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# WhānauOra

2020/21

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## KIRI'S STORY

Mama Kiri recently got the care of her son and has completed our 'Building Awesome Whānau' course. She is currently living with an aunt and has been given three months from August to find housing for herself and her boy while in regular contact with MSD hoping that her rating will move her towards getting a home for them.

Kiri has been supporting her mother with transport which could lead to an employment opportunity. She is progressing towards her moemoeā which is being supported by her Kaiārahi.

Some of the challenges she is overcoming are living with whānau and not having the freedom to create her own space for her wellbeing to progress. She can get overwhelmed and this causes her to shut down.

*"Regular contact with my Kaiārahi encourages me to focus and keep moving forward."*

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# MIHI

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

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

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

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

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

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

Nā te whānau, mā te whānau, mō te whānau - koianeī ko Whānau Ora.







# MESSAGE FROM THE CHAIR

**MERPEKA RAUKAWA-TAIT**

## *Te Arawa*

As Chair of Whānau Ora it never ceases to impress me how proactive, pragmatic and successful we are as an organisation with our people.

In saying that, I am not at all surprised. Our inspiring collective is built with Kaimahi who are continuously leading from the front, supporting whānau to lead better lives and build resilience for brighter futures.

With COVID comes the inevitable lockdowns which we are more than prepared for. We are immediate in our response as a massive workforce. Our foot soldiers are on the ground working tirelessly to communicate with whānau, delivering hygiene and kai packs ensuring our most vulnerable are reached and reassured that they are not alone.

COVID testing stations are well established across the motu from marae and health clinics to mobile units with capacity to connect with our most isolated. Alongside testing whānau, we rolled out our vaccination plan to ensure our people are prioritised, something the current health system does not do. Vaccination is our best defence against COVID and we have the capacity and capability to ensure Māori are not forgotten in this process. Our Kaimahi became highly trained and well informed to lead this initiative and they continue to do this with precision and focus. Once again we have hundreds of vaccination sites around the country and dozens of mobile facilities that can and will take the jab to our people.

Simultaneously we continue to provide our high quality wraparound services. Whānau Direct is consistently providing immediate short term solutions for whānau; Collective Impact is at work around the country making positive, permanent differences in peoples lives, in their homes and their general wellbeing.

Meanwhile our Whānau Ora Innovation Fund is re-deployed when and where necessary so our people can overcome the countless challenges COVID brings. Our Kaiārahi are a phenomenal workforce who operate on mana and aroha to tautoko our people right in their own backyards.

On that note I want to extend my congratulations to this years 48 graduates of our Whānau Ora Diploma, and send best wishes to the 50 plus in the current cohort.

This past year has also seen the incredibly successful pilot that is Ngā Tini Whetū – a pilot that deserves to become a permanent fixture in the Whānau Ora waka. Another way we are building resilience alongside our people in a trusting and safe environment.

Mainstream agencies lack the cultural competency or the networks to be proficient with this kaupapa. We know what is best for our families, our tamariki, our rangatahi because our long-term interests in their welfare is enveloped in commitment and true understanding.

Our network has grown as has the need for what we do, and we are ready. Whānau Ora continues to make massive headway across every sector, to be there for our people, in our neighbourhoods making a real difference for the better.

It is with great pride and gratitude that I present you with this years annual report, the words and images showcasing what another brilliant year we had together with whānau.

That is what Whānau Ora is all about, by Māori, for Māori, to Māori.

**MERPEKA RAUKAWA-TAIT**

Chair, Whānau Ora Commissioning Agency



# CEO REPORT

JOHN TAMIHERE

## *Ngāti Porou ki Hauraki, Whakatōhea, Tainui*

This past year has solidified Whānau Ora as the main provider for Māori by easily outperforming every other organisation, again.

Proud is an understatement when I see how much mahi is done by all of our staff around the clock throughout our entire network. The long hours spent ensuring whānau are equipped with what they need to take another step forward in this environment that is being shaped by COVID. Standing shoulder-to-shoulder with our people, putting kai in their cupboards, hygiene packs in their whare and reassurance in their minds through our COVID testing stations and vaccination clinics.

Again, it does not bear thinking how that landscape would look if Whānau Ora did not exist and Māori had to depend on other agencies.

There will always be critics on why it is Whānau Ora that gets government funding. That is not the focus, the focus should be why are we never given enough? Why is it we numb and dumb ourselves down to believe that we are second class citizens? We have to awaken ourselves to a just slice of the cake rather than squabble over the crumbs.

Māori Housing, Māori Health, our tamariki, our wellbeing – that is what Whānau Ora is all about and navigating our people towards brighter futures with resilience.

It takes courage to stand up, it takes courage to continue, and it is this courage that consistently keeps us ahead of the curve.

Our successful pilot programme, Ngā Tini Whetū, is reflective of that and clear evidence that change is required in a system that has continuously let our people down. This is a service created by and for our people so they can feel safe when it comes to their tamariki, their mana and their whānau. It's our ecosystem, it's our world and our way of doing things.

And, of course, Māori Health has always been a contentious issue for us because, as is worth repeating, we are always at the back of the line. This year we gathered at various hui to engineer and plan a structure that works for us. Right now we are working collectively and collaboratively throughout our Whānau Ora network to achieve a fair and equitable health system for our people.

You will see in the next while the power of our collective, like a Māori Battalion with values that we have all agreed to by the way we express and conduct ourselves. And it is with grace, humility and manaakitanga. We make a real difference in the lives of our people, we redeploy our workforce to support the isolated and vulnerable. Whānau Ora is a liberation programme, it is an awakening programme and it covers the whole of government. The beauty about Whānau Ora is how we designed it in our communities, the roadmap is made by us, and not some suit sitting in an office in Wellington.

Māori were excluded from the design process of the vaccination rollout. We refuse to wait to be invited into the conversation when it comes to our health, our tamariki and our wellbeing as Māori. We have built a table large enough to seat all of our collective and together we are forging ahead to take care of our people, together.

You simply cannot apply Pākehā thinking to resolve Māori issues. Hence we have Whānau Ora with the minds, mana, hearts and experiences of Māori, applied to Māori, for Māori. In short, we have the Whānau Ora way, and it works.



**JOHN TAMIHERE**  
Chief Executive Officer



# OUR KAUPAPA

## TAUTOKONA TE WHĀNAU KIA WHAI HUA, KIA ANGITU

*Supporting whānau success*

### OUR 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.

### WHĀNAU ORA: HERE FOR WHĀNAU

Whānau Ora exists to navigate whānau towards brighter futures by providing targeted services and support to empower whānau to achieve their dreams. We work alongside our partners providing wraparound services that take a more holistic view of family wellbeing.

*We help whānau help themselves by:*

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

We are extending our support to our people through Ngā Tini Whetu, a programme that will navigate, champion and support at least 800 whānau towards brighter futures together. Ngā Tini Whetu reflects Māori and responds to Māori in a timely and respectful manner

Since the onset of COVID we immediately executed a solid plan by collectively generating a workforce unrivalled by any other agency. Throughout Aotearoa Whānau Ora did and continues to provide thousands of hygiene and kai packs throughout our network. Staff were redeployed by the hundreds to distribute these safely to whānau while simultaneously providing resources like transport and medical assistance as well as ongoing support.

The second wave of response was our vaccination drive which we effectively implemented in our stationery and mobile vaccination units for the whole of our Whānau Ora network. COVID has become part of our ever-changing landscape and as an organisation we have adapted with ease and pace to consistently be ahead of the curve.



# OUR NETWORK

Our commissioning area is Te Ika-a-Māui, the North Island of Aotearoa/New Zealand. Funding is distributed based on the Māori descent population throughout the six regions and allocated to all of our invaluable partners.





WHĀNAU ORA HISTORY

Whānau Ora was launched in 2010 as a whānau-centred approach to supporting Māori wellbeing and development. It was based on the report of a taskforce headed by Sir Mason Durie which determined that a whānau-centred approach would best serve Māori health needs which were not being met. Despite these needs first identified in 2002, it was seven years later, with the backing of the National Government’s coalition partner, the Māori Party, that it gained momentum.

Whānau Ora is a devolved organisation that empowers iwi, hapū and, ultimately, whānau.

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

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

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

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

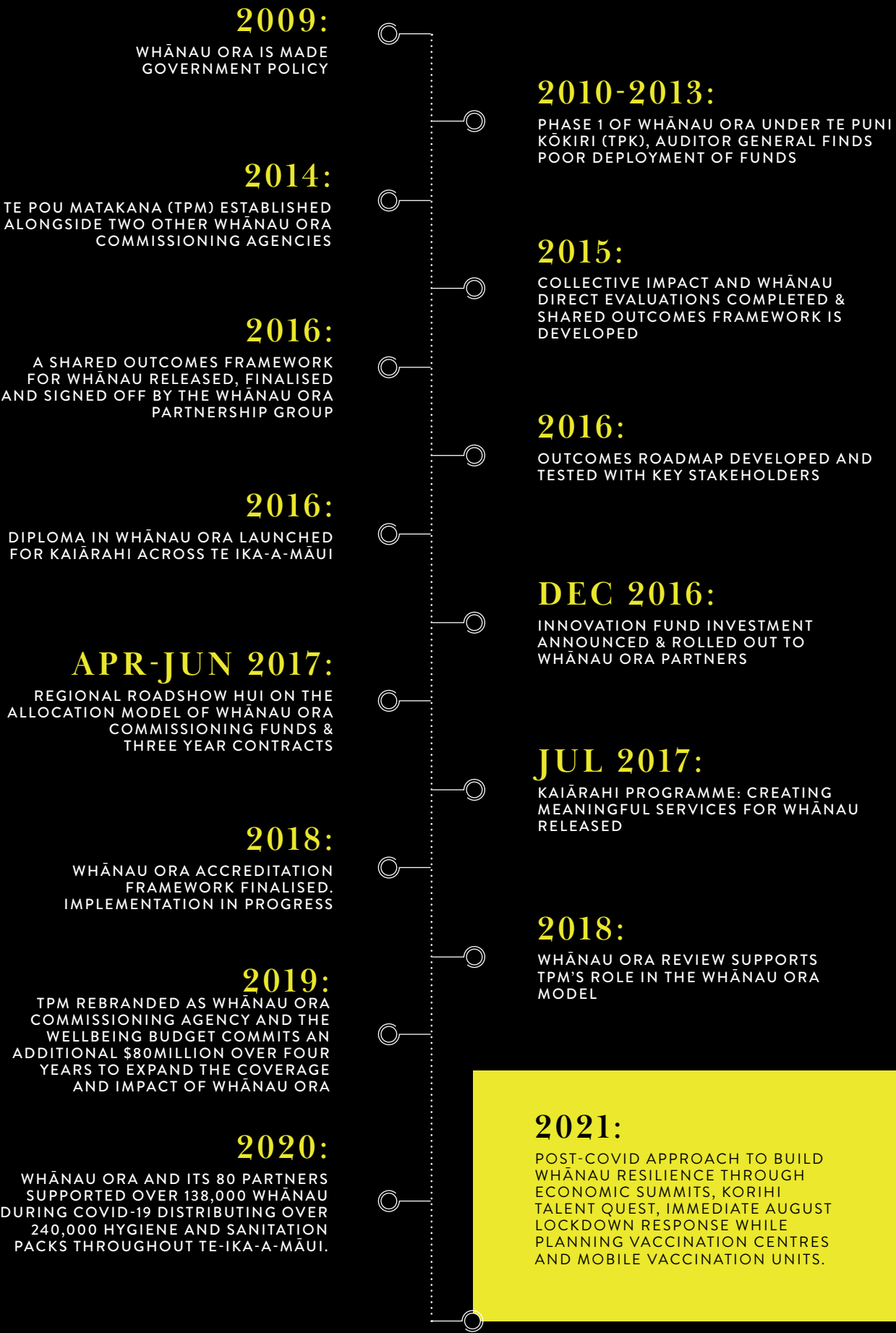
WHĀNAU ORA COMMISSIONING

WOCA commissions activities with the primary objective being improved overall wellbeing for all whānau.

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

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

KEY MILESTONES TO WHĀNAU SUCCESS





# OUR COMMISSIONING MODEL:

## THE POINT OF DIFFERENCE

### STANDARD FUNDING MODELS

Standard funding models invest in tightly defined services and activities that are specific to a service and programme. They focus on unit costs, prescriptive activity, targets and exacting outputs, making services rigid with little flexibility to respond to changing circumstances and needs.

Deficit-focused data requirements ask what is wrong and how to reduce it – creating a missed opportunity to take a more preventative and strengths-based approach.

A hierarchical structure sees professionals sitting above service users in decision-making, leaving service users divorced from the design and delivery of their services. Instead, decision-makers are those disconnected from the user experience of the services.

### OUR FUNDING MODEL

Our 'commissioning for outcomes' approach invests in social outcomes for whānau by identifying specific needs and issues within communities.

We work with our partners, co-creating long-term solutions by focusing on the grand scheme to help us build awareness and take a more preventative approach to existing and emerging concerns.

We stimulate innovation by moving away from over-specified services and working collectively with all of our Whānau Ora partners, whānau and communities to explore ideas and activities for successful outcomes. Ultimately recipients are best placed to say how the service is working and what could be done better, thus allowing us to grow and move forward together.







# OUR POU



## HON. DAME TARIANA TURIA

*Since 2015 it has been our honour to have Dame Tariana Turia and Professor Sir Mason Durie as Pou (Patrons) of the Whānau Ora Commissioning Agency. Their dedicated and influential work not only set the foundation for Whānau Ora, their invaluable dedication is still evident to this day.*

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

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

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

Dame Tariana has been Minister for the Community and Voluntary Sector and Minister for Disability Issues. She has also carried out Associate Ministerial responsibilities in housing, health, social development, corrections, child, youth and family, and tertiary education, skills and employment.

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

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

Dame Tariana is a strong and successful advocate pushing for changes to be made to Oranga Tamariki, including the introduction of Māori leadership at the very top for the betterment of whānau and tamariki.





## EMERITUS PROFESSOR SIR MASON DURIE

### *Rangitāne, Ngāti Kauwhata, Ngāti Raukawa*

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

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

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

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

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





# OUR BOARD

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



## ROBIN HAPI CNZM

*Ngāti Kahungunu*

Director

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

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

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

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



## PAHIA TURIA

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

Director

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

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

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



## GLENN HAWKINS

*Ngāti Whakaue, Ngāti Maniapoto / Director*

Director

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

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



## TAKUTAI MOANA NATASHA KEMP

*Ngā Rauru, Ngā iwi o Mōkai Pātea ko Ngāti Tamakōpiri, ko Ngāti Whitikaupeka, ko Ngāi te Ohuake, ko Ngāti Hauiti, ko Ngāti Paki me Ngāti Hinemanu.*

Takutai is the CEO of Manurewa Marae, an Urban Marae in the heart of Manurewa. She is also one of five CEO's who are part of the Kotahitanga Whānau Ora Collective and the Hip Hop International New Zealand Director from 2014 to the present.

Takutai has worked in the New Zealand health sector for the last 20 plus years. She is experienced in Maori Community and Youth Development and has also worked in Maori Health Funding and Planning roles. Takutai is also a Governance Board member for Street Dance NZ, and Hip Hop International South Pacific Islands.

Other Governance /Committee representation:

- Te Ora O Manukau: Trustee
- Kaitiaki Rōpū Suicide Prevention Māori Provider Network – Counties Manukau DHB: Co Chair



## BERNIE O'DONNELL

*Ko Te Ātiawa, ko Ngāti Mutunga ngā iwi*

Director

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

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

A fluent speaker of te reo Māori, Bernie has an Masters of Business Administration (MBA, 2019) from Auckland University and a Postgraduate Diploma in Māori Development (2016) from the same university, Te Tōhu Mōhiotanga Levels 1 – 4 Māori Language Certificate (1993) and a Certificate in Media Studies (1994) from Taranaki Polytechnic.



A group of people, mostly older adults, are walking along a paved path in a park at dusk. The path is bordered by green grass. In the background, there are trees and a wooden fence. A woman in the foreground, wearing a black coat and a colorful scarf, is looking up and has her mouth open as if speaking or shouting. The scene is lit with warm, golden light from the setting sun.

## EXECUTIVE SUMMARY



# EXECUTIVE SUMMARY

Whānau Ora had another successful year throughout the collective providing targeted wraparound services to our people. We had another wave of COVID-19 lockdowns in August 2020 and March 2021 which we immediately responded to with hygiene and kai packs.

Our entire network is a formidable force on the ground with kaimahi re-deployed to reach the vulnerable and isolated to ensure everyone was supported.

These numbers reflect both the amount of people reached, they also shows demand for our services and support has almost doubled in the past year. One example is in the previous financial year (2019-2020) the total amount of whānau reached was 138,499 - this year it is 289,456.



