



TE POU MATAKANA

ANNUAL REPORT | 2017/18





Te Pou Matakana

COMMISSIONING AGENCY

KIA TŪ - KIA OHO - KIA MATAARA

STAND TALL - STAND STRONG - STAND VIGILANT

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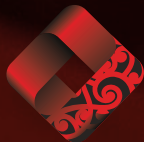
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MIHI

E ngā wehi o te rangi,
e ngā ihi o te whenua,
tēnā koutou katoa i te āhua ki ō tātou tini mate,
rātou ki a rātou,
tātou ngā urupā o rātou,
nau mai ki te pūrongo ā tau
a Te Pou Matakana.



VISION

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

Te Pou Matakana supports the aspirations of our whānau as they navigate their journeys towards becoming stronger and more resilient.

MISSION

As a result of Te Pou Matakana Commissioning activities, whānau in Te Ika-ā-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

Whanaungatanga: "Anō te ātaahua o te noho tahi a ngā tāina 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 maungārongo 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 ohoho, 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 mā,

The past 12 months have presented many challenges, but with challenges comes opportunity. The Government's budget did not deliver the additional funding it had promised. Along with this, Whānau Ora will undergo one of the many Government reviews currently underway.

We welcome the review as an opportunity to demonstrate the effectiveness of our approaches and we will give an efficient and timely contribution to it. Not only because we can, but to ensure minimal disturbance to our Whānau Ora Partners so most importantly they can continue seamless delivery of services to whānau.

Te Pou Matakana will seize on the opportunity to reinforce the success of our commissioning approach and continue to strengthen Whānau Ora practice, not only within our communities but also within the understanding of others.

It has been a year of consolidating the Whānau Ora movement, and our efforts will become more apparent as we move into the next year. Forty-five Kaiārahi are set to graduate shortly with a Whānau Ora Diploma after two years of in-work study. Our Whānau Ora Accreditation Framework has been endorsed by Social Value International recently, and this adds to the consolidation of the way Whānau Ora is viewed and delivered.

The priorities of the new government will mean the widening gap between those enjoying a comfortable standard of living and those who do not will need to be looked at. Te Pou Matakana will take every opportunity to advocate further for whānau to lead their own self-determined pathway to success and for adequate resourcing as we tackle entrenched issues.

Finally, I would like to give the utmost thanks to our Whānau Ora Partners and their workforce who dedicate themselves to providing the best services for whānau and support them to realise their dreams.

Ngā manaakitanga,



Merepeka Raukawa-Tait
Chair, Te Pou Matakana Board



CHIEF EXECUTIVE REPORT

Tēnā koutou katoa.

First, I want to acknowledge everyone who contributes to the strengthening of Whānau Ora. Our Whānau Ora Partners and their workforce continue to exceed annual targets, and their commitment to supporting whānau is second to none.

We will continue to celebrate our outstanding practitioners who have the ability to work with whānau and to work across sectors. Deeply embedded in their communities, our Partners are known and connected to the people, this is the Whānau Ora difference.

Working positively with whānau and supporting them to achieve the change and goals they want, is reflected in the outstanding results of our annual whānau survey. Almost all whānau surveyed say that with what they have learned and experienced with Whānau Ora they can now create, plan and progress their aspirations. Ninety-four percent of whānau say they now have the confidence to tackle future problems using the tools they have learnt.

Four years in we are now in a consolidating stage. Changes are happening that are set to aid everyone's understanding of Whānau Ora as a way to do things when working with whānau. Our Accreditation framework, collective impact and commissioning model refinements are all a part of this. We will continue to stay ahead through thought leadership, advancing our data capabilities and well-informed thorough research.

Finally, thanks to our Board who continually bring value to the table their rich experience, knowledge and support inspires new ways to create impact for, by and with whānau.

Heoi anō tāku mō nāiane



John Tamihere
Chief Executive,
Te Pou Matakana



ABOUT US

Te Pou Matakana was established in 2014 as the Whānau Ora Commissioning Agency for Te Ika-ā-Māui (the North Island).

With 80 Whānau Ora Partners throughout the North Island, Te Pou Matakana works for whānau through directly investing and commissioning initiatives with our Partners. These Partners provide services and support to whānau on their journey to improved wellbeing and self-sufficiency.

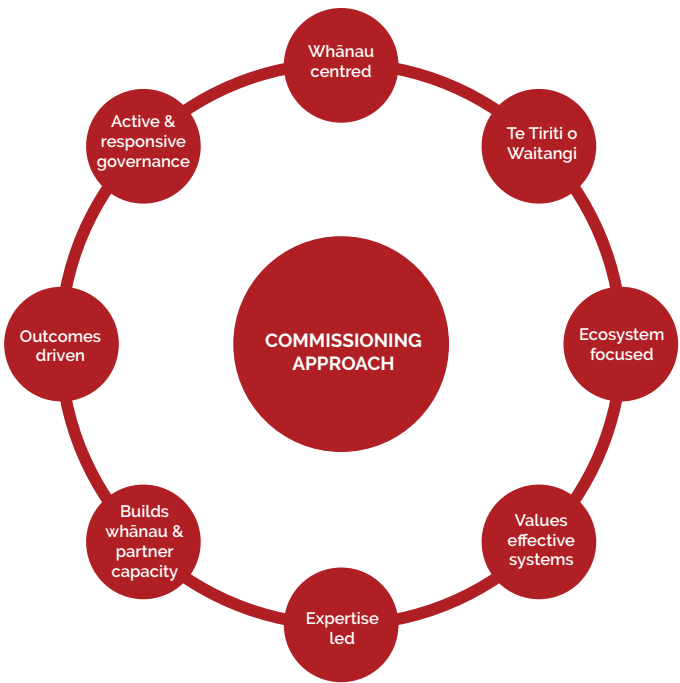
Our programmes support whānau to plan and achieve their short, medium and long-term aspirations.

