ), Footnote Dance and New Zealand Opera for many years.



Tatiana Greening

Ngāti Kahungunu, Ngāti Kauwhata, Tainui, Tūwharetoa
Board Executive

Tatiana has extensive governance experience representing her iwi in the local council, the district health board, Māori development and economic development.

With a background in teaching, for over 15 years she has been consulting in project management, evaluation and research, policy and organisational development. Highly skilled in strategic planning and change management, she led the planning funding and performance portfolio for Manukau Urban Māori Authority for over five years. Tatiana is now the General Manager of Operations.

As a mother of seven, Tatiana recognised the Whānau Ora kaupapa as a way for whānau to work towards their own goals, in their own way, for their own priorities.



Pahia Turia

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

Māori health consultant, teacher and iwi negotiator, Pahia has been a passionate advocate for the principles of Whānau Ora having spent two decades in iwi and Māori health.

Pahia's very successful Māori development consultancy has spearheaded projects for organisations ranging from Alcohol Advisory Council of NZ to IHC, which provides support for people with intellectual disabilities, and has become a leader in the Whānau Ora, Māori health and social service sectors.

An Iwi leader and vital contributor to Māori health, he sits on several boards, including the NZ Asthma Foundation. Pahia was appointed to the board on the recommendation of the Iwi Leaders Forum.



Tureia Moxon

Ngāti Pāhauwera, Ngāti Kahungunu, Ngāi Tahu
Board Executive

Tureia graduated from Waikato University with a major in Screen and Media Studies and a minor in Aotearoa Studies.

As a protégé of Te Kōhao Health, a large health, education, social and Whānau Ora service provider in Hamilton, he led the monitoring and performance team for the organisation and the Hauraki, Waikato, Maniapoto and Raukawa Whānau Ora Collective.

Having worked in the health and IT sector for over a decade, Tureia is the CEO of Whānau Tahi, a data warehousing and pioneering software organization that offers Whānau Ora based solutions.