Whānau  
Standards of  
Living



Whānau Health



Whānau  
Participation in  
the Community



Whānau  
Knowledge



Whānau  
Relationships



Whānau  
Engagement in  
Te Ao Māori

Region	Whānau	Individuals	Whānau Packs
Te Tai Tokerau	53,051	172,758	79,148
Tāmaki Makaurau	71,392	209,734	83,672
Hauraki-Waikato	49,549	156,429	73,263
Waiairiki	17,525	58,901	13,467
Ikaroa-Rāwhiti	33,734	76,783	30,125
Te Tai Hauāuru	64,205	157,014	36,351
<b>TOTAL</b>	<b>289,456</b>	<b>831,619</b>	<b>316,026</b>

The Whānau Ora Commissioning Agency (WOCA) continues to work with Whānau Ora partners across Te Ika a Māui to operationalise our commissioning for outcomes policy. This is the quarter four report of the 2020/21 year.







This report highlights key information in relation to WOCA's commissioning activities across Te Ika a Māui.

## WHĀNAU DIRECT

Whānau Direct is commissioned to provide support to achieve immediate outcomes in moments that matter for whānau.

- A total of 6,495 whānau have been supported through Whānau Direct this year including 16,471 whānau members.
- A total of 9,672 outcomes (an average of 1.5 outcomes per whānau) were planned at the end of this quarter with 8,300 (86%) of these outcomes confirmed as achieved through the 'check-in' process.
- The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau health (52%), followed by whānau standards of living (35%) and whānau knowledge (6%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau	Whānau Members
Te Tai Tokerau	943	2,515
Tāmaki Makaurau	991	2,530
Hauraki-Waikato	1,107	3,074
Waiairiki	787	2,110
Ikaroa-Rāwhiti	1,285	2,880
Te Tai Hauāuru	1,382	3,362
<b>TOTAL</b>	<b>6,495</b>	<b>16,471</b>







Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
	5,004	4,482	90%
	3,404	2,715	80%
	562	483	86%
	476	414	87%
	170	154	91%
	56	52	93%
<b>TOTAL</b>	<b>9,672</b>	<b>8,300</b>	<b>86%</b>



KAIĀRAHI

Kaiārahi are the Whānau Ora ground-force, supporting whānau to access integrated care and support. Kaiārahi advocate for whānau and wrap the necessary services around them to assist in achieving whānau outcomes.







- A total of 7,135 whānau have been engaged by Kaiārahi this year including 13,978 whānau members.
- A total of 9,537 outcomes (an average of 1.3 outcomes per whānau) were planned at the end of this quarter with 5,601 (59%) of these outcomes achieved so far this year.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (28%), followed by whānau health (28%) and whānau knowledge (15%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members	Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Te Tai Tokerau	1,402	2,717		2,716	1,646	61%
Tāmaki Makaurau	1,475	2,060		2,657	1,678	63%
Hauraki-Waikato	754	1,589		1,400	745	53%
Waiairiki	1,176	2,771		1,345	727	54%
Ikaroa-Rāwhiti	1,494	3,536		859	459	53%
Te Tai Hauāuru	834	1,305		560	346	62%
TOTAL	7,135	13,978		9,537	5,601	59%

COLLECTIVE IMPACT

Collective Impact (CI) is the commitment of a group of participants from different sectors and organisations to a common agenda for solving a specific social issue, using a structured form of collaboration. The concept of CI hinges on the idea that in order for organisations to create lasting solutions to social issues on a large-scale, they need to coordinate their efforts and work together.

- 1,247 whānau have been engaged through Collective Impact this year (including 2,564 whānau members).
- A total of 1,810 outcomes (an average of 1.5 outcomes per whānau) were planned at the end of this quarter with 480 (27%) of these outcomes achieved.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau knowledge (32%), whānau engagement in te ao Māori (23%) and whānau standards of living (19%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members	Outcome Domain	Outcomes Planned	Outcome Achieved	Achieved %
Te Tai Tokerau	162	290		586	71	12%
Tāmaki Makaurau	233	234		417	202	48%
Hauraki-Waikato	171	360		348	148	43%
Waiairiki	183	665		281	27	10%
Ikaroa-Rāwhiti	178	296		163	26	16%
Te Tai Hauāuru	320	719		15	6	40%
TOTAL	1,247	2,564		1,810	480	27%









INNOVATION FUND

The Innovation Fund encourages us all to collectively to adopt convergent thinking for creative solutions that support whānau needs that empower them to achieve aspirational goals.






- 11,210 whānau have been engaged through Innovation Funding this year (including 26,903 whānau members).
- A total of 25,553 outcomes (an average of 2.3 outcomes per whānau) were planned at the end of this quarter with 19,925 (78%) of these outcomes achieved.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (40%), whānau health (27%) and whānau participation in the community (15%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	860	2,497
Tāmaki Makaurau	6,493	17,462
Hauraki-Waikato	2,262	3,002
Waiariki	1,154	3,014
Ikaroa-Rāwhiti	185	186
Te Tai Hauāuru	256	742
TOTAL	11,210	26,903

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
	10,208	10,094	99%
	6,914	6,694	97%
	3,918	377	10%
	2,400	869	36%
	1,718	1,504	88%
	395	387	98%
TOTAL	25,553	19,925	78%

INNOVATION FUND

Throughout the year and across the motu our network often reallocated their Innovation Fund to support whānau during our COVID response. This was predetermined alongside other funded projects throughout the different regions to achieve our desired outcomes for whānau.

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
	Food or food security	9,799	9,797	100%
	Whānau employment	107	73	68%
	Home ownership	91	38	42%
	Physical health	5,441	5,366	99%
	Mental health	622	620	100%
	Nutrition	521	521	100%
	Connection to community networks	3,700	167	5%
	Access to community resources	122	118	97%
	Engagement in civic affairs	80	80	100%
	Kapa haka, marae and/or other cultural activities	1,466	1,256	86%
	Tikānga Maori/lore/customs	224	224	100%
	Whakapapa/whānau connections	28	24	86%
	Education or training	1,421	254	18%
	ICT literacy	244	30	12%
	Skills/knowledge for employment	216	194	90%
	Relationships with service providers	226	224	99%
	Wider whānau relationships	69	68	99%
	Parenting knowledge or skills	49	49	100%





## COMMISSIONING ACTIVITY

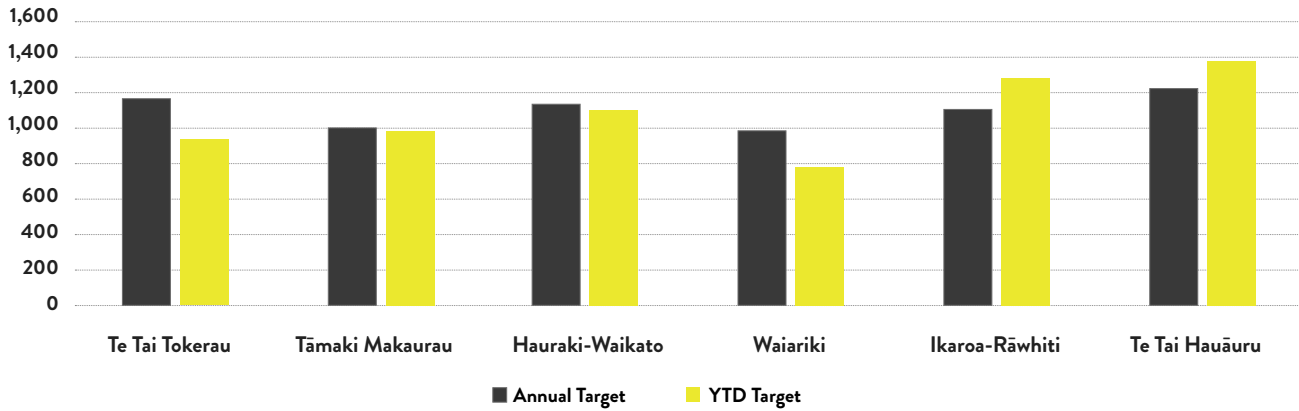


# WHĀNAU DIRECT

## WHĀNAU ENGAGEMENT

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

REGION	TARGET			ACTUALS			
	WHĀNAU			WHĀNAU		WHĀNAU MEMBERS	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	1,167	292	1,167	282	943	838	2,515
Tāmaki Makaurau	1,008	252	1,008	213	991	579	2,530
Hauraki-Waikato	1,139	285	1,139	343	1,107	833	3,074
Waiairiki	991	248	991	116	787	296	2,110
Ikaroa-Rāwhiti	1,111	278	1,111	229	1,285	616	2,880
Te Tai Hauāuru	1,234	309	1,234	385	1,382	1,055	3,362
Total	6,650	1,664	6,650	1,568	6,495	4,217	16,471



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

Gender	Cumulative	Age Band	Cumulative	Age Band	Cumulative
Female	9,192	0 - 9 years	4,464	NZ Māori	14,207
Male	7,073	10 - 17 years	3,161	Pasifika peoples	1,005
Data Gap	206	18 - 24 years	1,477	NZ Euro / Pākehā	677
TOTAL	16,471	25 - 44 years	3,799	Other	286
		45 - 64 years	2,270	Data Gap	296
		65+ years	1,276	Total	16,471
		Data Gap	24		
		TOTAL	16,471		











WHĀNAU OUTCOMES

WOCA continues to work with our Whānau Ora Network across Te Ika a Māui to operationalise our commissioning for outcomes policy. The following information highlights our work with whānau over the past year.

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

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau health	5,004	4,482	90%
Whānau standards of living	3,404	2,715	80%
Whānau knowledge	562	483	86%
Whānau participation in the community	476	414	87%
Whānau relationships	170	154	91%
Whānau engagement in Te Ao Māori	56	52	93%
Total	9,672	8,300	86%

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

Outcome Domain	Outcome Area	Outcomes Planned	Outcome Achieved	Achieved %
	Physical/Personal health	3,760	3,412	91%
	Nutrition	693	582	84%
	Family/Social Health	379	340	90%
	Basic furnishings/amenities	1,221	898	74%
	Housing standards including household maintenance	779	648	83%
	Safe transport options	642	494	77%
	Education/training	383	326	85%
	Skills/knowledge for employment	79	72	91%
	Information Communication and Technology literacy	48	45	94%
	Access to community resources	162	146	90%
	Connection to community networks	117	104	89%
	Whānau employment	96	74	77%
	Wider whānau relationships	50	43	86%
	Household relationships	50	46	92%
	Parenting knowledge/skills	26	24	92%
	Connections to Māori community organisations	18	17	94%
	Knowledge about whenua tupuna	14	13	93%
	Whakapapa/whānau connections	12	11	92%

WHĀNAU RESOURCES

The top 15 resource categories funded through Whānau Direct made up 72% of the total investment. The most common resources purchased contributed to 30% of the investment including; vehicle repairs and maintenance (11%); food and nutritional supplies (10%) and beds, cots, mattresses and linen (9%).

Resource Category	% of Investment
Vehicle repairs and maintenance	11%
Food and nutritional supplies	10%
Beds, cots, mattresses and linen	9%
Adult's clothes/shoes	6%
Laptops and Tablets (incl accessories)	5%
Kitchen appliances	5%
Other household contents/items	4%
Property repairs and maintenance incl materials	4%
Bathroom and laundry appliances	3%
Children's clothes/shoes	3%
Electricity and Gas	3%
Household repairs and maintenance incl materials	3%
School and tuition fees/donations	2%
Dental services/resources	2%
Specialist health services/resources	2%

OTHER PERFORMANCE MEASURES

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

KPI	Indicator	Target	Actual
WD2	95% of funds are distributed within two working days of WOCA's receipt of approved applications	95%	97% (7,137 out of 7,348)
WD3	90% priority whānau report a positive experience	90%	97% (5,537 out of 5,685)
WD4	95% of priority whānau report that an immediate change has been achieved through Whānau Direct	95%	99% (5,648 out of 5,685)
WD5	95% of priority whānau report a positive impact on the whānau situation as a result of the intervention	95%	99% (5,652 out of 5,685)

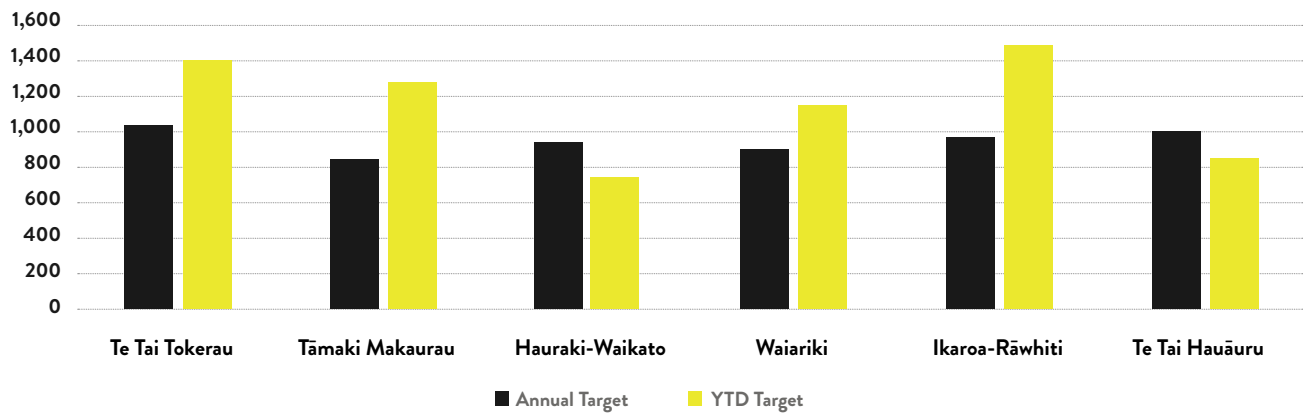


KAIĀRAHI

WHĀNAU ENGAGEMENT

As has become the new normal, during the COVID response, dozens of our kaiārahi were redeployed, however their commitment to supporting whānau is evident in this table.

REGION	TARGET	ACTUALS				
	PRIORITY WHĀNAU	PRIORITY WHĀNAU AND WHĀNAU MEMBERS				
	5,750 priority whānau supported	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged this financial year	# whānau members engaged this financial year
Te Tai Tokerau	1,058	158	6	978	1,402	2,717
Tāmaki Makaurau	851	87	11	1,219	1,475	2,060
Hauraki-Waikato	943	2	0	551	754	1,589
Waiariki	897	93	4	834	1,176	2,771
Ikaroa-Rāwhiti	989	35	3	1,103	1,494	3,536
Te Tai Hauāuru	1,012	11	1	681	834	1,305
Total	5,750	386	25	5,366	7,135	13,978



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

Gender	Cumulative	Age Band	Cumulative	Ethnic Group	Cumulative
Female	7,848	0 - 9 years	2,544	NZ Māori	10,959
Male	5,997	10 - 17 years	2,304	Pasifika peoples	1,281
Data Gap	133	18 - 24 years	1,971	NZ Euro / Pākehā	928
TOTAL	13,978	25 - 44 years	3,745	Other	562
		45 - 64 years	2,175	Data Gap	249
		65+ years	971	TOTAL	13,978
		Data Gap	268		
		TOTAL	13,978		





## WHĀNAU PROGRESS

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

Region	1	2	3	4	5
Te Tai Tokerau	1	34	397	84	886
Tāmaki Makaurau	95	148	173	25	1,034
Hauraki-Waikato	7	51	293	91	312
Waairiki	23	39	425	147	542
Ikaroa-Rāwhiti	36	191	699	120	448
Te Tai Hauāuru	9	123	369	83	250
<b>Total unique whānau</b>	<b>171</b>	<b>586</b>	<b>2,356</b>	<b>550</b>	<b>3,472</b>

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	5,750	5,463	5,175	3,450	2,300
<b>Year-to-date Actuals</b>	<b>7,135</b>	<b>6,964</b>	<b>6,378</b>	<b>4,022</b>	<b>3,472</b>



## WHĀNAU OUTCOMES

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

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	2,716	1,646	61%
Whānau health	2,657	1,678	63%
Whānau knowledge	1,400	745	53%
Whānau participation in the community	1,345	727	54%
Whānau relationships	859	459	53%
Whānau engagement in Te Ao Māori	560	346	62%
<b>Total</b>	<b>9,537</b>	<b>5,601</b>	<b>59%</b>

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

Outcome Domain	Outcome Area	Outcomes Planned	Outcome Achieved	Achieved %
	Housing standards including household maintenance	690	347	50%
	Basic household items, amenities or clothing	659	471	71%
	Safe transport options	271	140	52%
	Whānau/social health	1,154	853	74%
	Physical/personal health	778	412	53%
	Mental health	284	115	40%
	Education/training	684	344	50%
	Financial literacy/Budgeting	344	187	54%
	Skills/knowledge for employment (work readiness)	138	61	44%
	Connection to community networks	597	380	64%
	Access to community resources	466	227	49%
	Legal Doc's/Passports/Personal ID/Driver's License	213	82	38%
	Whānau/Household relationships	194	87	45%
	Parenting knowledge/skills	182	75	41%
	Relationships with service providers (incl Gov. Dep.)	157	93	59%
	Involvement with Māori community organisations	333	211	63%
	Whakapapa/whānau connections	45	9	20%
	Te Reo Māori	42	21	50%

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



OTHER PERFORMANCE MEASURES

The below six-monthly measures reflect the results as at the end of Quarter Two. Updated results will be provided in the Quarter Four report:

KPI	Indicator	Target	Actual
Kaiārahi			
K6	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	83% (1,688 out of 2,007)
K7	Priority whānau report a positive experience.	80%	81% (1,624 out of 2,007)
K9	Priority whānau report improvements in ability to plan and achieve goals.	80%	81% (1,632 out of 2,007)
K12	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	30%	44% (3,128 out of 7,135)
Data Analysts			
K4	18 FTE data and outcomes measurement resources are deployed across Te Ika-a-Māui.	18	18 (100%)
K5	75% of Whānau Ora partners have been engaged in training workshops (including ongoing guidance) to continue to build outcomes measurement capacity and capability in priority communities in Te Ika-a-Māui, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	75%	62 (78%)
K8	Whānau Ora partners engaged in the training workshops report that the training material was easy to understand and that the training workshops were good quality, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	75%	92% (57 out of 62)
K13	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	75%	92% (57 out of 62)

AROHA'S STORY

This whānau is made up of Mum, Aroha, her partner Matiu and her teenage son Eli. Her son was removed from mum's care as a baby and placed with temporary whānau caregivers then moved to permanent whānau caregivers. During this time, Aroha was able to have one-hour supervised access every three months over time, increasing to unsupervised overnight visits. Eli, now at college, has been returned to his mother's care as the caregiver is unwell. Complicating the situation is the fact that Eli has a diagnosis of Global Development Delay but his Mum does not have the medical or education record to assist in planning for him.