Our Purpose

Our purpose is 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 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 (whānau) are considered as a whole and not 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 whakawhānau, Whānau Ora helps build meaningful relationships based on trust, shared experiences, that are mutually responsive and respectful.



Understanding Our Return on Investment

Measuring Outcomes

Using outcomes measurement approaches including Social Return on Investment; conducting research and evaluation; employing cutting-edge technology to measure whānau progress means we can invest in activities that work for whānau.

Funding what works for whānau using an outcomes framework allows for meaningful measurement of whānau outcomes. Measuring outcomes occur across a range of domains – from health and education to cultural vitality.

A roadmap is used to implement, in practice, specific outcome measurements for whānau across all activities. The Roadmap provides a set of tools and processes to collect the data needed, from the ground up, to prove that we are having the impact intended and to improve outcomes for whānau.

Whānau needs sit at the heart of Whānau Ora technology roadmaps. Our leading software provider, Whānau Tahi, collects data and provides an interface for Kaimahi. They ensure outcomes can be and are measured.

Continually improving solutions that deliver interface for Kaiārahi, helps them to reflect their work with whānau. All Partners are provided with the opportunity to use integrated technology capabilities and tools that track and measure whānau progress towards their outcomes.

Using recognised investment approaches means we can understand and measure the broader value created by our organisation-wide activities carried out for whānau.

Commissioning Logic Model:

Participants	Activities	Short to Medium Term Outcomes	Impact
Whānau in Te Ika-ā-Māui	Whānau Direct	Whānau own the change process and have developed whānau plans with goals and actions, leading to increased confidence and empowerment	Whānau are knowledgeable and well informed
Te Pou Matakana contracted Whānau Ora Partners	Kaiārahi (Including pou hākinakina and data analysts)	Whānau have obtained access to the necessary resources and services required to meet their needs and aspirations	Whānau are healthy
		Whānau receive flexible and agile engagement and navigation services that cater to their whānau realities	Whānau participate fully
Other Whānau Ora Partners within Collective Impact Partnerships	Collective Impact	Whānau Ora Partners provide innovative and culturally grounded solutions to complex issues	Whānau are engaged in te ao Māori
	Innovation Fund	Whānau Ora Partners have built authentic and meaningful relationships of trust and mutual respect with whānau	
Wider community and Other Whānau Ora Partners, funders and other service providers	Research and Evaluation	Whānau Ora Partners have a culturally and technically competent workforce that meets the needs and aspirations of whānau	Whānau enjoy high standards of living
		Whānau Ora Partners have improved understanding and ability to report whānau outcomes	Whānau relationships are cohesive and empowering
	Policy and advocacy	Co-investment is made by other government departments and funders into the whānau ora commissioning model	

OUR ROHE

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

North Island Whānau

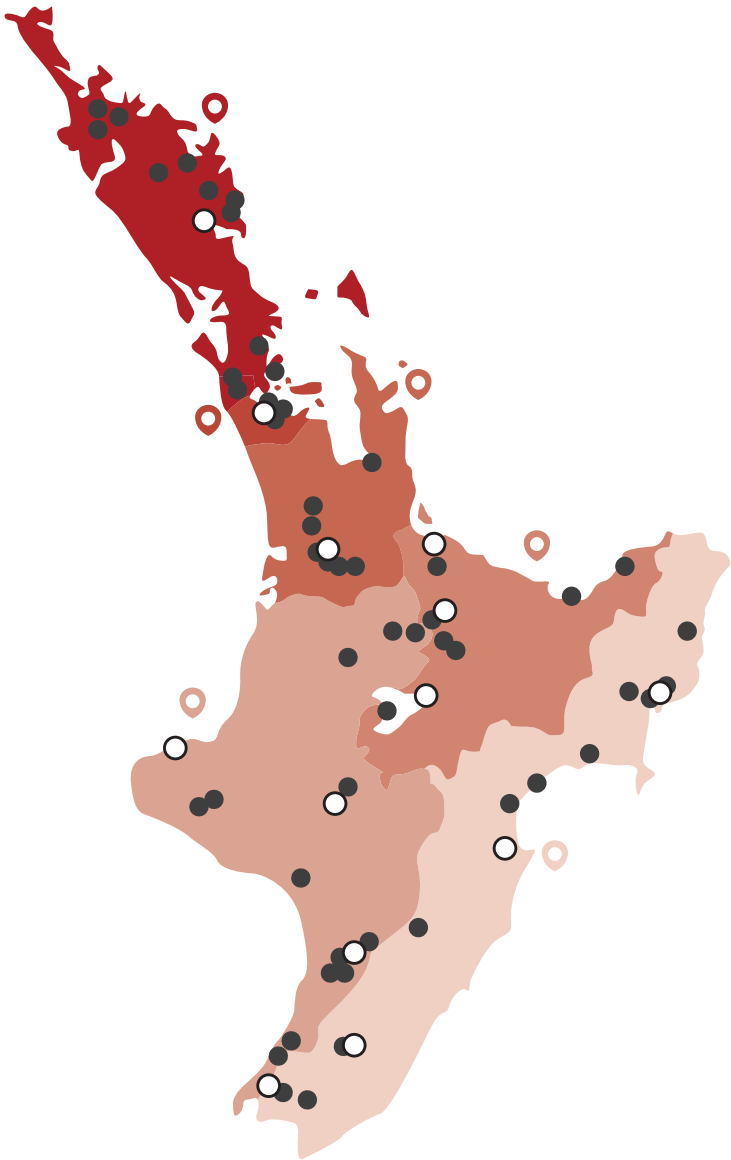
- 77% of New Zealanders and 90% of Māori live in the North Island
- 1,083 communities deprivation*
- Many communities of deprivation are in Auckland (432) are often diverse

*Index of Multiple Deprivation 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

Te Pou Matakana has 80 Whānau Ora Partners across the six regions in Te Ika-ā-Māui. The dedication of our Partners to building on the strengths and assets of whānau and communities within our resourcing shows their commitment to the kaupapa of Whānau Ora.