The whānau generally are in good health, however, it is difficult to ascertain Eli's health until his records come. Mum recalls his caregiver saying he tends to get infections easily so needs to be monitored. Whānau are all enrolled and actively seek medical assistance when needed.

Whānau keep to themselves finding this to be safer than having too much association with whānau or neighbours due to drug and alcohol use. They are actively involved with the Salvation Army church and another church near their home less frequently. The home the whānau currently rent is all warm and dry and adequate for their little whānau unit. Aroha was unable to claim a benefit for her son and is waiting for an assessment by WINZ to see if he qualifies for the supported living payment, as currently the only financial support she receives for him is \$98 fortnightly through the Child Disability Allowance.

Eli is enrolled and attending Kaitaia College in the special needs class. Aroha has met with the school several times and they are supportive and helpful and report that he is doing well. Both Aroha and Matiu are enrolled with Te Wānanga o Aotearoa doing a business course, however, by her own admission she has "special needs and is slow", something she believes was caused by a head injury suffered as a young child. Aroha is also attending an adult literacy course. The whānau do not have any immediate family in the area but the step-dad is strongly connected to the local community.

*Aroha – “My son has transport now, thank you so much to everyone who has helped us and for your aroha. Eli is getting into a routine now, there are still some things to sort out, but we are on track”.*

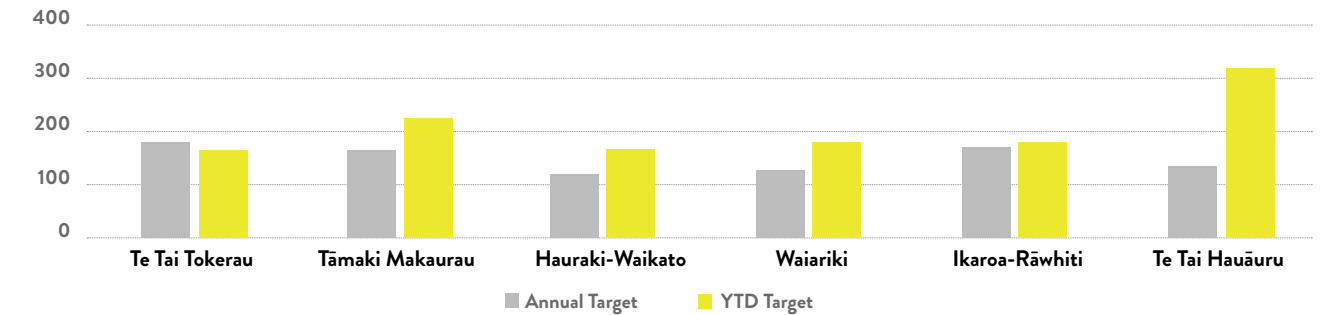


# COLLECTIVE IMPACT

## WHĀNAU ENGAGEMENT

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

REGION	TARGET	ACTUALS				
	PRIORITY WHĀNAU	PRIORITY WHĀNAU AND WHĀNAU MEMBERS				
	923 priority whānau supported	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged this financial year	# whānau members engaged this financial year
Te Tai Tokerau	168	0	30	162	162	290
Tāmaki Makaurau	162	104	1	233	233	234
Hauraki-Waikato	131	0	0	171	171	360
Waiairiki	145	0	0	183	183	665
Ikaroa-Rāwhiti	169	32	1	178	178	296
Te Tai Hauāuru	148	0	8	278	320	719
Total	923	136	40	1,205	1,247	2,564



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

Gender	Cumulative	Age Band	Cumulative	Ethnic Group	Cumulative
Female	1,393	0 - 9 years	478	NZ Māori	2,026
Male	1,156	10 - 17 years	602	Pasifika peoples	202
Data Gap	15	18 - 24 years	358	NZ Euro/ Pākehā	159
TOTAL	2,564	25 - 44 years	513	Other	85
		45 - 64 years	339	Data Gap	92
		65+ years	210	TOTAL	2,564
		Data Gap	64		
		TOTAL	2,564		

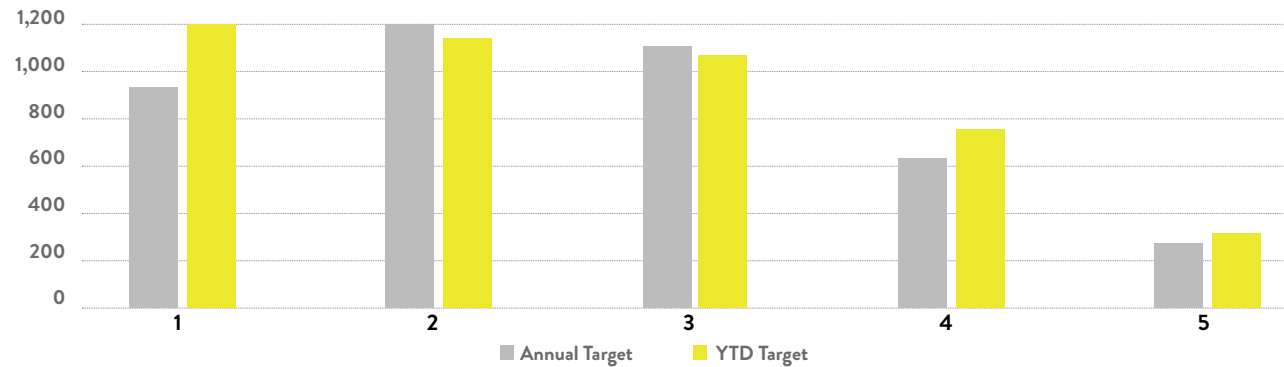
## WHĀNAU PROGRESS

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

Region	1	2	3	4	5
Te Tai Tokerau	2	4	43	31	82
Tāmaki Makaurau	12	7	54	127	33
Hauraki-Waikato	3	20	28	36	84
Waiairiki	3	5	23	92	60
Ikaroa-Rāwhiti	2	4	114	34	24
Te Tai Hauāuru	79	23	47	119	52
Total unique whānau	101	63	309	439	335

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	923	1,185	1,122	624	312
Year-to-date Actuals	1,247	1,146	1,083	774	335



## WHĀNAU OUTCOMES







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

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau knowledge	586	71	12%
Whānau engagement in Te Ao Māori	417	202	48%
Whānau standards of living	348	148	43%
Whānau health	281	27	10%
Whānau participation in the community	163	26	16%
Whānau relationships	15	6	40%
Total	1,810	480	27%



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

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

Outcome Domain	Outcome Area	Outcomes Planned	Outcome Achieved	Achieved %
	Education/training	255	39	15%
	Health literacy	232	0	0%
	Skills/knowledge for employment (work readiness)	52	6	12%
	Involvement with Māori community organisations	133	60	45%
	Whenua tupuna	133	61	46%
	Whakapapa/whānau connections	108	48	44%
	Housing standards including household maintenance	155	29	19%
	Whānau employment	60	32	53%
	Home ownership / housing (incl accomm/emergency housing)	47	41	87%
	Physical/personal health	241	14	6%
	Whānau/social health	18	5	28%
	Mental health	7	2	29%
	Access to community resources	55	7	13%
	Legal Doc's/Passports/Personal ID/Driver's License	45	8	18%
	Sports and recreation	35	7	20%
	Whānau/Household relationships	6	3	50%
	Wider whānau relationships	3	0	0%
	Parenting knowledge/skills	3	2	67%

OTHER PERFORMANCE MEASURES

The below six-monthly measures reflect the results as at the end of Quarter Two. Updated results will be provided in the Quarter Four report.

KPI	Indicator	Target	Actual
CI4	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	81% (214 out of 263)
CI5	Priority whānau report a positive	80%	91% (207 out of 227)
C16	Priority whānau report improvements in ability to plan and achieve goals.	80%	82% (207 out of 252)
CI9	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	25%	52% (647 out of 1,247)



TAHI'S STORY

Tahi has just been offered full time employment and keen to be back on the patrol, especially post lockdown. Having steady income will be a financial relief and help maintain momentum on his journey towards owning and operating a civil construction business.

Lockdown was a challenge as his partner is an essential worker, so he became responsible for the daycare side of the whare for his three primary school-aged sons. Tahi was anxious about getting his COVID vaccination but Kaiārahi were able to kōrero about the experience to help him make his own decision. This gave Tahi a lot of reassurance and increased confidence.

Tahi is currently working towards his completing his class 4 truck driver licence alongside accessing the right business management and planning skills.

*Tahi - “I feel like I have direction being a part of NTW and I know I have the right guidance and support to make real changes in my life”.*

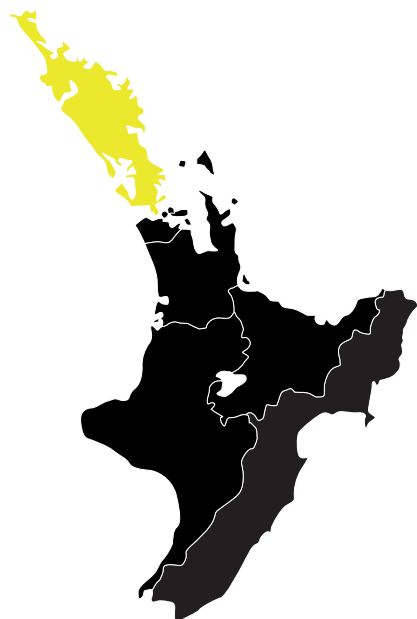


A group of people, including men and women, are performing a traditional Māori haka. The central figure is a man with a beard and tattoos, wearing a traditional Māori headband and a patterned sash, holding a wooden staff. He is shouting with his mouth open. Other people in the background are also in traditional attire, some wearing suits. The setting appears to be a building with intricate carvings.

# REGIONAL RESPONSE



# TE TAI TOKERAU



Ngāti Hine Health Trust (Back Office), He Iwi Kotahi Tātou, Ki A Ora Ngāti Wai, Te Hau Āwhiowhio ō Ōtāngarei, Te Hiku Hauora, Te Rarawa Anga Mua, Whakawhiti Ora Pai, Te Hauora o Ngāpuhi, Hokianga Health Enterprise Trust, Te Rūnanga o Whaingaroa, Ngāti Kahu Social and Health Services and Ngāpuhi Iwi Social Services.

## TRENDS & HIGHLIGHTS

This quarter's highlights include the coming together of Whānau Ora partners from Te Pae Herenga o Tāmaki and Te Tai Tokerau Collectives to discuss the way forward for Māori in the health reform landscape. The day ended with general agreement from the Collectives to push forward as one to achieve equity for Māori in health.

Further examples of partner capacity to deliver primary health care services came to fruition with the roll out of partner COVID-19 vaccination programmes across the region focused on vaccinating all Māori aged 16 years and over, uptake by this cohort has been surprisingly slow. Partners are working on strategies to encourage Māori to become vaccinated, including improved communication through iwi radio and networks and providing outreach community clinics. Kaiārahi are available at the clinics to talk with whānau about their support needs. Whānau Ora wellness packs were a welcome resource.

The Ngā Tini Whetū kaupapa has resonated with partners across the Collective. Five of the seven Ngā Tini Whetū partners attended the national hui in Tāmaki Makaurau along with the Back Office team. Kaiārahi were encouraged by the kōrero which reinforced the importance of this mahi with whānau. Several partners including the Lead are continuing discussions with Oranga Tamariki to devolve more resource to partners. Ngāpuhi Iwi Social Services is now looking to transform their services to align to the Ngā Tini Whetū framework.

## CHALLENGES & OPPORTUNITIES

Recruitment and retention of a skilled and experienced Māori workforce is a challenge for the Collective. Partners have the contracts to employ FTEs but are unable to fill the roles with skilled Māori professionals. Qualified and experienced Mental Health and Addictions Kaimahi are being snapped up by the Northland DHB and there is a regional shortage of registered social workers. The Collective is planning considerable investment in providing workforce opportunities, advanced professional development and retention strategies.

Another regional challenge is housing. The number of emergency housing suppliers across the region have been condensed, reducing the regional housing supply options for at risk and low-income whānau. On average one to two whānau per week present to Kaiārahi seeking help with their 90-day tenancy termination notices. The strength of the Collective partnership and their wraparound services are helping whānau navigate through their immediate housing crisis. Longer term solutions are in the Collective's pipeline. Te Hau Ora O Ngāpuhi and Ngāti Hine have pitched their mid-North housing development projects to Ministers Wood and Henare. These projects have the potential to provide over 500 affordable housing options for whānau, including home ownership.

## WHĀNAU ORA COMMISSIONING PROGRAMMES

### KAIĀRAHI

Greater awareness of the Whānau Ora programmes and resources is behind the increased volumes of whānau referrals received by Kaiārahi. Whānau needs are complex and comprise of not one but many concerns. Housing, addictions and escalating living costs are the main motivators for whānau engagement. Agencies such as Oranga Tamariki, NZ Police and the DHB social services are seeking the help of Kaiārahi and partner services more frequently. It is a common theme throughout the Collective partners. All parties work in the best interests of whānau who appreciate the wraparound support and unbiased advocacy Kaiārahi provide.

The Change and Development Lead (CDL) and senior leadership are promoting self-care and work-life balance to mitigate potential workforce burnout.

### COLLECTIVE IMPACT

Te Rāwhitiroa kaupapa continues to evolve. It reflects the aspirations of the Collective partnership to ensure whānau across Te Tai Tokerau have safe, healthy, long-term housing options. Regional housing stocks include social housing (Kāinga Ora/government owned), social housing (community/provider owned), privately owned housing (owner-occupied/rental properties), iwi/hapū housing (kaumātua housing, papa kāinga housing, hapū commercial/social housing). Demand for homes outstrips availability. Partners are actively seeking investment from the Government to help fund the development of over 500 new houses in Kaikohe, Moerewa, Kawakawa and Ōtāngarei.

External factors, such as the exclusion of some motels which are no longer able to accommodate whānau on a Special Needs grant, and a 20% rent increase continue to compound regional

housing issues. In Moerewa and Kawakawa, rents for basic three-bedroom homes rose to as high as \$550 per week, an increase of over 20% in one year. A whānau of adults and young children desperate for housing sought help from Kaiārahi to pay the \$4,000 deposit to secure a five-bedroom home in Kerikeri. The house was being rented at \$900 per week. Concerns were raised with MSD and HUD to review thresholds for entitlements and accommodation supplements due to the sudden spike in rents across the region.

Whakawhiti Ora Pai has reported an increase of whānau moving back into the region with the intent of living on their whānau land. Partners are helping these whānau navigate the Licence To Occupy (LTO) process which will enable them to build on their papa kāinga. Living in their own home (or cabin) on their whenua gives whānau a sense of stability.

### INNOVATION

An increase of around 15% in the cost of vegetables was recently reported. The Sustainable Kai Ecosystem projects were timely. All projects have progressed well and are achieving their intended outcomes. These were locally inspired and locally-led development projects aimed at improving kai vulnerabilities in their communities. A food forest in Ngāraratunua was extended to increase the amount of kai available to the marae and local community. A solar generated irrigation system will ensure sustainable water supply to the māra throughout the year. An education facility enables the whānau to hold onsite wānanga aimed at helping whānau to establish their own māra and get into employment.



## “TE KŌHANGA” – NGĀRARATUNUA MĀRA PROJECT

In Moerewa, tamariki enjoyed establishing garden beds around their kura, planting seeds and seedlings for harvesting, understanding different types of kai, and participating in cooking classes. In Kaitiāia, a collaboration of community partners held wellbeing wānanga that included Meke-Mai workshops, mātauranga Māori, maramataka, food gathering, mental health/AOD supports. Further north, a water tank initiative supported whānau impacted by consecutive droughts. He Waka Toki is providing open-door meals for whānau and are offering wellbeing supports including Kaiārahi, budgeting services, and mental health and addictions services. The establishment of a hydroponics māra in Ōtāngarei will ensure the community has all-season access to leaf and root crops. A soup kitchen delivering to kaumātua and kuia has also been introduced. The iMarama project developed māra kai learning tools that will help guide whānau and hāpori to utilise the maramataka to propagate seedlings, understand plant development, and feed and harvest their māra kai to get the best results. These e-tools will be made available on the Collective’s website.

### COVID-19 INNOVATION

The digital strategy has progressed well. A comprehensive pilot programme of the Whānau Reflection App was led out by the Back Office. Kaiārahi and whānau were positive about the ease of using the app and the information it provides. The roll out of the Collective’s digital reporting capability via SharePoint has occurred. The amount of data reported has significantly increased and information sharing improved as a result. This sharing of data (trends, challenges and highlights) will improve insights into the Collective’s wider landscape and will be invaluable to the progression and development of the Partnership.

### WHĀNAU DIRECT

There was a significant increase in Whānau Direct (WD) applications submitted this quarter by partners. Accessing resources to improve the warmth of their home and personal health over winter was important for whānau. Education and training related resources were high during the period and reflects the aspirations of whānau to improve their personal circumstances and employability. Kaiārahi have also acknowledged that many kaumātua and kuia lack access to a computer or communication tools, so have led all communications with suppliers on their behalf.

A widening gap is emerging between household income and household expenditure. “The Gap” is a direct result of rising costs of everyday necessities such as rents, utility bills, food and household debt. Whānau are engaging with budgeting support services to help stabilise their financial situation through achievable household budgets and by prioritising WD resource needs.

### WORKFORCE DEVELOPMENT

The Whānau Ora Diploma is recognised as an important component of strengthening the professional development of the Collective’s Whānau Ora workforce. Kaiārahi are being well supported with their study needs and peer support study groups have been set up across the region. Kaiārahi are also tapping into the knowledge-base and experience of recent Diploma graduates to improve their practice.

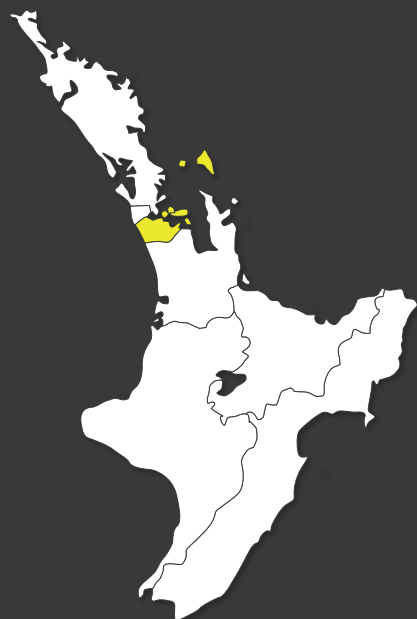
Te Hau Āwhiowhio o Ōtāngarei Trust held a Whānau Ora 101 wānanga with their Practice Managers and Service Leads in preparation for their organisation’s transformation to Whānau Ora immersion.

Workforce training in tenancy processes and home ownership pathways has been identified by Kaiārahi as being beneficial for their mahi with whānau.





# TĀMAKI MAKĀURAU



## TE PAE HERENGA O TĀMAKI (TPHOT)

Te Whānau o Waipareira, Te Rūnanga o Ngāti Whātua, Te Puna Hauora o Te Raki Paewhenua, Te Uri o Hau, Hoani Waititi Marae, Ngāti Whātua Ōrākei, Ruapōtaka Marae, Manukau Urban Māori Authority, Te Kotahitanga Limited (Manurewa Marae, Te Kaha O Te Rangatahi, Turuki Healthcare Charitable Trust, Papakura Marae, Huakina Development Trust).

## TRENDS & HIGHLIGHTS

While demand is still high, some partners have noted a small fall in the need for urgent kai. This has been attributed to the significant focus Te Pae Herenga o Tāmaki (TPHOT) Collective has had on kai sovereignty over the year through initiatives such as Pourewa in Ōrākei, their community garden, and He Kai Mārama at Waipareira, where whānau learn to grow and cook their own kai.

This quarter, hauora has also been a key focus area with all partners offering kaupapa that speaks to the holistic wellbeing of whānau. Addressing the physical and mental health needs is critical, as well as the provision of te ao Māori kaupapa that encourages whānau to find strength, support and positive identity through growing their understanding of whakapapa, te reo Māori and mātauranga Māori.

The TPHoT Collective's commitment to intergenerational support has also been a highlight. Support for rangatahi,

kaumātua and whānau with tamariki have all been focus areas for partners. Other trends, such as the strong focus on employment and training for whānau has continued for those looking for better economic outcomes, while Ngā Tini Whetū has seen partners begin to engage with a whole new demographic of whānau. A large number of whānau have been engaged and continue to come forward who have aspirations to begin their own SMEs or are looking for business mentoring and support for their existing SMEs.

The effectiveness of the TPHoT Collective operating as a unified body to serve whānau was also a consistent theme of this quarter. This was shown when Chief Executives (CE) and representatives from all of the TPHoT partners travelled together to Te Tai Tokerau for the first of the Hui Tūhono, hosted by the Te Tai Tokerau Whānau Ora Collective. Māori health providers from outside the Whānau Ora family also attended. TPHoT partners shared their experiences and testimonies regarding the power of working together within a collective, and a largely united consent was given from attendees that they support a business case for a Māori Health Authority that provides health care by Māori, for Māori, to Māori to achieve better health outcomes for whānau. Representatives from both regions were selected to form a steering committee and have met and been working closely with WOCA Project Managers.

The effectiveness of the collective approach could also be seen in the health contracts awarded to TPHoT partners to set up vaccine centres on the back of their joint, then individual, bids to the Ministry of Health (MOH). Partners within all parts of the TPHoT region have been able to set up their vaccine sites this quarter and, as a result, whānau have had significantly increased access to and been receiving vaccines along with Winter Wellness Packs to support whānau in the home. Manurewa Marae CE Natasha Kemp received notice while attending the annual TPHoT CE hui that they were short-staffed and needed a nurse for whānau waiting for their shots. She was able to share this with partners in attendance and CEs were willing to immediately enquire amongst their workforces for solutions, a great demonstration of the trust and cohesiveness of partners working for whānau.

CEs, Kaiārahi, Data Analysts (DAs) and PMs from all TPHoT partners attended the Ngā Tini Whetū regional hui for the upper North Island in May, hosted by WOCA in Tāmaki Makāurau. CEs and Kaimahi were able to share their journeys, and pass on learnings about how they are working with their cohorts. Partners left with clarity around what was expected for them to achieve in the year to come, as well as new knowledge from each other as they continue working with whānau for better outcomes.

## CHALLENGES AND OPPORTUNITIES

Recruitment and significant staff turnover have been a challenge this quarter. This, coupled with the growth and complexity of services being offered, is impacting on the capacity of partners to deliver. Ngā Tini Whetū has allowed partners to broaden their scope of services they offer whānau resulting in a new kind of workforce with skills and experience needed, such as starting and growing an SME, utilising Māori and whānau land and home ownership. Despite the challenges, this has been an exciting learning space for partners being able to support whānau into a high flourishing space. To further support the TPHoT Back Office, partners have drafted a strategy and growth management plan.

Partners supporting and advocating for whānau involved with Oranga Tamariki continues to be a challenging and growing space. Te Whānau o Waipareira has recently acquired Section 396 status and are now working to co-design how they will work in this space with whānau. Support has been offered to assist any other partners who also wish to achieve Section 396 status and planning is already in place to begin that in the new financial year.

Partner CEs and managers attended the annual TPHoT CE planning hui in June and the heads and managers from the OT offices across Tāmaki Makāurau were invited to come for part of the day. Whānau Tahi GM Brad Norman was able to share the outcomes tracking and reporting approach of Whānau Ora with OT, and all those present had the opportunity to share what difference for whānau they hoped would be achieved as a result of a working relationship between OT offices and partners. This was an important next step in the building of relationships between partners and OT.

## WHĀNAU ORA COMMISSIONING PROGRAMMES

### KAIĀRAHI

April saw Kaiārahi from across the Collective come together for a combined Kaiārahi day, hosted by the TPHoT Change and Development Lead (CDL) and the Back Office team. Kaiārahi participated in team exercises learning how to engage with whānau and completed a survey on what Kaiārahi think are the most pressing services needed to support whānau. The CDL demonstrated the new calendar booking app for training and how to book workshops for a partner's team.

Some partners, such as Waipareira, have gone through a large restructure of how their Kaiārahi team works together and in the community. This quarter has seen this project change scope as the needs of the Kaiārahi workforce has become clearer with the focus on upskilling Kaiārahi to improve their knowledge of services, create possible tools to assist their navigation and create a culture of mutual learning between themselves.



As mentioned above, there has also been a strong focus on training on the use of the Whānau Tahi system by the workforce, which continues to be slowly picked up by new and existing partners. Te Rūnanga o Ngāti Whātua acquired both the Whānau Tahi system and Whānau Direct over the quarter and training support has been offered by both the TPHoT Back Office and WOCA support team.



COLLECTIVE IMPACT

He Māra Hou continued to function well with rangatahi and their whānau achieving good outcomes. The number of rangatahi (and their whānau) this programme has worked with reached over 150 in Quarter Four. Rangatahi come from a range of realities within their education journey, ranging from those achieving well to those disengaged and struggling to achieve. The most common outcomes were involving whānau relationships and knowledge, and all those who had follow up reviews reported an improvement in their ability to plan and achieve their aspirational plan in school and at home.

During the review, rangatahi were also asked how partners can improve He Māra Hou. Common responses included: more whanaungatanga events and mixing with other rangatahi; more face to face contact and time rather than electronic communication; and more access to emotional support services and financial aid. Kaimahi have taken this feedback and are looking at how their next year could improve.

More than 160 whānau come on board Body WOF, a brand new initiative, the majority enrolling on their launch day in May. Whānau health checks have been completed for all whānau who have access to over 500 different health services around the country through the programme, along with health insurance. The lead partner for this initiative, Ngāti Whātua Ōrākei, report that their Business Intelligence Team has now started collecting different data sets from various programmes and services. With the analysis of this data they have been able to support informed decision making and have created a streamlined process of updating whānau records within their data warehouse, resulting in more relevant and targeted support for whānau health and wellbeing journeys.

INNOVATION

TPHoT continue to work towards their shared vision of ‘working collectively to create impact that matters for Māori by Māori in Tāmaki’. Along with the Collective Impact initiatives, the number of Innovation projects aimed towards this shared vision reached over 110 for the year in Quarter Four. Six strategic goals encapsulate the priority areas for whānau throughout the rohe and inform the mahi that partners have continued to do.

These six priority areas are:

- Relationships to Scale Reach
- Health and Wellbeing
- Political Advocacy
- Healthy Wealthy Workforce
- Rangatahi
- Māori Economic Development and Sustainability

These initiatives can be reviewed in length within the Quarter Four report submitted by the TPHoT Collective. The Collective has signalled a large roll over of Innovation funding into the next financial year for ongoing projects, at least half of which are workforce development. Other projects include the continued development of the Collective’s website and the setting up of an Employment Hub under the kaupapa of the Collective’s regional strategic initiative 10,000.

WHĀNAU DIRECT

The Whānau Direct support provided this quarter has been predominantly applied to whānau who are unemployed or low-income families, although TPHoT are seeing a slight shift in funding being allocated to whānau with small business needs. Single parent, single income whānau and our kaumātua are also significantly represented in Whānau Direct applications. Kai is still the most requested item, however, some partners have reported a decrease in kai support in the past quarter.

This data reflects the impact COVID-19 has had on whānau. Kai was often sourced to enable whānau to use their normal kai budget on any outstanding bills or urgent needs as a result of COVID impacts.

Car repairs and car compliance related applications are commonly sought support across the region. Whānau on Ministry of Social Development (MSD) support are often reluctant to be left with a recoverable debt with MSD which was motivation for them to seek out Whānau Direct assistance.

Currently partners are also receiving applications for winter warmth resources for winter (bedding, clothing, heating). Requests for meat are also on the rise.

Other smaller resources were also consistent but varied within the reporting periods, such as public transport, identification, sports equipment, property repairs, driver licensing, phone and power bills, rent, dental, school uniform, household furniture, appliances and laptops.





# HAURAKI-WAIKATO



## TE NGIRA WHĀNAU ORA COLLECTIVE

Te Kōhao Health Trust, Taumarunui Kōkiri Trust – Maniapoto Alliance, Raukawa Charitable Trust, Rauawaawa Kaumātua Charitable Trust, Kirikiriroa Marae and Te Korowai Hauora O Hauraki.

### TRENDS & HIGHLIGHTS

COVID-19 vaccinations have played a large part of a new type of business as usual for the Te Ngira Whānau Ora Collective, with three partners heavily involved in supporting local vaccination stations and/or setting up their own sites. Marketing and communication drives have been prevalent to encourage whānau uptake of the vaccine and numbers of those taking up the offering has been remarkable. Te Kōhao, for example, have seen high numbers of a range of nationalities coming through their site, eager to be immunised and who, by all accounts, are enjoying the experience and manaaki that is afforded to them. There is some way to go to increasing numbers of Māori being immunised in the Hauraki Waikato region. New and innovative social media campaigns have been utilised by partners to boost numbers and this continues to be a focus for the Collective.

A highlight for the Collective has been its collaborative approach, as typified by their attendance to Hui Tūhono held in Rotorua this quarter. They're pleased to involve themselves in the Whānau Ora business case with kōrero around the design of the Māori Health Authority, a kaupapa that lead partner Te Kōhao has been advocating for some time. The collaboration between Te Ngira Collective and the Waikato Tainui Whānau Ora Collective shows yet another kaupapa they are involved in together and on behalf of their rohe.

### CHALLENGES & OPPORTUNITIES

With the set-up of their COVID vaccination stations, partners were again challenged with deployment of staff to support sites. Staff often found themselves wearing a number of hats, which was challenging to ensuring that their BAU mahi and engagement with whānau could continue despite the added pressure. Their online referral process for vaccinations, while useful for the younger generation to access, was a challenge for their aging population. This resulted in partners conducting more face to face contact with kaumātua and calling them directly. Partners worked particularly well together transporting whānau, particularly those more vulnerable, to ensure vaccines could be more readily available, and also providing kai to those waiting in queues throughout the day.

## WHĀNAU ORA COMMISSIONING PROGRAMMES

### INNOVATION

Various Innovation programmes have continued across the Te Ngira Whānau Ora Collective this quarter. Te Kōhao Health continued with further learning opportunities for whānau who are interested in carving and connecting with Te Ao Māori. As they approach the school holidays they continue to prepare for further cohorts of whānau who will be undertaking their carving programme.

Kirikiriroa Marae continued to invest in packages of care for their rangatahi and working relationships with Police to support their whānau, particularly in the Te Pae Oranga programme with Police. Through the training services offered, rangatahi have benefited by increasing their connection to whakapapa and enhancing skills through training and learning initiatives.

Rauawaawa Kaumātua Charitable Trust continued supporting their whānau by enhancing their small businesses and, as a result, whānau have increased their disposable income and increased confidence. Through their business ideas, whānau are also raising funds which they contribute back to the organisation for the building of better Rauawaawa facilities.

As partners move into the new financial year, they are reassessing and reviewing their current innovation projects to determine whether there is a need to continue with the same or similar projects.

### KAIĀRAHI

Kaiārahi have continued to be flexible and agile in their roles within the Collective. Kaiārahi roles have been filled where previous vacancies have existed and inductions, on-boarding and training have featured highly to ensure that Kaiārahi can be supported well as they transition into their respective roles. The Back Office has provided various training particularly around Whānau Direct and the practicality of completing and processing whānau applications, which has seen a significant impact on whānau receiving more timely resources. As mentioned, their agility and flexibility continue to be tested, particularly in the COVID-19 space with the injection of staff into standing up and operating.

### COLLECTIVE IMPACT

The Collective Impact programme has shown great results overall. There are examples of whānau gaining employment, increasing literacy and numeracy, and working toward work readiness. Due to the successes of the Collective supporting whānau through employment pathways, they are seeking to complete another year of the same kaupapa to understand what systemic changes have been made as a result of the programme and ensure that the infrastructure that is supported by internal and external providers can stand the test of time. They expect that by the end of the next financial year, the programme will be in a good position to stand alone and a new initiative set to be established.



WAIKATO-TAINUI WHAANAU ORA COLLECTIVE

Raukura Hauora o Tainui Trust (Back Office), Waahi Whaanui Trust, Te Hauora o Ngaati Hauaa and Ngaa Miro Health Trust.

TRENDS & HIGHLIGHTS

A highlight this quarter was the Ngaa Miro programme working with maamaa hapuu in their second innovation programme this financial year. The eight-week programme provided an opportunity for waaahine to join a group that supported them to independently manage their own households, provided support for positive parenting, mentoring and supported their aspirational growth to be strong pou for their whaanau.

Collectively there was a large push on COVID-19 vaccinations and, despite challenges, a high population of their whaanau were vaccinated across Waikato. A combined and collaborative effort by providers, iwi and marae all contributed to well over 3000 of their enrolled populations being vaccinated, with a large effort focused on Maaori specifically. Despite the overall low numbers of Maaori uptake across the motu, Te Hauora o Ngaati Hauaa data showed at least 37% of their numbers attending the vaccination site were Maaori.