Te Pou Matakana contracts 13 Lead Whānau Ora Partners who sub-contract to another 67 Whānau Ora Partners enabling reach across Te Ika-ā-Māui.



Lead Whānau Ora Partners

Whānau Ora Partners

REGIONS

Te Tai Tokerau

Tāmaki Makaurau

Hauraki-Waikato

Waiairiki

Te Tai Hauāuru

Ikaroa-Rāwhiti



HIGHLIGHTS 2017/18

- Whānau Ora commissioning activities exceeding targets
- Developing a Whānau Ora accreditation framework
- Whānau Ora Diploma; graduates and new intake
- Research and evaluation update
- Whānau Ora Hui 2018
- Advocacy for whānau
- Ministry of Health, breast and cervical screening
- Whānau Tahi – software and data development
- Sharing whānau success stories

WHĀNAU ORA COMMISSIONING ACTIVITIES

Our Whānau Ora Partners work with families across Te Ika-ā-Māui to support better outcomes for whānau.

We fund four programmes that are delivered through our Partners.

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

Whānau Direct

Whānau Direct assists whānau in moments that matter to them. It is a limited financial resource that helps families overcome obstacles that potentially stop them from progressing on the journey toward their desired outcomes.

Housing, unemployment and health continue to be a priority for whānau this year. As whānau continue to struggle to meet basic needs, Whānau Direct is a vital tool for our workforce in supporting families to manage through challenging moments.

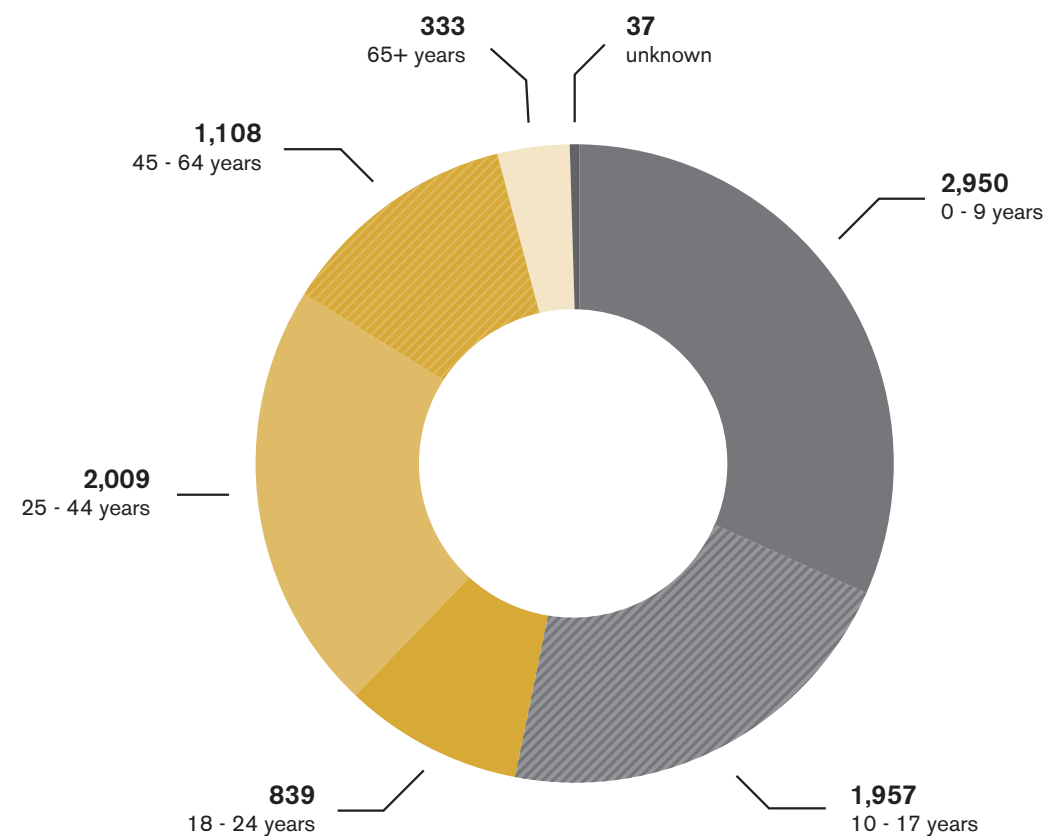
Health, clothing, essential household items and transport remain in high demand.

Results for Whānau Direct

- 3,256 whānau (9,233 whānau members) were assisted by Whānau Direct this year – target exceeded by 621 whānau
- Of the 5,743 planned outcomes, 4,920 (86%) were achieved this year.

Whānau Members Age Breakdown

The following figure presents an age breakdown of the whānau members that we assisted this year through Whānau Direct.