CHALLENGES & OPPORTUNITIES

A major challenge for the Waikato-Tainui Whaanau Ora Collective came in the wave of rolling out their COVID-19 vaccination strategies. The provision of \$15,000 to support marae communities to promote COVID-19 vaccinations was delayed due to the changes in Ministry of Health rollout strategies. Raukura Hauora o Tainui had planned to vaccinate its 8,810 enrolled population over a six-month period. The plan sought to utilise marae community health promotion methods, leveraging the Kiingitanga influence at Poukai, engaging local community leadership and Waikato local and national Waikato-based celebrities to livestream their experiences at vaccination sites. Early identification of individuals and whaanau aged 55 years and over with multiple co-morbidities identified 2,500 whaanau across the Enderley and Dinsdale area, and over 400 whānau in the Huntly and Ngaaruwaaahia areas with multiple co-morbidities and at high risk. Despite the challenges to vaccinate their whaanau, as of 30 June, 2,700 vaccinations had been delivered. The Collective have had to adapt planned health promotion approaches due to the diversion of staff to support the vaccination sites and this has demonstrated the approach that was adopted for vaccinations across the Waikato Region.

WHAANAU ORA COMMISSIONING PROGRAMMES

KAIAARAH

Kaiaarahi training has increased this quarter as the collaborative efforts of the region’s Change and Development Leads (CDLs) have strengthened. Both CDLs have collaborated on a number of trainings for their teams, which has led to a shared vision of maintaining a mana Waikato approach when working with Kaiaarahi. Kaiaarahi continued to come together as part of their collective learning, development and practice where there is a shared understanding and consistency of their role. The CDL has been instrumental in creating a continued space for sharing and reflection which has strengthened their relationships and ongoing development.

COLLECTIVE IMPACT

Positive outcomes achieved during this quarter show that out of 40 families, 21 families completed the eight-week housing programme in which they completed financial plans with a budget facilitator and as a result increased their financial literacy. Due to the enthusiasm of whaanau sharing their experiences with others, it has encouraged other whaanau to come in seeking support to complete a financial plan for themselves.

Whaanau have been given the tools to get on top of their own financial situation and to stay focused with the strategies learnt and the support provided when they need it. This has encouraged whaanau resilience and self determination to continue with their plan to positive housing aspirations. As a result, they have regained their mana motuhake with their own positive actions towards achieving their goals.

COVID-19 INNOVATION

As an example of how the COVID-19 Innovation programme supported whaanau, Te Hauora o Ngaati Hauaa has seen some significant numbers of uptake in Maaori. While numbers of Maaori vaccinations continue to remain a lot lower than other parts of the motu, they’ve had some success.

Te Hauora o Ngaati Hauaa vaccination centre operated for a six-week period. Throughout the planning and implementation process, they focused on Tier 2 and Tier 3 criteria which included:

- 65+ Maaori and non- Maaori. An example of how the COVID-19 innovation programme supported whānau at Te Maaori (plus close bubble contacts)
- Whaanau with underlying health conditions – maamaa hapuu, whaanau with disabilities

Eventually they were able to add a second criteria that included whaanau/bubble contacts of those who met the tier two and tier three criteria.

In anticipation of the rollout, five Kaimahi were contracted from within the Ngaati Hauaa boundary to engage with whaanau and communities, and who also staffed the centre in Kaimanaaki roles. These roles were all provided with resources and were able to be contracted at wage rates higher than the living wage to compensate their support of whaanau over those six weeks. Following the programme rollout, the Kaimanaaki team were supported to apply for further roles within other sites across the Waikato.

INNOVATION

Ngaati Hauaa over the Collective Impact (CI) programme on behalf of the Waikato-Tainui Whaanau Ora Collective. Their approach to engage whaanau in this programme has been to support CI participants through the use of this funding stream.

Through the programme, participants were able to create and complete a comprehensive financial plan towards home ownership, by either:

1. A proposal ready to be presented to a mortgage broker; or
2. Having a comprehensive debt-burner plan in preparation towards home ownership.

Raukura Hauora o Tainui supported a collaborative Waikato-Tainui Whaanau Ora Collective approach to support their Kaiaarahi to draw on the lessons learned from COVID-19, which gave their collective partners and Raukura Hauora o Tainui clinics/community services a platform to present both the western health and Maaori health perspectives regarding vaccinations to whaanau at planned waananga. Kaiaarahi have been encouraged to develop the storytelling technique to bring to life the relevant stories of Te Puea and Taawhiao, relative to the communities as a way to encourage the enrolled population to build their awareness and knowledge about the vaccinations and take up the vaccination to protect their whaanau and whakapapa.

Working with Waikato-Tainui and the Marae roopuu has built upon the lessons learned from COVID-19. The Kiingitanga has promoted vaccinations across all Poukai and have had members of the Kiingitanga streamed live on Facebook to share their vaccination experience. While this has assisted in addressing the fear of vaccinations held by some whaanau, planned health promotion strategies would increase its reach. Raukura Hauora o Tainui will continue to use these strategies in the 2021/22 financial year.



# WAIARIKI REGION



## EASTERN BAY OF PLENTY WHĀNAU ORA

Te Rūnanga o te Whānau, Te Puna Ora o Mataatua, Te Ao Hou and Tūwharetoa ki Kawerau Hauora make up the Eastern Bay of Plenty Whānau Ora Collective.

### TRENDS & HIGHLIGHTS

Housing and homelessness continued to be a constant source of stress in the Eastern Bay of Plenty. The affordability of homes both for rent and purchase has become beyond the reach of whānau in this area. This, along with the closure of one of the bigger employers of Māori in the area (Norske Skog Tasman Mill), has impacted heavily here in the Eastern Bay. Day-to-day living expenses for whānau with large families are harder to meet with many whānau seeking support from Whānau Ora (Whānau Direct) to assist with these normal expenses.

Leadership from this rohe have been busy with a few WOCA hui this quarter. The Tūhono Hui in Rotorua was attended by two CEOs from this Collective, with the others giving their apologies due to conflicting commitments. They are supportive in general of the WOCA business case and provided great feedback to the workshops held in Rotorua. The Ngā Tini Whetū workshops were attended in Auckland and Palmerston North by Kaimahi. The Project Lead presented at the Auckland hui and spoke to the assessment tool that has been developed in that region. Her presentation was well received.

### CHALLENGES AND OPPORTUNITIES

Eastern Bay Collective took the opportunity to host the National CDL Hui in Te Kaha. Participants enjoyed their time on the coast being off the grid, with limited wifi/internet access and took the time to share and learn from each other.

Some challenges faced by this Collective include the rurality – limited wifi and internet is not always welcome, causing issues for any training and development which is only available by Zoom. WOCA has responded to this challenge by offering kanohi ki te kanohi trainings, particularly with Whānau Tahī and reportage.

Rural whānau are also at a disadvantage as far as the COVID vaccine and screening services go, however one of our partners in this rohe are part of the vaccination rollout and are currently offering vaccines at their site in Whakatāne with a plan to roll out mobile vaccines in the near future.

## WHĀNAU ORA COMMISSIONING PROGRAMMES

### KAIMAHI

Retention of staff continues to be an issue for some partners in the Eastern Bay Collective with the loss of three Kaiārahi from one organisation.

WOCA identified a need for extra support to be given with reporting requirements and understanding of reporting templates for Kaiārahi, so dedicated visits were made with each partner to provide clarity around these challenges. Further training opportunities were supported directly with Whānau Tahī and data teams.

### COLLECTIVE IMPACT

The first year of this Collective Impact (CI) project has come to an end. The focus in this period has been on tamariki and young people's understanding and involvement with māra kai, food sovereignty and planting according to the maramataka, with the project running well in the local ECE centres and schools. The next year of this CI will look to focus more on pakeke and whānau out in the community and following existing whānau who have taken this kaupapa to the next level and become champions in their community.

### INNOVATION

A number of Innovation programmes have been supported and completed in this last quarter. Many in this region have focused on either maramataka and aspects of māra kai development or improving social and online connectedness for kaumātua and those in rural settings.

### NGĀ TINĪ WHETŪ

Ngā Tini Whetū Project Lead for East Bay has had a busy quarter getting to know the various Kaiārahi and what their focus area is. She attended the Ngā Tini Whetū workshop in Auckland and presented her organisation's assessment tool, which was well received. A stand-out in this region is Te Ao Hou and their Ngā Tini Whetū programme, named 'Tautoru'. Tautoru is the star known by iwi in this rohe as 'The guiding star of change', a star which was suspended in the sky by Tāne which adapts and changes depending on the season. The whānau involved in this programme have come through previous programmes run by the trust and are focused on their own business development or entrepreneurship. The whānau have already reached some small milestone goals on their journey to mana motuhake with the support of the two Kaiārahi.



WESTERN BAY OF PLENTY WHĀNAU ORA

Ngā Mataapuna Oranga, Te Manu Toroa, Ngaiterangi Iwi, Pirirakau Hauora, Te Puna Hauora ki Uta ki Tai, Te Pou Oranga o Whakatohea, Te Rūnanga o Ngāi Tamahāriu and Waitaha Hauora make up the Western Bay of Plenty Whānau Ora Collective.

TRENDS & HIGHLIGHTS

This quarter has seen a big focus on the clinical side of this organisation’s business. COVID-19 has placed Ngā Mataapuna Oranga in a position to provide not only the swabbing and vaccine services, but Kaiārahi in support of these services, travelling with vaccinators into the regions.

Outreach for COVID vaccines has been successful in all but one suburb. Potential reasons for this were that this was a lower socio-economic area, there is a high Pacific Island community, and low trust or confidence in the vaccine programme in this area. There was a lack of education component in the community prior to the pop-up vaccine clinic attending. That said, the mobile clinic has had great success in all other regions of Tauranga.

The GM of this lead partner attended the Tūhono Hui in Rotorua, and along with the Project Lead for Ngā Tini Whetū, attended the Ngā Tini Whetū Hui in Auckland. They are hugely supportive of the WOCA business case, with their CEO joining the mid-North Island working party. As one of the few Māori PHOs in the country and one of only two in our network, the insights that they can offer is invaluable.

CHALLENGES AND OPPORTUNITIES

Recruitment and retention of staff has been the biggest challenge for the Collective this last quarter. Key roles have remained unfilled due primarily to a lack of applicants who have strengths in the areas required. This could potentially impact reporting requirements and also other programmes as they use existing staff to backfill positions.

This partner identified a gap in the COVID vaccine rollout and took the opportunity to create a way in which whānau could be supported to receive the vaccine in their communities, on marae, in rural areas, by having a van fully kitted out and turned into a mobile vaccine clinic. Being a trusted Māori PHO, as well as a Whānau Ora provider, they have vaccinators on board, along with Kaiārahi who are supporting and assessing whānau at the same time to see if there are any other supports or services that they may need.

WHĀNAU ORA COMMISSIONING PROGRAMMES

KAIĀRAHI

The loss of the CDL and the DA moving into another role has meant these two portfolios have been picked up by existing staff. Kaiārahi have continued to be supported with workforce development and training opportunities. Kaiārahi have also played a key role in supporting the vaccine rollout by travelling into the regions alongside the vaccinators, supporting whānau while they are going through this process.

COLLECTIVE IMPACT

The Western Bay of Plenty Whānau Ora Collective is still unfortunately short of a project lead for the Collective Impact project. The current project has been completed successfully and the organisation will again look to complete healthy homes assessments and repairs to homes in Tauranga, however, it will focus on a new community to support. Work is in progress now to secure the ongoing support of partners for the next phase of this CI project.

INNOVATION

As mentioned, the use of the Innovation Fund to kit out a mobile vaccine vehicle has been a great move for this partner. The van is currently being used for COVID vaccines, however it will also be used for Flu and Measles (MMR) vaccines once the rollout of COVID vaccines is completed.

NGĀ TINI WHETŪ

Kaiārahi have a diverse range of whānau they are supporting through Ngā Tini Whetū and recently participated in wānanga with staff from WOCA to present and discuss the whānau and the programmes and activities that are supporting those whānau. They have the full cohort on board and some whānau are making small steps towards achieving their moemoeā already.

As mentioned earlier, the Project Lead and Manager of Whānau Ora services attended the Ngā Tini Whetū Hui in Auckland and enjoyed the opportunity to workshop with others in this space and hearing from the other participants who presented.





TE ARAWA WHĀNAU ORA COLLECTIVE

Te Arawa Whānau Ora Charitable Trust, Aroha Mai Cancer Support Services, Korowai Aroha Trust, Te Papa Tākaro o Te Arawa, Te Waiariki Pūrea Trust, Maketu Health and Social Services, Te Rūnanga o Ngāti Pikiao Trust, Ngāti Manawa, Te Rūnanga o Ngāti Whare, Te Roopū a Iwi – Te Rōpū ā-Iwi O Te Arawa Charitable Trust.

TRENDS & HIGHLIGHTS

Te Arawa Whānau Ora (TAWO) have had a busy quarter with a few Whānau Ora kaupapa being held in Rotorua. The Whānau Ora Diploma graduation was held at Te Puia in April, a wonderful celebration and acknowledgement of our Kaiārahi achieving their own successes. TAWO hosted the mid central-North Island Tūhono Hui, which was well attended by over 100 delegates from across the region. Overwhelming support for the Whānau Ora business case was received at that hui.

On an organisation level, TAWO have organised a number of events recognising the rising of Matariki. Matariki and maramataka are increasingly being celebrated and recognised across the motu and here in Te Arawa, a series of wānanga dedicated to Matariki were held, open to anyone in the public to attend, to improve understanding of this special time. They also held a Hautapu ceremony in Maketu to signal and celebrate the rising of Matariki.

CHALLENGES & OPPORTUNITIES

TAWO have had a challenging quarter with the departure of the CEO for the lead partner and recruitment process of a new CEO impacting on stability of staffing and the organisation. A number of key staff have left the lead organisation and they are currently recruiting in these roles.

One of the partners, Te Waiariki Pūrea Trust (TWPT), saw an opportunity when a local wharekura changed its yearly calendar and schooling terms to reflect maramataka Māori. Te Wharekura o Ngāti Rongomai is a kura ā-iwi who have worked for the past 18 months with Ministry of Education and Professor Rangi Mataamua to alter their calendar and terms to align with the maratamataka. This includes a mid-winter long holiday of four weeks beginning at the rising of Matariki. The impact on whānau with working parents inspired Te Waiariki Pūrea Trust to create a Wānanga Matariki Programme to cater for tamariki who needed care during this period due to existing holiday programmes only catering for the standard two-week break. This programme is reflective of Matariki and maramataka and has involved haerenga into the taiao, including visits to Mokoia Island, wānanga each morning, karakia and sporting activities. They will work to refine and fund this programme further as more kura are expected to follow this return to traditional calendars.



WHĀNAU ORA COMMISSIONING PROGRAMMES

KAIMAHI

Paeārahi in the TAWO Collective have undertaken a range of professional development opportunities this quarter. They have had the Financial Capability training arranged by WOCA, with further dates to come for those who missed out. They also had a group of Kaiārahi and Leads attend a week-long Mahi-A-Atua Wānanga with Mark and Dr Diane Kopua in Coromandel. Four Paeārahi graduated with their tohu at the Diploma in Whānau Ora graduation in April. TAWO unfortunately currently have no Data Analyst (DA) or Change Development Lead (CDL) in place. The roles are currently being backfilled by others within the organisation until they can be filled.

COLLECTIVE IMPACT

The current CI project, Whaimua, has been a success and has secured further funding to continue the work that they have done to date supporting whānau with long-term chronic respiratory illness. Planning for future CI projects has been stalled due to the change in leadership within the organisation. The aim is to have planning underway in Q1 with a new CI to start in Q3 and carry on for a year. Early indications are that this may focus on Bowel Screening for whānau who are outside of the screening age, however this is still in development and discussion.

INNOVATION

Homelessness and the rise in emergency housing providers/ motels in Rotorua has been the focus of one Innovation project. The initial aim was to support these whānau into properties, however the very real shortage of housing stock meant this was no longer a viable option. Instead, Korowai Aroha focused their Innovation on supporting whānau living in emergency housing to engage with GP and medical/hauora services. Utilising their Paeārahi and nurses to engage with whānau, they have offered support with connecting tamariki and whānau with whatever hauora services they may require. Many of these whānau have come into Rotorua from outside the rohe so have arrived with no wellchild providers, no GP clinics and so on.

NGĀ TINI WHETU

The Project Lead, CDL and Whānau Ora Manager attended the Ngā Tini Whetū Hui in Auckland and enjoyed their time networking with others across the motu.

Paewhatu also spent a day together with the Project Lead and staff from WOCA in wānanga discussing and presenting their whānau cohorts, activities and outcomes. They outlined their moemoeā for workforce development and it was a good opportunity to create a more cohesive team in spite of their positions across three different providers. They are on track to having all 40 whānau in place by end of July with some very unique cohorts identified in the Collective.



# TŪWHARETOA WHĀNAU ORA COLLECTIVE

Tūwharetoa Health Charitable Trust (THCT) and Te Korowai Roopu Tautoko make up the Tūwharetoa Collective.

## CHALLENGES & OPPORTUNITIES

The lead in this collective, Tūwharetoa Health Charitable Trust, have taken the opportunity to lead the way in responsiveness for the COVID vaccine programme. They have a system of manaaki tangata and have enlisted champions in the community which has created a welcoming environment and made getting the vaccines a popular outing for pakeke and kaumātua.