Whānau Engagement

Region	Target	Actuals	
	Whānau	Whānau Engaged	Whānau Members Engaged
Te Tai Tokerau	443	552	1,820
Tāmaki Makaurau	432	440	1,263
Hauraki-Waikato	443	430	1,325
Waiairiki	411	503	1,447
Ikaroa-Rāwhiti	474	733	1,702
Te Tai Hauāuru	432	598	1,676
Total	2,635	3,256	9,233

Whānau Outcomes

Breakdown of the most common outcome areas prioritised by whānau within each outcome domain

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Basic furnishings/amenities	701	613	87%
	Housing standards including maintenance	602	528	88%
	Safe transport options	512	443	87%
Whānau health	Physical/personal health	1,169	1,008	86%
	Family/social health	252	225	89%
	Nutrition	197	174	88%
Whānau participation in the community	Access to community resources	186	163	88%
	Participation in sports and recreation	152	127	84%
	Connection to community networks	145	127	88%
Whānau knowledge	Education/training	253	219	87%
	Skills/knowledge for employment	122	101	83%
	Numeracy and/or general literacy	44	44	100%
Whānau relationships	Household relationships	86	76	88%
	Wider whānau relationships	57	45	79%
	Parenting knowledge/skills	31	27	87%
Whānau engagement in te ao Māori	Māori lore/knowledge/customs	42	40	95%
	Connections to Māori organisations including kura/kōhanga	19	18	95%
	Te Reo Māori	16	16	100%

Whānau Story- A Place To Call Home

Leslie Ann's home held her 'treasures'. Her children were raised there, and the house was full of memories. Unfortunately, this all changed as a series of events unfolded that saw her hospitalised, homeless and in need of a place to store her belongings. The whānau put her things into a storage facility and fund-raised to meet the monthly costs.

It became difficult for Leslie Ann (Ngāpuhi) who deals with medical issues including emphysema after her family was refused access to the storage unit, "This is when I knew I needed some help," she says. Having met Kaiārahi Renee before, Leslie Ann called her.

Working together through a Whānau Ora plan they identified storage that allowed Leslie Ann to get access to and sort her belongings and dispose of what was no longer needed. Te Pou Matakana programmes, such as Whānau Direct, meant they could access funding to help with storage costs during this difficult process.

A key goal of the plan was to find a home for Leslie Ann. Ensuring this was a priority to Housing New Zealand Renee advocated for her. This eventuated in the call, offering a clean and dry unit, which means better health for lung issues. "I couldn't believe it when they phoned to say they had a house for me" beams Leslie Ann. "My moko are just down the road, and now they can come visit."



Kaiārahi – Plan, Advocate, Navigate

Kaiārahi (Navigators) are the face of Whānau Ora in communities and specialist navigators of services for whānau. They are on the ground every day, supporting and working with whānau to plan for a better future.

The relationship between Kaiārahi and whānau remains a crucial success factor of Whānau Ora. The practice of whakawhanaungatanga builds rapport, trust and assists whānau in taking action towards achieving goals identified in their Whānau Ora plans.

Plan – Whānau are encouraged to identify their aspirations. Kaiārahi and whānau then work together to make a Whānau Ora plan to achieve defined goals.

Advocate – Kaiārahi provide advocacy for whānau through simple mechanisms like following up on referrals to specialist services, supporting health and financial literacy and with agencies and institutions to ensure the position of whānau is understood.

Navigate – Whānau in understanding the available pathways to access the right services at the right time, especially for whānau who are facing complex government and processes can be changeable and difficult to understand. Their knowledge of available services helps to identify those best suited to achieve the goals of the whānau plan.

Current issues identified by Kaiārahi

Housing issues continue to be a priority for whānau with some living in poor quality, overcrowded homes. Poor housing affects the daily lives of whānau and can be detrimental to any progress made in their Whānau Ora plans. Many Kaiārahi are assisting whānau to explore housing options.

Other trends highlighted by Kaiārahi this year were:

- An increase in whānau wanting to engage in te ao Māori through connecting to their whakapapa, whenua and reo.
- Increasing debt creating stress and adversely affecting standards of living.
- Financial literacy and budgeting support services as whānau work towards reducing debt and taking better control of financial management.
- Advocacy for fathers excluded from and contact with their tamariki.
- Support for alcohol and drug, mental health and domestic violence
- Assistance with improving health and wellbeing. Local gyms, community boot camps.
- An increase in whānau with two incomes seeking support as they struggle to make ends meet. Financial advice, food grants and essential resources for the home.
- Whānau shifting from managing to planning for their future, more are enrolling in study to support their career aspirations.
- Isolation as a risk for whānau in rural areas. Many must travel long distances and as a result, struggle to attend appointments.

Pou Hākinakina

Pou Hākinakina are frontline staff support whānau to be active, fit and healthy. They continue to develop strategic relationships with a wide range of organisations and businesses focused on activating healthy lifestyle choices. They also contribute to advisory groups; health and exercise programmes; and nutrition and fitness literacy.

Survey and evaluation identified that whānau who maintain regular engagement are those accessing gym facilities and equipment. Some Pou Hākinakina have managed to form relationships with local gyms where whānau can temporarily use the facilities with the Pou Hākinakina in attendance for free. The aspiration is that whānau may sign up a membership should they decide to continue on their fitness journey at a reduced or subsidised rate.

Data and Outcomes

Data and Outcome Analysts support Whānau Ora Partners, Kaiārahi and Whānau Ora workforce to understand and capture whānau data to inform outcomes reporting.

Te Pou Matakana Data and Performance team and the Whānau Tahi team held a wānanga with Data Analysts in August to confirm common understandings of the approach and ensuring a seamless collection of data across all Partners and programmes.

Data and Outcomes Analysts are:

- Delivering a suite of training and support to Kaimahi capturing data that is relevant and best informs the outcomes framework.
- Ensuring organisations meet reporting and data compliance requirements.
- Supporting and informing the rollout of updated software capability.



Whānau Engagement Kaiārahi

Region	Target	Actuals	
	Whānau	Whānau Engaged	Whānau Members Engaged
Te Tai Tokerau	694	1,021	2,686
Tāmaki Makaurau	680	848	1,399
Hauraki-Waikato	710	1,053	2,403
Waiairiki	660	888	2,306
Ikaroa-Rāwhiti	760	891	2,424
Te Tai Hauāuru	680	701	1,358
Total	4,184	5,402	12,576



Outcomes Achieved by Whānau

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	Education/training	448	192	43%
Whānau health	Mental health	304	112	37%
	Nutrition	75	61	81%
	Physical/personal health	493	227	46%
Whānau participation in the community	Whānau employment	87	49	56%
Whānau relationships	Whānau/household relationships	221	56	25%
Whānau engagement in te ao Māori	Connections to Māori community organisations	136	102	75%
Whānau standards of living	Basic furnishings/amenities/clothing	495	285	58%
	Safe transport options	421	220	52%
	Housing standards including household maintenance	1,184	583	49%

Workforce Results

- Other key performance indicator targets for Kaiārahi, Pou Hākinakina and Data and Outcomes Analysts were exceeded by 47.5% this year.
- Kaiārahi engaged with 5,402 whānau (12,576 whānau members) this year
- Of the 12,079 planned outcomes, 5,575 (46%) were achieved this year.

Whānau Story – Bulldozing Barriers, Payload to Success

How unemployed single mum Monique made her dream of working at what she loves come true.

Unemployed and struggling to find housing, Monique, was referred to Whānau Ora Kaiārahi Noeline. Monique knew she wanted better for her and her family. She decided to upskill herself.

"I was really driven, I just knew that my life needed to change and I was the only one that could do that." Inspired by her female friend working as a loader driver, she started training for her Wheels, Tracks and Rollers license and went on to study civil works.

Kaiārahi Noeline helped Monique create a plan focused on career goals, and how to achieve them. They quickly recognised that a safe and roadworthy car to transport baby and herself was needed. "I was starting my car with a fork."

Motivated to get qualified, get a job and support her family, Monique had a vision of where she wanted to be. "I wasn't going to stop."

Monique landed a job she had long hoped for, driving heavy machinery as a quarry all-rounder. The Operations Manager said that while other candidates may have had more experience, Monique proved the best fit for them. "We employ on attitude. We were impressed with her commitment to getting her licence and doing courses to upskill herself. She's a quick learner, bubbly, enthusiastic and it's a pleasure to have her."

Working with her Whānau Ora Kaiārahi, Monique was able to complete her training and get to and from work safely. Now employed, she can now offer a brighter future for her son. "It's boosted my confidence. I was always struggling, living week to week, wondering how I was going to make it work. But now it's made things a lot easier for my family and me."

To view the video story visit: www.tepoumatakana.com



Collective Impact

Whānau Ora Collective Impact 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 currently 13 Collective Impact initiatives at varying degrees of maturity throughout the North Island.

Collective Impact refinements happen through shared learnings hui that take place with Whānau Ora Partners. A Hui Whakapakari held in March helped to strengthen Collective Impact initiatives through understanding Partners strengths and challenges and responding with appropriately focused workshops and planning.

Spotlight on Te Ngira Collective Impact – Increasing Income through Employment and Training

Employment contributes to whānau wellbeing. The resulting income has obvious benefits however there are many secondary ones. Being meaningfully employed adds to confidence and self-belief, participation and contribution is valued and part of a wider social-economic picture.

Led by Te Kōhao Health, Te Ngira is a collective of Whānau Ora Partners (and others) from the Waikato region. The collective has identified employment and training as a vital component to whānau wellbeing and focus on this as a means to increase disposable household incomes for whānau, using a Collective Impact framework.

The collective has nine Partners and covers both rural and urban areas. It includes four iwi regions of Hauraki, Waikato, Maniapoto and Raukawa as well as Hamilton city.

In Waikato, around half of those living in high deprivation areas are Māori.

A large part of the initiative is supporting whānau into jobs. Kaiārahi identify priority whānau who are unemployed and wish to work and refers them to an Employment Co-ordinator. Whānau then get support to develop; train in interview techniques; attend training, and source the right type of clothing for interviews and employment.

EC's have developing relationships with employers and recruitment agencies and connect whānau to workshops, job opportunities and follow up on work placement for two years.

Ninety-nine successful employment placements were made from 1 July 17 to 13 June 18, and the initiative continues to enjoy growing outcomes into 2018

Results for Collective Impact

- 1,666 whānau (4,046 whānau members) engaged through Collective Impact initiatives this year
- Of the 3,546 planned outcomes – 1,248 (35%) of these outcomes were achieved this year.

Whānau Engagement Collective Impact

Region	Target	Actuals	
	Whānau	Whānau Engaged	Whānau Members Engaged
Te Tai Tokerau	200	269	933
Tāmaki Makaurau	200	332	461
Hauraki-Waikato	200	203	274
Waiairiki	200	307	608
Ikaroa-Rāwhiti	200	329	1,050
Te Tai Hauāuru	200	226	720
Total	1,200	1,666	4,046

Whānau Members Age Breakdown

The following figure presents an age breakdown of the whānau members that we assisted this year through Collective Impact Initiatives.