Like others in the region, the rurality is also a challenge as the Collective is in a small town, so accessing specialist support services for whānau is often difficult for the navigators.

## WHĀNAU ORA COMMISSIONING PROGRAMMES

### KAIMAHI

This small collective is currently without a CDL in place. There is a DA who is very proactive and knowledgeable with the system. The Tiwhana unfortunately are struggling with Whānau Tahī and have had their training rescheduled or cancelled a number of times. Support has been put in place now directly with one of our Kaiārahi to visit and deliver kanohi ki te kanohi training.

There is a new Whānau Engagement Manager in place who will support Tiwhana with their processes of managing client loads and reporting requirements.

### COLLECTIVE IMPACT

The previous CI which sat under Tūwharetoa te Iwi has been successfully closed off and planning has begun for the new CI under THCT. This will support a new shared space for multiple services offering instant advocacy and navigation for whānau. The site will be in Taupō and will house Kaimahi from four organisations with others possibly to come on board. Reporting on data for this new CI is not expected until Q2 or Q3 due to the time needed to establish and open the site and to implement data measurement.

### NGĀ TINĪ WHETU

Tiwhana for this programme attended the Ngā Tinī Whetū Hui in Auckland along with the CEO. She is somewhat isolated in her area as the only Kaimahi working on this particular programme and there is no project lead for the Collective. The RM for Waiariki has connected her with another Kaimahi in Te Arawa rohe to provide some peer support through a buddy type system.

WOCA staff recently visited and spent time with the Ngā Tinī Whetū Tiwhana to work through data and reporting for the year. With additional support from their partner agency in Taupō, the full cohort of whānau will be on-board.





# IKAROA-RĀWHITI



## HOROUTA WHĀNAU ORA

Te Rūnanga o Ngāti Porou, Te Rūnanga o Tūranganui-A-Kiwa, Tūranga Health, TWMOT, Ngāti Porou Hauora, Kaiti School, Waikirikiri Hauiti Centre of Excellence.

### TRENDS & HIGHLIGHTS

Horouta Whānau Ora (HWO) held a manaaki space in the Tolaga Bay Vaccine Clinic. Whānau who came to the clinic for their vaccination were issued a complimentary winter wellness pack that was distributed by WOCA. A kai station offered free soup, hot drinks and biscuits to whānau while Kaiārahi played the guitar and had waiata throughout the three days. Horouta Whānau Ora website is being created by Arika Solutions and will launch November 2021.

Hui Tūhono was held in Rotorua and attended by the leadership group. Since then, there has been a Health Reforms presentation to CEOs with an emphasis of support by PHOs. Tūranga Health and Ngāti Porou are the only two PHOs in Te Tai Rāwhiti and both are part of the HWO.

The Ngā Tini Whetū hui in May was held in Fielding and attended by the Ngā Tini Whetū Programme Manager and Kaiārahi, giving them the opportunity to hear from other Collectives around their processes and outcomes during the first 12 months of the two-year pilot programme. It was also the first-time seeing Te Hīnatōre: A framework for considering whānau with mana and learning its origin and link to Ngā Tini Whetū.

### CHALLENGES & OPPORTUNITIES

HWO Kaimahi were deployed to assist whānau along the East Coast (Tokomaru and Waipiro Bay being the most affected) by the June flooding. Whānau were either evacuated to the nearest marae or relocated out of the area for temporary accommodation due to no emergency, social or transitional housing being available. A lot of whānau required assistance with insurance claims, applying for government financial assistance as well as leasing with civil defence so they could return home.

There were staff changes in the HWO Back Office this quarter with the appointment of a new Data Analyst (DA), Business Administrator and their Change and Development Lead (CDL) seconded to another position.

The Whānau Tahī network is being transitioned to the backbone support – TRoNP. This means that the HWO Back Office will be the main point for all whānau data entered by Kaimahi making this easier when collating, reviewing and completing reports for the Collective.

The newly appointed DA for HWO is in the process of creating short video tutorials for new and existing Kaiārahi with step-by-step guidelines when navigating the Whānau Tahī system. This has stemmed from the demand from Kaiārahi who are at different levels of administration.

## WHĀNAU ORA COMMISSIONING PROGRAMMES

### KAIMAHI

HWO Kaiārahi forums are held bi-monthly for all to attend and are organised by the Back Office. The most recent forum had presentations by the CDL of HWO about Te Pae Tawhiti and Te Kawa o Horouta Whānau Ora.

The Whānau Tahī system presentation by the DA outlined the requirements for entering and reporting whānau information. This was a concern for HWO Back Office when it came to reporting and Kaimahi were entering data incorrectly, thus not capturing the correct information. This also led to the creation of a HWO Back Office email address to track issues and queries raised by Kaimahi.

### COLLECTIVE IMPACT

This quarter HWO have revised their Te Whare Āhuru initiative that focuses on lifting the standard of housing for whānau. Kaimahi are completing assessment forms for all whānau engaged with Whānau Ora to see what level of support they may require for housing. For some whānau this may be immediate assistance, ie emergency/social/transitional housing; a better quality or alternative rental property; through to exploring options of home ownership or papa kāinga.

Housing resources, networks, products and services are always being shared by Kaiārahi when engaging with whānau. These included inviting speakers from the Māori Land Court to discuss occupation, development and use of their land; MSD Housing Broker and Case Managers with financial assistance and housing assessments for Kāinga Ora; and referring whānau to local providers for programmes such as Ready to Rent.

Already there has been success with whānau on their journey via the Māori Land Court with occupying or building on Māori land and numerous homes have had insulation installed.

### WHĀNAU DIRECT

Kaiārahi have continued to process a high number of Whānau Direct applications that are linked to their whānau plans and checking back ensuring their hardship was met. The main expenditure identified was around warmer homes that included bedding, heating and clothing, followed by car maintenance and repairs. The HWO Back Office has used this data around housing towards their common agenda for Te Whare Āhuru. Whānau were also surveyed with nearly 100% reporting positive impact and a good experience.

### INNOVATION

This fund has been allocated to a few programmes this financial year, including the reset of Collective Impact across HWO partners and whānau, rebranding/graphic design, and socialising He Anga Whakamua (housing priority).

Another programme was for the COVID-19 recovery response with Kaiārahi assigned to support whānau access to the COVID-19 vaccine information and clinics via relevant services and providers. With a lot of whānau who live rurally along the East Coast without the same resources as those in town, it was important to have clinics set up in these townships, making it accessible for whānau without putting them into hardship. This was well received by the community, because the same Kaimahi they came into contact with during COVID lockdown were there at the clinics.





# TAKITIMU ORA COLLECTIVE

Te Taiwhenua o Heretaunga, Te Kupenga Hauora Ahuriri, Te Whānau Tahi Trust, Choices Kahungunu Health Services, Takitimu Performing Arts School.

## TRENDS & HIGHLIGHTS

Te Taiwhenua o Heretaunga (TToH) officially welcomed their new Chief Executive Officer Waylyn Tahuri-Whaipakanga at her pōhiri on 21 May 2021. She started her new role with a very busy agenda alongside WOCA.

The leadership attended the Hui Tuhono held in Rotorua and supported TRoNP CEO her predecessor, being the Ikaroa- Rawhiti representative for the Health Reforms. Full support towards WOCA's business proposal was shown by Ikaroa-Rāwhiti Whānau Ora partners who attended.

The Prime Minister, along with her cabinet had a site visit to see and hear about the Ngā Tini Whetū programme. This pilot programme was influenced by the attempted uplift of a baby at the Hawkes Bay hospital in 2019 resulting in the collective funding model with ACC and Oranga Tamariki.

The Prime Minister was able to hear from the Takitimu Ora Collective and Kaiārahi first-hand about whānau impacted by the programme. During her speech the Prime Minister acknowledged working differently with whānau in the community does work and she vowed to return in 12 months.

A strong turn out from the Takitimu Ora Collective attended the Ngā Tini Whetū Regional Hui in Feilding. This following the announcement that the Prime Minister was to visit Hawkes Bay in the coming weeks. It was suggested a booklet be created for the Prime Minister to take away so Ngā Tini Whetū Takitimu Ora was published for this event.

Waingākau Housing Development received funding for nine homes in Flaxmere to install solar power, making homes warm, healthy, energy efficient and affordable.

## CHALLENGES & OPPORTUNITIES

TToH closed their food bank that was operating on site for internal and external referrals. This was felt by the community and voiced by advocates as being unfortunate due to the high level of demand. Alternative funding options may be considered for this to re-open at a later date.

Whānau Tahi licences have now been issued to Te Kupenga Hauora Ahuriri and Takitimu Performing Arts School with training scheduled by the Data Analyst. Training is also being offered to new and existing Kaiārahi.



# WHĀNAU ORA COMMISSIONING PROGRAMMES

## KAIMAHI

Takitimu Ora Collective have their new Ngā Tini Whetū Programme Manager starting next quarter. This role was previously shared by the CDL and Whānau Ora Manager. Four new Kaiārahi started work with TToH and part of their induction is learning about Te Kawa o Whānau Ora.

During this quarter, three Kaiārahi graduated from the Takitimu Ora Collective with their Diploma in Whānau Ora. This attracted other Kaimahi within TToH Mental Health Services to enrol for this qualification.

## COLLECTIVE IMPACT

Takatū has continued throughout the financial year as a driver licensing programme with its main priority being rangatahi and their ultimate goal of gaining their full licence. This initiative alongside Police is to prevent fines being incurred, court proceedings for repeat offenders, vehicles being impounded and educating drivers on safer driving and vehicles.



## WHĀNAU DIRECT

Whānau Direct has continued to be utilised for whānau that is linked to a 'moment that matters'. This is part of their internal Whānau Direct approval process, ensuring immediate needs are addressed so they can continue with their whānau plan. There has been a reduction in key areas such as food assistance (tamariki attending low decile schools with school lunches provided), driver licencing (CI programme or MSD funding) and the winter initiative (partnering with retailers for clothing, heating). This reduction has gone towards their Innovation Programme.

## INNOVATION

Due to a rise in unemployment the Innovation funding has continued as part of the COVID-19 response with Kaiārahi working with whānau to identify their needs, barriers and goals towards employment. From this mahi, TToH, in partnership with MSD, have created a call centre with employment opportunities for 30 whānau, especially rangatahi, young or single parents and those with limited capabilities. Because this happened July 2021, results will be known in Q2, Q3 reporting if employment contracts are extended or whānau have transitioned into alternative sustainable employment.



# TE TAI HAUĀURU



## TE TAI HAUĀURU

Ngā Waihua o Paerangi

### TRENDS & HIGHLIGHTS

Ngā Waihua o Paerangi welcomed Joni Takitimu Cook – Whānau Ora Manager at the beginning of June. Joni has come to Ngā Waihua o Paerangi from the Defence Force and prior to that worked within Whānau Ora at Papakura Marae. Joni will be able to take over much of the mahi that Elijah Pue and Melanie Evans were doing. Ngā Waihua o Paerangi kaimahi attended the Ngā Tini Whetū Southern Hui held in May which provided them with with invaluable insights into their own planning for their Ngā Tini Whetū cohort. Those insights proved useful to Ngā Waihua o Paerangi in this quarter in their planning with their cohort.

Workforce Development activities took a different path this quarter with all staff being redeployed to work in Vaccination Clinics or as Kaimanaaki. The Whānau Ora team all completed CIR training with Whānau Tahī training being undertaken pre-lockdown.

### CHALLENGES AND OPPORTUNITIES

Heating continues to be a challenge in the Ohakune district. Local bylaws mean that permits are now required to gather firewood making access an issue. Ngā Waihua o Paerangi are currently considering how they can support whānau access to firewood on an ongoing basis rather than utilising Whānau Direct. The Māori population in the Raetihi, Ohakune and Waiouru is transient based on the nature of mahi in those areas. That transience, particularly over the lockdown period has caused some issues across the board in all WOCA funded programmes with regard to maintaining contact with whānau. Unstable internet connection in the rohe creates further issues.

Ngā Waihua o Paerangi are in discussions with a number of external organisations in order to create programmes that offer their whānau more resilience and self autonomy. Programmes that focus on food sovereignty such as maara kai and hunter gatherer programmes are being looked into so that whānau are less dependant on the local (expensive) supermarkets. Other programmes that focus on increasing IT skills for Kaumatua are also being discussed.

### WHĀNAU ORA COMMISSIONING PROGRAMMES

#### WHĀNAU DIRECT

Ngā Waihua o Paerangi did not find any challenges with whānau accessing Whānau Direct this quarter. Kaimahi were able to complete applications over the phone and submit efficiently. Ngā Waihua o Paerangi kaimahi have developed strong relationships with firewood suppliers and whānau appreciated knowing when to expect that their firewood would be delivered. Firewood is a huge priority for whānau in the Ruapehu area and being able to access Whānau Direct for firewood means that whānau are living in homes that are warm, dry and health.

#### KAIĀRAHI

Kaiārahi continue to support whānau. At times they experience issues with keeping whānau connected, due in part to the transience of whānau previously mentioned. The weather is often an issue in the Ruapehu area with the area being inaccessible after heavy snow. Whānau often live in remote areas where the roads are impeded by heavy (or even light) rain. Kaiārahi however, think outside the square in order to keep their whānau connected. That might sometimes mean that Kaiārahi visit whānau at night after work or in the weekends for whānau who have managed to find employment.

This quarter, Kaiārahi were able to work with Kainga Ora to support a Koro and his two mokopuna of whom he has fulltime care, to move into a three bedroom home. They were currently living with the elderly father of the koro in a one bedroom Kaumātua flat.

#### COLLECTIVE IMPACT

Ensuring whānau have warm, healthy homes and supporting whānau through the process towards home ownership continues to be the focus of the Collective Impact programme. There were some disruptions on the progress of repairs on homes due to COVID, such as a builder who had quoted for some mahi to be done pre-lockdown no longer being able to run his business due to the lockdown. Fortunately an alternative builder was found and bathroom and laundry repairs for one whānau were completed after lockdown.

The demand for housing in the Ruapehu rohe is increasing with 70% of properties owned by out of towners, and many of those properties being used as Book a Bach's or Air BnB's. As a result, many whānau have limited options for housing such as purchasing cabins and putting them on whānau land if they have any.

#### INNOVATION

The innovation programmes were put on hold after lockdown with programmes being scheduled to recommence in Quarter 2. New whānau who were engaged over the lockdown period have shown interest in being a part of the innovation programmes.

#### COVID 19 INNOVATION FUND

There have been some disruptions due to the lockdown in August and the change of seasonal employment opportunities heading into summer. As a result, the progress of some of the whānau engaged in the programme has been delayed.

Ngā Waihua o Paerangi have noticed that whānau are becoming more independent in finding employment opportunities as a result of being more prepared with work ready resources.



TE TIHI O RUAHINE WHĀNAU ORA ALLIANCE

He Puna Hauora, Ngā Kaitiaki o Ngāti Kauwhata, Raukawa Māori Wardens, Kauwhata Māori Women’s Welfare League, Te Waka Huia, Whakapai Hauora

TRENDS & HIGHLIGHTS

Te Tihi o Ruahine (Te Tihi) helped to host the Ngā Tini Whetū Hui in Kawakawa (Feilding) at the end of May.

Te Pā Harakeke was opened in this quarter. The Tū Ara Ake programme saw a group of initially 30 whānau being along the road to home ownership. For five of those whānau, the dream was finally realised in May when a dawn karakia was held to bless their new homes.

Te Tihi o Ruahine supported the 12 marae within the Manawatū area in their hīkoi to the Manawatū District Council to ask that that council change their vote so that a Māori Ward would be in place for the next Local Body election round.

CHALLENGES AND OPPORTUNITIES

Te Tihi continued to seek more clarity on Whānau Direct criteria. Applications are often returned to them with a note that some information is missing. The team is working to confirm a definite checklist on what is required for a Whānau Direct application so Kaiwhakaaraara can get it right first time.

WHĀNAU ORA COMMISSIONING PROGRAMMES

KAIĀRAHI

Te Tihi Kaiārahi have been involved in the following workshops in this quarter

- Applied Self Leadership
- Applied Coaching Fundamentals
- Te Korimako Legal Education Pt III
- Kaiārahi are also involved in external courses for Te Reo, Rongoā, Kaitiakitanga (Cultural Supervision).

CHALLENGES

- Continued issues with getting whānau into housing. Some whānau don’t have a good rental history but generally there just aren’t enough whare around to house everyone. Many of our whānau are in emergency or transitional housing.
- OT creates a few challenges by gatekeeping when Kaiārahi request info to help whānau. They are often resistant to the idea of whānau creating their own pathways to their moemoeā.
- Many staff have been away from work due to colds/flu and wanting to keep whānau safe so have been working from home and contacting whānau via phone.

SUCCESSSES

Whānau taking part in the business programme which increases their confidence to either make a start on their own venture, or continue with a current pursuit.

Over 50 whānau involved with at least one of our programmes now have their learners, restricted or full licences.

COLLECTIVE IMPACT

Kāinga Whānau Ora is well established within its communities within the Te Tihi area with 87 whānau involved in the programme.