Age Band	Whānau Engaged
0 - 9 years	1,097
10 - 17 years	915
18 - 24 years	332
25 - 44 years	847
45 - 64 years	516
65+ years	150
Data Gap	189
Total	4,046

Outcomes Achieved by Whānau

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau health	Physical/personal health	685	329	48%
	Nutrition	214	181	85%
	Whānau or social health	160	23	14%
Whānau standards of living	Housing standards including maintenance	399	61	15%
	Whānau employment	105	82	78%
	Financial provisions for the future savings or investments	88	17	19%
Whānau knowledge	Education or training	433	93	21%
	Health literacy	114	24	21%
	Skills or knowledge for employment	94	17	18%
Whānau participation in the community	Access to community resources	119	19	16%
	Legal documents, birth certificates, drivers licences	111	27	24%
	Connection to community networks	84	24	29%
Whānau engagement in te ao Māori	Māori lore or knowledge or customs	78	2	3%
	Knowledge about whenua tupuna	64	20	31%
	Connections to māori organisations kōhanga/kura	48	33	69%
Whānau relationships	Relationships with māori networks	87	7	8%
	Parenting knowledge or skills	29	7	24%
	Whānau or household relationships	24	7	29%



Innovation Fund

Innovation is an integral part of Whānau Ora, and there are innovation initiatives across all of our regions. The fund helps our Partners to innovate for solutions tailored to whānau and their communities.

Lead Partners continue to support regional Partners enabling them to implement new and better initiatives across their communities. Our Partners come together regularly to share their learnings as an essential way of informing how to best refine initiatives.

Our latest software developments help Partners to accurately track and report on progress towards achieving whānau outcomes through the initiatives.

Spotlight on Innovation - Pitch Local

Pitch Local, is a Tāmaki Makaurau based initiative making a positive impact on communities and whānau. Anyone with a creative idea for making a change in their community had the opportunity to pitch their idea to a 'Dragons Den' style panel of judges.

Funding was up for grabs to invest in around 30 of the best local innovation initiatives. People in the community with a good idea, but who didn't have the resources to make it happen, were invited to participate.

Initiated by Te Pae Herenga o Tāmaki, a group of Tāmaki Makaurau Whānau Ora Partners who wanted to grow impactful new local solutions in communities for whānau. Successful initiatives included:

- Sharing Mātauranga Māori through the use of a native nursery as a safe place to heal the damage caused by addictions and to connect whānau to the whenua and te taiao. Learning about maramataka (planting by the moon), karakia used for harvesting native medicinal plants, their uses and the vital role they play in our natural environment
- Using māra kai (community gardens) as a vehicle to teach people about coming together to learn and grow food to feed their communities
- A marae-based rangatahi forum for youth to connect with each other and their culture. They can discuss their dreams and the challenges they face. Joining youth into sectors and agencies, so their voices are heard when exploring solutions to their issues.
- Fight training as a way to lose weight, channel energy positively, and improve confidence and wellbeing.

Results For Innovation

- 1,870 whānau (2,168 whānau members) engaged in initiatives this year
- Of the 2,329 planned outcomes – 2,005 (86%) were achieved this year.

Whānau Engagement Innovation Fund

Region	Whānau Engaged	Whānau Members Engaged
Te Tai Tokerau	647	752
Tāmaki Makaurau	347	347
Hauraki-Waikato	598	598
Waiairiki	55	220
Ikaroa-Rāwhiti	124	152
Te Tai Hauāuru	99	99
Total	1,870	2,168



Outcomes Achieved by Whānau

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	% of Planned Outcomes achieved
Whānau knowledge	Education or training	251	230	92%
	Skills or knowledge for employment	114	114	100%
	Information communication and technology literacy	99	82	83%
Whānau engagement in te ao Māori	Māori lore or knowledge or customs	391	387	99%
	Whakapapa or whānau connections	70	69	99%
	Te reo Māori	51	50	98%
Whānau health	Physical/personal health	397	367	92%
	Nutrition	25	24	96%
	Drug use	24	22	92%
Whānau participation in the community	Connection to community networks	123	123	100%
	Access to community resources	103	70	68%
	Participation in sports and recreation	16	16	100%
Whānau standards of living	Financial provisions for the future incl. Savings or investments	160	160	100%
	Housing standards including maintenance	86	37	43%
	Safe transport options	18	15	83%
Whānau relationships	Wider whānau relationships	47	26	55%
	Relationships with māori networks	12	12	100%
	Relationships with service providers	7	7	100%





STRENGTHENING 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 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 as well as information technology solutions that enable quality outcomes reporting.

Whānau Ora Partners will begin with self-assessing their organisational success with whānau they provide services to and identify areas for improvement to determine their position within a formal accreditation process. The framework is broad, generic and permissive, allowing for unique community and partner approaches and innovation to service provision.

Whānau Ora Diploma

Forty-five Kaiārahi will graduate their two-year journey to achieving the Whānau Ora Diploma in July 2018.

The largest graduation to date, the Diploma course contained a mix of learning delivery with face to face learning being the most productive and successful. On-line education and engagement have proven to be effective in maximising teaching times with individuals and small groups.

The intake of the second cohort of students came through a recruitment drive that included the distribution of information packs, informative emails, follow up phone calls and face to face visits with Partners, promotion via Facebook and discussion at recent partner engagement hui. New students will attend a July orientation wānanga in Rotorua.

Research and Evaluation Update

Managing to Outcomes

The managing to outcomes work-stream focuses on the continuous development of 'best practice' modules that support workforce capacity for our programmes and commissioning approaches. All modules are developed, tested and refined. The following modules were completed:

- Whānau Ora 101
- Outcomes 101
- Social Return on Investment Snapshot
- Stakeholder Engagement Survey 101
- Stakeholder Engagement Tools 101
- Adaptive Leadership 101
- Collective Impact 101
- Data Analysis 101
- Social Media 101.

Annual Whānau Survey

The annual whānau survey and Collective Impact partner survey data were collated and analysed.

The following is the percentage of Whānau that either **strongly agreed or agreed** with the following:

- 100% that their Kaiārahi was easy to approach
- 99% that their Kaiārahi was able to answer their questions
- 97% that their Kaiārahi had helped them make progress against their plan
- 97% that the Kaiārahi Service had helped increase their awareness of other services that can help them meet our goals and outcomes
- 95% that their whānau had made positive changes for the future.
- 94% that their whānau would be able to tackle problems in the future using the tools they had learnt

Kaumātua Wellbeing Report

The Kaumātua Wellbeing report looks at the needs, wishes and aspirations of our Kuia and Kaumātua. Online surveys were developed and distributed to Whānau Ora Partners, with 66 Partners completing the survey and results analysed. Interviews with over 35 whānau are completed and thematically arranged. The final report will be produced later in 2018.

Designed to bridge a significant research gap by profiling the needs, realities, and aspirations of older Māori this report will explore access to services and support, levels of interaction with others and their community, their capacity to plan for the future, to embrace the lives they hope to live in their later years.

The findings from this research will help us plan for the commissioning of provisions that ensure the best outcomes when planning for Kaumātua wellbeing. There is the potential to move to a more in-depth analysis of Kaumātua wellbeing and to engage other funders in growing the research.

Commissioning for Change

This project, completed in Partnership with Whakauae Research, explores Te Pou Matakana commissioning model as a particular model for purchasing service and how it has fared in terms of delivering for Whānau Ora. The paper provides a brief history of Māori health provider development as a means of establishing the roots of the Te Pou Matakana commissioning approach.

The paper concludes that in a New Zealand commissioning context as a purchasing model it has benefited from alignment with Whānau Ora principles, to the extent that an indigenous model of commissioning.

The article "Commissioning for Change", based on the research conducted with the Te Pou Matakana model of commissioning, was published by Te Mauri International Journal of Indigenous Wellbeing in June 2018.

For a full list of research publications visit www.tepoumatakana.com

Whānau Ora Hui 2018

Planning is underway for our next biennial conference in September. The theme Whānau Eke Panuku - Affirming Whānau Aspiration brings us to the next step of our journey as we create positive intergenerational change for, by and with whānau. Building collaborative and strategic Partnerships both here and abroad is important. These Partnerships in effect provide strength and sustainability to our policy and approach.

Whānau Eke Panuku will showcase excellent national and international speakers, practical workshops and provide valuable networking opportunities. You will hear first-hand whānau success stories through inspirational whānau voices, and gain a greater understanding of the vital work Whānau Ora Partners are doing in our communities.

The conference provides a fantastic opportunity for all Whānau Ora Partners to come together to learn, share and inspire all those interested in whānau wellbeing.

Advocacy

Because policy affects the lives of whānau in many ways, we always look for opportunities to participate and influence. Policy determines the way resources are allocated and guides decision-making. Although policies are generally intended to produce positive outcomes sometimes unforeseen effects are not realised until the policy is in use.

Historic Abuse in State Care Inquiry

Te Pou Matakana was invited and agreed to contribute feedback into the historic abuse of those in state care inquiry. The inquiry claims a key focus on the impact of abuse in state care for Māori. Chair of the Royal Commission of Inquiry, Sir Anand Satyanand met with us in May to receive our submission.

Cabinet will now agree on the final purpose and structure of the inquiry before the main work of the inquiry begins.

Child Poverty Reduction Bill

The bill intends to create a greater government commitment to address child wellbeing by encouraging a focus on child poverty reduction, facilitating political accountability against published targets, and requiring transparent reporting on child poverty levels.

Our submission and appearance before the Social Services and Community Committee focused on ensuring:

- Reference is made to the Crown's obligations under the Treaty of Waitangi, to ensure constitutional commitment to Māori.
- Primary measures and targets are reported and set by ethnic groups, particularly for Māori and Pacific households.
- Measures focus on drivers of poverty and explicitly identify Māori poverty causes.
- Further understanding of the root causes of poverty and the extent, for example, intergenerational impact.
- The informing of Policies and Programmes.
- The inclusion of the Role of Children's Commissioner wherever obligations and duties of other children agencies mentioned.

Treasury Living Standards Framework

The Treasury look to promote and support higher living standards for New Zealanders through their Living Standards Framework which guides Treasury's policy advice. Te Pou Matakana are preparing for submission on this framework following its 2017 refresh. In preparation we have undertaken:

- An initial meeting to discuss submission on the Living Standards Framework and Dashboard indicators
- A literature review for preparation of a response to Treasury's call for submission.
- Attendance at Treasury's Living Standards Framework Symposium at AUT

Breast and Cervical Screening Support

Whānau Ora Partners encouraged and supported priority wāhine through the processes of breast and cervical screening through our Ministry of Health contract.

Partners also continue to develop relationships across primary care to improve processes that identify and support priority wāhine.