- Five Whānau now home owners.
- Currently identifying the next cohort of Tū Ara Ake who will be those whānau who are currently with Kāinga Whānau Ora and have indicated they wish to become home owners.
- The Kotahitanga (Kāinga Whānau Ora Collective) have met and drawn up a draft workplan.
- One Kaiwhakaaraara is on ACC at the moment and off work for a few weeks.
- Focusing on moving away from the need to use ‘workarounds’ and changing the system instead in order to meet the needs of our whānau with partner organisations e.g. Oranga Tamariki.

COLLECTIVE IMPACT  
(MUAUPOKO/RAUKAWA WHĀNAU ORA)

The Collective Impact programme is going well with a focus on poitūkohu this quarter:

- 75 rangatahi enrolled on basketball programme.
- 30 rangatahi competed in tournaments.
- Collaborated with Youth Empowerment Project to run PRIDE Week for Rangatahi culminating with a PRIDE Ball.

INNOVATION

The 8 week TOA programme commenced in Q4.completed

- Modules will include, wānanga, noho marae, fitness, tikanga and tiaki taiao sessions
- Providing multiple options for rangatahi to engage has ensured they remain engaged eg social media,
- livestream, flexibility with kaupapa dates
- Coughs and colds, and competing priorities made it difficult for some rangatahi to attend wānanga

COVID 19 INNOVATION FUND

Hui Rangatahi continue to be held at Te Reureu ensuring rangatahi are becoming equipped to become Marae leaders. Muauapoko Tribal Authority are also delivering Hui Rangatahi Te Kete Hauora is having some trouble engaging and recruiting rangatahi for their hui. Te Papaiōea Fusion has not been able to progress this year and is currently being reviewed by the Governance Team.

TUI ORA

Highlights

- Tui Ora is on a journey to embed Te Kawa o Whānau Ora and what it means to Tui Ora.
- Tui Ora has employed a tikanga advisor and have a pōhiri process in place so that all Kaimahi can be involved.
- Focus on whanaungatanga and manaakitanga.
- Begun with the basics – te reo pronunciation, pepeha, waiata.
- Whānau Tahi training has been beneficial to Kaiārahi.





WHĀNAU ORA COMMISSIONING PROGRAMMES

KAIĀRAHI

- It takes time to build up trust with some whānau due to historic interactions with previous services.
- Some whānau miss appointments due to lack of transport or lack of reliable transport.
- Kaiārahi have been able to support a growing number of whānau who have had relationship breakdowns, with resources and in turn confidence.
- There have been a number of workforce development activities this quarter which include external and internal training supervision, internal training, Jade Speaks Up Programme training Modules 1-3.
- COVID 19 lockdown impacted on our whanau who were poorly resourced and also on tamariki who weren't able to "escape" a violent home when schools were closed. Aside from lockdown, regular features that Kaiarahi report of challenges with whānau include barriers to (or by) external agencies, behavioral issues, anxiety and depression and access to affordable healthy kai.
- Through Kaiarahi support whānau showed a decrease in family violence and an increase in knowledge, resilience and independence of whānau to access appropriate services themselves.
- Due to lockdown and extended online learning it was difficult to contact both students and Kaiako. Kaimahi continue to work on those relationships.
- The Supported Resolution Proof of Concept is a Collective Impact Project with the NZ Police and is one of four projects being trialed around the country. A Kaiārahi has been seconded to Collective Impact Project with NZ Police for 12 months. Through that programme whānau have gained employment and whānau relationships have improved.

INNOVATION

The Mana Wāhine programme this quarter is focused on māmā hapū and pēpi. Five wāhine involved in the Mana Wāhine Programme have presented and delivered via a power point for the first time which is a huge milestone for them. The Te Kōtore Huia programme to embed Whānau Ora throughout Tui Ora has begun with Te Reo classes (basic), workshops around pōwhiri and tikanga.

WHĀNAU DIRECT

There continues to be a trend for WD applications for IT equipment, largely as a result of tamariki/rangatahi to have access to IT equipment for online learning. Most of the applications however continue to be related to basic health needs such as bedding, heating, gas and clothing. Whānau find themselves better able to cope and stay well over winter as a result.

COLLECTIVE IMPACT

- The core focus of Tiki Toa is to encourage an increase in connection to Te Ao Māori, Te Taiao and Taranaki Maunga through hands-on experiences in the ngahere, information based activities and tikanga practices. Relationships with Te Papa Atawhai, Te Pūhikete i Rangiatea, Devon Intermediate and Taranaki Maunga Project remain strong. A rāhui on Taranaki Maunga impacted the Tiki Toa programme with a planned hīkoi to Te Rere o Kapuni being postponed. The Rāhui on Taranaki Maunga provided an opportunity for participants to learn about the practice and observation of rāhui.





# TE WHANGANUI Ā TARA



## WHĀNAU WHANAKE COLLECTIVE

**Te Roopū Awhina (Lead) – Te Rōpū Āwhina, Te Rūnanga o Toa Rangatira, Te Rūnanganui o Te Ātiawa, Tākiri Mai te Ata, Kahungunu Whānau Services**

### WAIWAIĀ

Whaiora Whānui, Te Hauora Rūnanga o Wairarapa

### CHALLENGES & OPPORTUNITIES

The internal dynamics of both Collectives continue to limit their potential. While individually, partner organisations are providing exceptional services to whānau, the lack of connectivity can, at times, prevent a true holistic sense of support from being achieved. This has created an opportunity for Te Rōpū Āwhina to coordinate an attempt at remedying this situation through their monthly hui with kōrero taking place currently to address this.

With Waiwaiā, kōrero is taking place around what opportunities are available to reignite the collaboration that has been seen in the past, with Innovation programmes cited as an opportunity for this. This is seen as an opportunity to assemble resources to support the success of Ngā Tini Whetū.

Across the five partners of Whānau Whanake, there are a diverse range of services being provided that are contracted by various funders. Anecdotally, there has been kōrero that Whānau Ora are perceived to be ‘a small fish’ in comparison to some of the larger contracting funders. Therefore, a greater emphasis is being placed elsewhere with the direction of the mahi being completed. Although the Whānau Ora method is praised and appreciated unanimously, there is a sense of complacency when it comes to contract deliverables in comparison to some of our contracting counterparts.

Whānau Tahi continues to be a challenge across the Collective. Kaiārahi, in particular, speak of a non-user friendly experience that alters and changes on a daily basis. From an organisational perspective, there are a number of challenges in regard to dual database interoperability and the communications from Whānau Tahi themselves regarding updates and changes to software.

### TRENDS AND HIGHLIGHTS

Whānau Whanake hosted the second of three hui Tūhono in Wellington at Pipitea Marae, to begin socialisation of WOCA’s approach toward the Māori Health Authority. Across the forum, outlooks were positive with organisations actively seeking to take part in leading the way for our whānau in the health arena. As part of the kōrero, leads from both iwi partners spoke of the willingness and activity that has begun to work in unity to approach the health reforms. In further kōrero, this has been noted as an opportunity to continue to improve the political climate across Te Whanganui-a-Tara.

To celebrate and plan for the second year of Ngā Tini Whetū, partners from TRA, Kahungunu and Whaiora attended and shared their insights at the Southern hui held in Feilding. This proved invaluable in offering the chance to gain insight into the varied approaches to Ngā Tini Whetū across the motu. The hui informed greater understanding of the breadth and depth of Ngā Tini Whetū and allowed partners to cast their own aspirations into a more vast and robust space with planning for the next year and beyond.

Takapūwāhia Marae and Te Rauparaha Arena in Porirua, were the venues for the two-day, National Iwi Chairs Forum, where a number of whakaaro were presented as conversation points including the Māori Health Authority. Te Rūnanga o Toa Rangatira hosted the event for the second time, which also allowed for an intimate expo to take place concurrently, showcasing the services and mahi being done by Māori in the greater Wellington region. TRA, Ora Toa and Whānau Whanake were just some of the exhibitions presented to promote the services that are available in the region.

As part of Whānau Whanake workforce development, a conscious effort was made toward acknowledging, utilising and

growing the strengths of whānau. In order to do this, it was identified that Kaimahi needed an understanding of their own strengths as a base for empowering growth. To support the strength-based focus, Whānau Whanake engaged in the Gallup, CliftonStrengths training to identify the strengths of Kaimahi and efficiently employ these principles with whānau engagement. The next step for Whānau Whanake is to revolutionise these learnings by contextualising the received content base for te ao Māori. Work has begun on researching avenues for this approach with the aim that the Collective’s adaptation of the content can become a continued training resource that is fit for purpose.

A significant amount of mahi was put into preparing for the Prime Minister’s visit to showcase Ngā Tini Whetū at Takapūwāhia Marae. Unfortunately, due to unforeseen circumstances, the visit was unable to go ahead. The upshot to this is that an exceptional representation of Whānau Whanake and their impression of Ngā Tini Whetū was created on video to capture the philosophy behind the approach in Te Upoko-o-te-Ika. A link to this can be seen here <https://www.whānauwhanake.nz/> with the video situated under Whānau Stories.



## WHĀNAU ORA COMMISSIONING PROGRAMMES

### KAIĀRAHI

With winter being upon us, the cold weather and associated factors have caused challenges in maintaining whānau engagement. While Kaiārahi are mobile in their approach, the difficulties created with illness, transport, housing and the like, create barriers to engagement – particularly in low-socioeconomic areas with minimal resourcing support.

In the Wairarapa, public transport is a valid problem which has been a factor in increased truancy in both mainstream and alternative education providers. Kaiārahi have been assisting whānau to ensure rangatahi don’t miss out because of easily resolvable issues.

Across the Whānau Whanake Collective, Kaiārahi from Tākiri Mai te Ata, Te Ātiawa and Kahungunu travelled to Rotorua to graduate from the Whānau Ora Diploma programme. There are 12 graduates in total across the Collective and kōrero regarding the learnings from the course held it in incredibly high esteem. One Kaiārahi spoke of her ability to attain a tohu that gives her mahi credibility and reinforces the kaupapa she has worked with for years.



## WHĀNAU DIRECT

Whānau Direct proved successful once again, with all partners supporting whānau in 'Moments that Matter' to break down immediate barriers to success. All partners utilised the majority of their fund with minimal amounts being rolled into Whānau Direct for the 2021/22 Financial Year.

## COLLECTIVE IMPACT

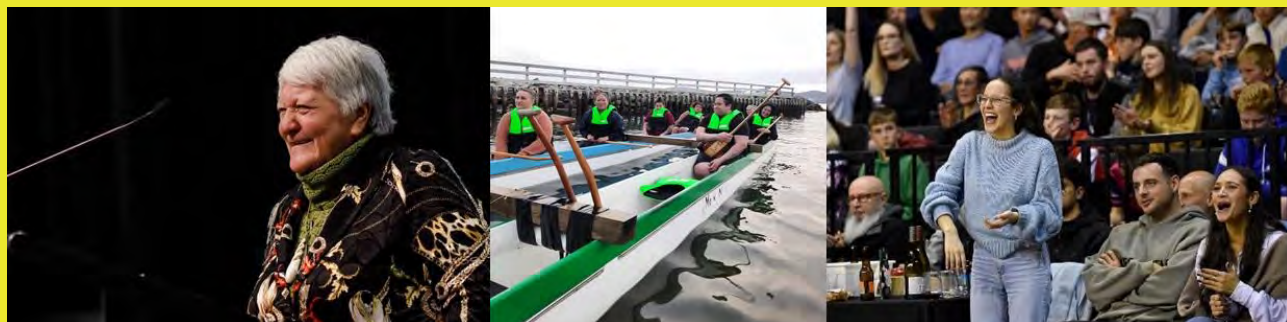
### *Te Rūnanga o Toa Rangatira*

From a WOCA perspective, it was found that Toa Rangatira had been working to and reporting on Te Ara Pae since the beginning of the 2020/21 financial year. This provided extended understanding into challenges around Collective Impact close outs and a breakdown in communication between WOCA and Whānau Whanake.

Te Ara Pae has been making noteworthy progress in their attempts to rectify the damage done to employment of our whānau as a fallout of COVID-19. Alongside comprehensive pastoral care, whānau have been successfully gaining employment, education and/or further training, together with the highlighting of a connection to Ngāti Toa and the affiliation enrolled whānau have to their iwi in most cases.

## WHAIORA

This quarter, work has been done to ensure the success of Whānau Ora and further development was required to ensure its viability. The Logic Model and Outcomes Matrix for the Collective Impact initiative were refined, with the cohort being identified as kaumātua requiring support with maintaining healthy homes and the subsequent health impacts related to this need. Due to a lack of personal resources, it was decided that the emphasis would be placed on the healthy homes component initially, with added outcomes regarding mobile nursing and support groups coming as resourcing increases. Whānau are now receiving support with heating, roofing, advocacy and tenancy discussions, with future endeavours to include smoke alarms, once Whaiora have managed to navigate a pathway with landlords.



## INNOVATION

### *Kahungunu Family Services*

Kahungunu Family Services have made substantial progress through Q4 with their Tāhuhu Oranga programme and the launch of Waka Ora: a mobile outreach service driving health services in the community through education, promotion and clinical services.

A pilot holiday programme to support tamariki, utilising community resources during a vulnerable time for whānau receiving low income, is a new initiative being rolled out in July after design work was completed during this quarter.

A launch event was held at Wharewaka ki Pōneke for Tāhuhu Oranga to officially open the programme and promote the outcome potential of the programme. Below is a link to the promotional material designed in parallel with the official launch. <https://youtu.be/faf3zVbaV4I>

### *Te Roopū Awhina – Te Rōpū Āwhina*

In Q4, Whānau Whakapakari has evolved into the empowering, innovative programme that the comprehensive planning ensured it would be. Whānau are engaging in ePakihi and eMahi to pursue financial stability, job satisfaction and achieve occupational aspirations with the assistance of business experts. The application of the skills and knowledge fostered on these programmes is a component that drives whānau toward feasible success. An example of this is TRA contracting an exceptional recent graduate from the first intake of ePakihi for videography services. Due to a recent health event, mahi was hard to come by. With the support of ePakihi, this talented individual was able to showcase his ability to the point where TRA saw benefit in contracting his services for suitable occasions.

Findings from the Whānau Whanake summit have instigated research by Te Roopū Awhina to support an eRangatahi component to Whānau Whakapakari. This will provide a platform for young Māori leaders to nurture their aspirations toward leadership in their communities.

## TANE'S STORY

Tane is motivated and actively engaged with Ngā Tini Whetū. He is a single Dad with two young children aged five and eight. He is involved in school activities, making connections to whānau and recreational projects.

Tane is in regular contact with his GP, hospital specialists and a paediatrician. His partner Bex is on the waiting list for surgery as she struggles with some health issues and sometimes this can be overwhelming for them both.

Bex is also engaged with skylight counselling support and is now able to continue this support by visits and online conferencing. The whānau visit to their marae down south was a huge success for the whānau as Tane was able to connect the children to their whānau, whenua and marae.

Whānau are looking at visiting the East Coast for his paternal whakapapa. Good progress through the engagements with services and whānau, hapū and iwi relations.

***Tane - "I am looking forward to strengthening my connections to my iwi on both sides to empower my children".***





Ngā Tini Whetū



INTRODUCTION

The Whānau Ora Commissioning Agency (WOCA) is establishing a two-year pilot for Ngā Tini Whetū to build a new Kaupapa Māori ‘commissioning for outcomes’ model. It is moving away from deficit thinking, towards a culturally based, whānau-centred, strengths-based approach to wellbeing that ensures our whānau have mana.

It is focusing on whānau as a whole and allowing them to determine their goals and aspirations, and championing positive outcomes for their whānau and the communities they live in, across Te Ika-a-Māui.

Ngā Tini Whetū in year one was planned out over three phases:

**Phase 1: Socialisation, Design and Recruitment Quarter Two;** Sep 2020 – Dec 2021

**Phase 2: Whānau Onboarding, Assessment and Planning Quarter Three;** Jan 2021 – Mar 2021

**Phase 3: Whānau Support Quarter Four;** Apr 2021 – Jun 2021

Ngā Tini Whetū in year two is in a delivery phase which includes:

Commence delivery and implementation of programmes for 800 whānau; Jul 2021 – Sep 2021

Workforce Development and Support of Kaimahi and Partners across Te Ika-a-Māui; Jul 2021 – Jun 2022

Insights Programme and Reporting Te Au Māori kaupapa framework and tools finalised Jan 2022 – Mar 2022

Project Closure and Evaluation of Ngā Tini Whetū project across partners, Kaimahi, and Whānau Ora Commissioning Agency; Apr 2022 – June 2022

While the 2020/21 year continued to present numerous challenges in defending our communities against COVID-19, we are able to report that notwithstanding, all deliverables for this project were achieved. WOCA acknowledges the commitment and work of our Te Ika-a-Māui network who continue to support and build on the strengths and assets of whānau and communities.

We acknowledge Te Puni Kōkiri, Oranga Tamariki and ACC, our funding partners, who have taken a significant step in being a public sector flagship for prototyping a new investment and public sector business model. An emerging public sector model designed to achieve outcomes for Māori that has at the heart integrated funding across government agencies.

Funding by our three government agencies – Te Puni Kōkiri, Oranga Tamariki and ACC – is a joint two-year investment to contribute to outcomes for whānau through the Government Māori Population policy – Whānau Ora. We also acknowledge the role of Te Puni Kōkiri who are the Funding Lead for managing this pilot – a role that continues to be defined as to how to work across government agencies to ensure an integrated approach to reporting against outcomes.