Key results this year are:

Te Arawa Whānau Ora Collective and Whānau Ora ki Tūwharetoa for Lakes DHB

- 163 priority women had a cervical smear (target of 320)
- 704 priority group women contacted had a mammogram (target of 85)

Te Tihi o Ruahine Whānau Ora Collective and Rangitāne o Tāmaki Nui a Rua for MidCentral DHB

- 68 priority women had a cervical smear (target of 190)
- 50 priority women contacted had a mammogram (target of 34)

Te Rūnanganui o Ngāti Porou, Te Aitanga a Hauiti Tūranga Health and Ngāti Porou Hauora for Tairāwhiti DHB

- 610 priority women had a cervical smear (target of 285)
- 131 priority group women contacted had a mammogram 131(target of 52)

Ultimately screening is about early detection and saving lives. 44 wāhine were supported to attend follow up testing.



Measuring Impact With Whānau Tahi

Our 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 reinforce 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

A 40% growth in the uptake of software tools and services supporting Whānau Ora happened this year. With 90% of our Whānau Ora Partners using the latest version of the software.

End-user and advanced user training has been a focus this year, building on capability and capacity for Partners. Regular user group hui helps gather Partners feedback and promote shared learnings.

User Manual Improvements

A review and refresh of the Whānau Direct user manual are underway to ensure the manual incorporates key guidelines, updated user instructions and FAQs.

The module for the Social Return on Investment table is undergoing final configurations following testing. We will then engage with Social Value International for software accreditation.

Sharing Whānau Success Stories

Ultimately all that we do is for whānau, with whānau. Sharing their success stories is vital to building a better understanding of how whānau are experiencing Whānau Ora, transforming their lives and achieving their dreams. These stories help us all to understand the impact Whānau Ora is having, and what outcomes are realised as a result.

Our Whānau Ora Partners continue to share success stories with us, and we continue to build connecting to Whānau Ora Partners media platforms to share stories.

For news visit: www.tepoumatakana.com





FINANCIAL STATEMENTS

Te Pou Matakana Limited
Summary Financial Statements

30 June 2018

The following are excerpts from the audited financial statements of the Te Pou Matakana Limited for the year ended 30 June 2018 which were authorised for issue on 11th September 2018. An unmodified audit opinion was issued on the full financial statements on 17th September 2018. These summary financial statements were authorised for issue on 17th September 2018 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 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 2018

	2018	2017
	\$000	\$000
Total revenue	48,930	41,460
Total expenses	(46,548)	(39,836)
Surplus	2,382	1,624
Other comprehensive revenue and expense	-	-
Total comprehensive revenue and expense for the year	2,382	1,624

SUMMARY STATEMENT OF CHANGES IN EQUITY
For the Year Ended 30 June 2018

	2018	2017
	\$000	\$000
Equity at beginning of year	1,327	337
Surplus	2,382	1,624
Dividends	(988)	(634)
Equity at end of year	2,721	1,327

SUMMARY STATEMENT OF FINANCIAL POSITION
As at 30 June 2018

	2018	2017
	\$000	\$000
CURRENT ASSETS		
Cash and cash equivalents	1,181	1,760
Short term investments	1,589	3,534
Accounts receivable	2,367	2,083
	5,137	7,377
NON-CURRENT ASSETS		
Property, Plant & Equipment	49	6
	49	6
TOTAL ASSETS	5,186	7,383
CURRENT LIABILITIES		
Accounts Payable	672	593
Accrued Expenses	821	831
Deferred Revenue	-	3,288
Employee Entitlements	237	273
GST Payable	735	1,071
	2,465	6,056
NET ASSETS	2,721	1,327
EQUITY		
Retained Earning	2,721	1,327
	2,721	1,327

SUMMARY STATEMENT OF CASH FLOWS
For the Year Ended 30 June 2018

	2018	2017
	\$000	\$000
Net cash flows from operating activities	(1,662)	4,165
Net cash flows from investing activities	126	116
Net cash flows in financing activities	958	(4,168)
Net increase in cash held	(578)	113
Cash at the beginning of the year	1,760	1,647
Cash at the end of the year	1,182	1,760





INDEPENDENT AUDITORS REPORT



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 2018;
- the summary statements of comprehensive revenue and expenses, 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 17 September 2018.

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.

KPMG
Auckland
17 September 2018

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 Te Pou Matakana 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, Te Pou Matakana

Synonymous with whānau ora, Dame Tariana Turia led Governments embedding of whānau ora as a government policy in 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, Te Pou Matakana

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.



TE POU MATAKANA BOARD

Our board ensures the investments made are the ones best placed to enable whānau to build self-management capability, and therefore a better future. Each Te Pou Matakana 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 & children Merepeka rose to national prominence as the outspoken former CEO of Women's Refuge. 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 80's. She has a wealth of experience in the fields of business, management & politics, and is always in demand as a commentator and guest panellist, particularly around issues to do with Māori, health & 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.



Suzanne Snively ONZM

Board Executive

Awarded the New Zealand Order of Merit for her commitment to women and business Suzanne chair's 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 NZSO, 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, she has worked 15 years 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 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.



Tureia Moxon

Ngāti Pāhauwera, Ngāti Kahungunu, Ngāi Tahu

Board Executive

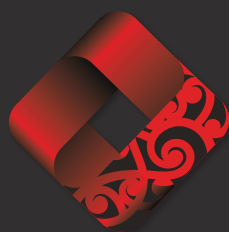
Tureia graduated from Waikato University with a major in Screen and Media Studies and a minor in Aotearoa Studies.

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.







Te Pou Matakana

COMMISSIONING AGENCY

www.tepoumatakana.com

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