NGĀ TINĪ WHETŪ

Whānau Ora Commissioning Agency acknowledges its own journey on Ngā Tini Whetū re-navigating our direction, based on the insights and learnings captured along the way. The journey requiring a paradigm shift in order to operationalise away from a fragmented system towards a new high trust model required for a commissioning for outcomes approach.

Some of the key learnings were:

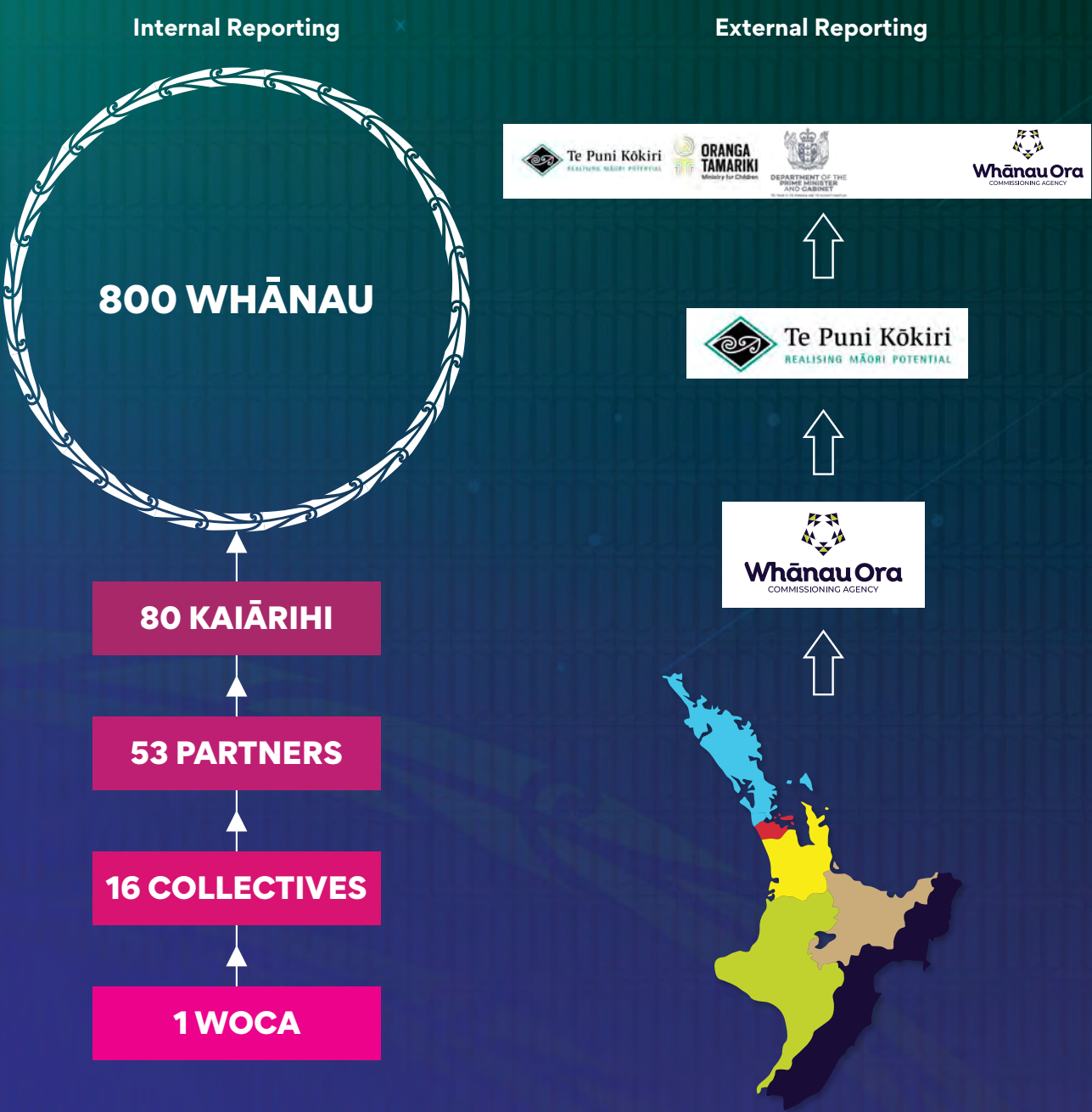
- 36. To build a culture around effective monitoring, evaluation and learning practices internally, enabling understanding of Ngā Tini Whetū with partners and whānau as Ngā Tini Whetū is rolled out.
- 37. Shared learnings into the public services commission and to identify what is needed to develop targeted support for agencies to embed collaborative ways of working.
- 38. Build collective understanding of how this prototype will be rolled out at a local level including roles and responsibilities of the Programme Managers and Kaiārahi.
- 39. Prioritise discussions between agencies about what delivery will look like at a local level and opportunities for collaboration.

There were many notable achievements and learnings in year one, some of these were:

- » Funding for Ngā Tini Whetū approval and funding in December 2020 delayed project start and recruitment of all Kaimahi, requiring higher levels of backbone support for partners to initiate the project and gain momentum during the remaining two quarters.
- » Logic model capability developed with support of Whānau Ora Commissioning Agency backbone and slowly manifested into Te Hīnāture model, a te ao Māori designed framework for Whānau Ora commissioning for outcomes approach.
- » Regional hui held in Auckland and Palmerston North provided the environment for partners to connect, engage and share their whānau journeys so far, providing motivation and their own view on where they would like to see reporting move to in the future.
- » Prime Minister Jacinda Ardern visiting was a success and fast-tracked our baseline reporting requirements for our Quarter Four report and future reporting process.
- » A reporting pathway emerged, providing clearer lines of responsibility and accountability where whānau stories are closer to the source of truth, told their way, and in a format of their own choosing. This refined internal reporting process for Quarter Four is still supported by Whānau Ora Commissioning Agency backbone with a capability development lens, hand-held approach where:
  - Whānau work with Kaiārahi to assess, identify, plan and guide their journey of change and progress towards aspirational outcomes identified by whānau for whānau.
  - Kaiārahi report engagement with whānau, assessments and planned outcomes are identified and achieved. They also add their own mahi and achievements and report up to partner level.
  - Partners collate information from Kaiārahi, adding their own mahi and achievements, along with any whānau insights observed over the quarter up to collective level.
  - Collectives collate information received from partners within their collective, review and assess against performance indicators and outcomes, and provide collective level insight reporting up to Whānau Ora Commissioning Agency.
  - Whānau Ora Commissioning Agency repeats this internal reporting process with information received from Collectives, reviews and assesses against their own performance indicators and outcomes, accumulates its own insights observed across the sixteen Collectives and six rohe and provides a final report externally to Te Puni Kōkiri.

External reporting filters across from Te Puni Kōkiri to Oranga Tamariki and ACC, eventually reporting up to the Department of Prime Minister and their Cabinet.

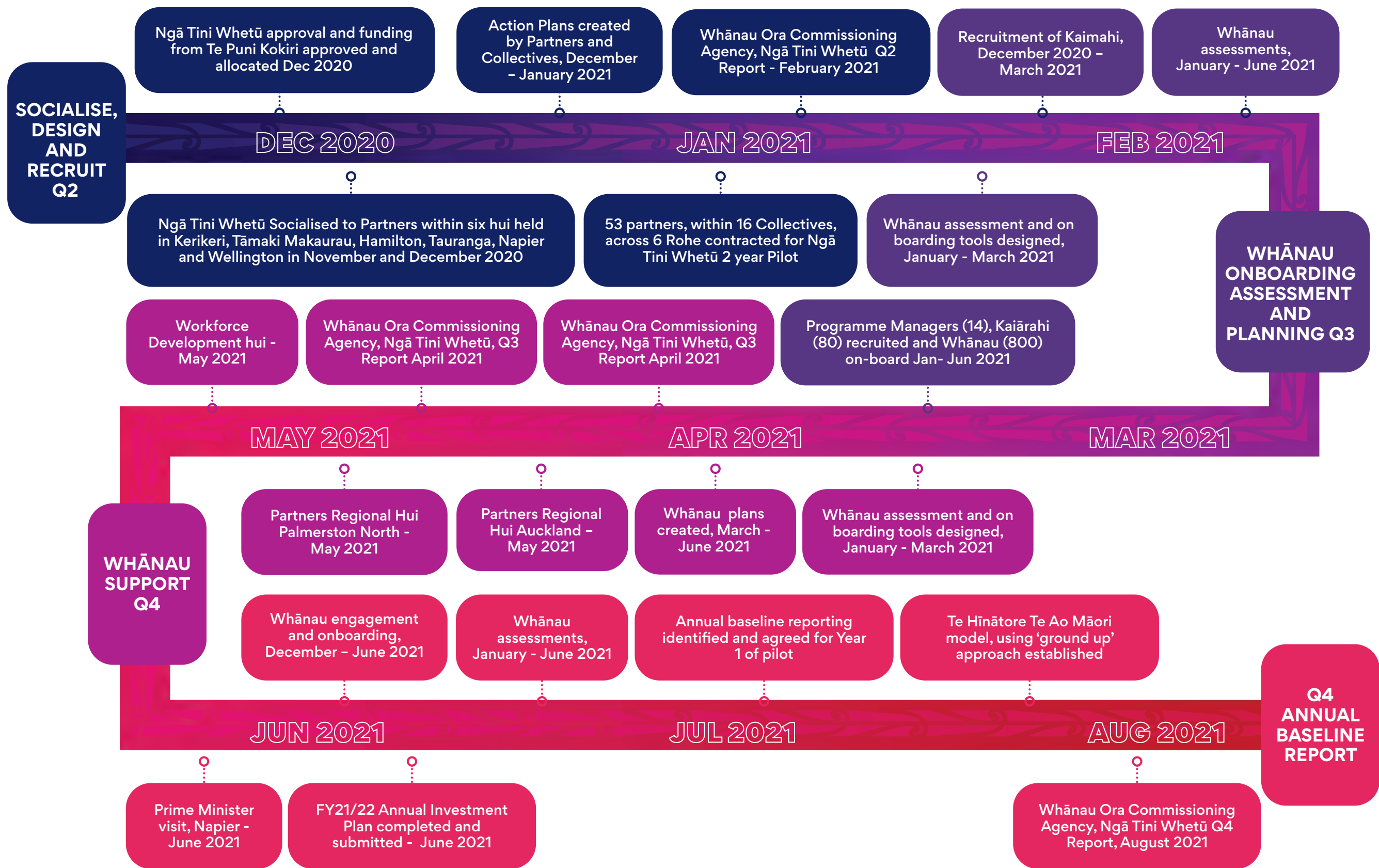
Image on Report Two: Appendix One – page 10



Our internal reporting processes continue to mature and evolve as we embrace our journey of Ngā Tini Whetū into year two of our pilot.



YEAR ONE HAS SEEN MANY NOTABLE ENGAGEMENT ACTIVITIES, ACHIEVEMENTS, CHALLENGES AND LEARNINGS ALONG THE WAY.



Timeline, Engagement and Achievements information can be found Report Two: Part One: – page 3



## NGĀ TINĪ WHETŪ

### Highlights and Achievements in Year 1:

- A. The development of Ngā Tini Whetū Kaupapa Māori models for reporting: Te Hīnātore framework – Whāia Te Ara Whetū baseline – Te Ara o Hiwa engagement framework.
- B. The development of the Ngā Tini Whetū research framework.
- C. The design of the Ngā Tini Whetū logic model framework.
- D. The development of the Ngā Tini Whetū Kaupapa Māori logic model.
- E. The development of a new aspirational category – Tini Whetū Ki Te Rangi that is integrated into the Ngā Tini Whetū Logic Model.
- F. The application of the WOCA ground-up approach to inform the WOCA Ngā Tini Whetū logic model.
- G. The Prime Minister’s Ngā Tini Whetū Visit to Takitimu Ora Collective and production of the first Ngā Tini Whetū Publication – Ngā Tini Whetū Takitimu Ora.
- H. The development of a comprehensive Ngā Tini Whetū reporting pathway informed by whānau, partners, Collectives and WOCA.
- I. The completion of innovative reporting by partners, Collectives and WOCA that includes visual, digital, narrative and data infographic reporting.
- J. Undertaking Te Ika-a-Māui wide Ngā Tini Whetū hui for all Collectives and their partners.
- K. Completing the 2021/22 Workforce Development plan that includes 16 bespoke collective workforce plans in addition to the overall Te Ika-a-Māui workforce plan.



## APPROACH TO ASSESSMENT AND PLANNING

Successfully achieving Year One of the pilot given:

- Pilot funding was secured in December of the 2020/21 year which gave seven months to complete the 12-month work programme, and
- The competing priorities for Collectives and partners to continue to manage COVID testing centres and establish and rollout vaccination centres for their communities.

### Approach to Assessment and Planning

As part of the key deliverables in year one Quarter Three, Whānau Ora Commissioning Agency (WOCA) have identified a number of whānau assessment and planning tools.

The Whānau Ora approach allows Ngā Tini Whetū partners and Collectives to design new and refine existing regional and local solutions to engage whānau. Assessment and planning tools have also been co-designed and developed based on Whānau Ora principles, in a range of contexts, and with a diverse range of whānau. This is in contrast to mainstream models of delivery which privilege the voices of ‘experts’ and ‘professionals’, focus on the individual in isolation from their whānau, communities and social and cultural context, and emphasise the assessment of individual pathology and deficits. This mainstream framework does not work for Māori!

For example, Ngā Tini Whetū partners built into their assessment tools their local taiao and the kōrero surrounding it. Tui Ora used Taranaki, Te Oranganui used Whanganui, Te Pae Herenga o Tāmaki used Rangitoto, Ngā Waihua o Paerangi used Ruapehu, the Eastern Bay of Plenty Collective used Whakaari White Island. Ongoing wānanga across local and regional providers and Collectives supported the sharing of mātauranga Māori-based ideas and innovations.

Partners have also developed innovative and creative ways to gather and generate insights around whānau needs and aspirations. A prominent feature ‘across partners’ is the grounding of assessment processes in mātauranga and te ao Māori concepts and processes, including Māori health and wellbeing models (eg Te Whare Tapa Whā). For example, Taranaki based, Tui Ora refined one of their existing approaches to whānau assessment. A mixture of social media, one-to-one and community engagement was used in the initial socialisation phase. Ngā Tini Whetū Kaiārahi leveraged their networks in Māori hot spots to socialise their initiative. Following this, three information events were held in key locations to further socialise the initiative and to seek expressions of interest from whānau to join the kaupapa. The expression of interest (EOI) form also doubled as their assessment tool. Ninety whānau attended the three information events, 37 EOIs were submitted by whānau and 30 whānau were given the opportunity to join the kaupapa. The seven whānau that did not join the kaupapa were offered other support within Tui Ora and held in a reserve in the event that a place on the kaupapa became available.

The use of wānanga has also been identified as effective in clarifying whānau needs and aspirations, uncovering valuable insights and information, and capturing whānau dreams and plans in an innovative and creative way. Discussion and conversations with whānau are also strength-based, positive, hopeful, and pulls toward an aspirational place that lifts the mana of the whānau. Also inherent in the wānanga process is the sharing of mātauranga Māori including whakapapa, tikanga, kawa, karakia and te reo. The deep and profound insights gained through this process ensures whānau are provided with a comprehensive package of care. A ‘whakawhanaungatanga’ or induction (rather than a referral) process that supports a relationship of trust, and contributes to ongoing whānau support for healing, recovery, wellbeing, and support for tamariki is also guiding partner engagement. Another example is a tool that Whanganui have developed which frames the whānau journey within the metaphor of an ‘awa’ and is symbolic of a progression of whānau from a place of languishing to flourishing. The tool also creates opportunities for dialogue and debate around where whānau see themselves on the journey, and what they might need moving forward.

Key principles include:

- WOCA are focused on the dreams of our people
- WOCA are invested in the growth of our people

Key tenets of the model include:

1. Te Whakamōhiotanga – knowing and being able to identify the whānau who need support
2. Hui Tahī – one-on-one hui with whānau aimed at promoting whānau growth and enabling whānau to dream
3. Te Tīmatanga – whānau begin their journey to flourishing
4. Kaiārahitanga – Navigators are invited by whānau to join them in their journey
5. Wānanga Tini Whētū – whānau create aspirational pathways to their dreams and goals
6. Hāpai i te Kaupapa – whānau are change agents and leaders

WOCA will continue to refine the model based on feedback from partners.



## MEASURING WHAT MATTERS

### Reporting on Whānau Progress

In looking to measure what matters most for whānau, WOCA developed a four-part reporting framework for Ngā Tini Whetū. A framework that enables Te Puni Kōkiri to receive progress reports towards achieving whānau outcomes given that reporting against achieving outcomes is reliant upon behaviour change which takes longer to evidence and we can expect to see in the latter part of the 2021/22 year.

The reporting framework goes further to report on the enduring change that whānau undertake. Enduring change is part of the overall Whānau Ora systemic to ensure outcomes whānau achieve are long lasting. The fourth and final component of the framework is to baseline whānau against the criteria Oranga Tamariki (OT) and ACC have identified for the pilot and then measure progress against the OT and ACC baseline at the end of the pilot.

The four-part framework is summarised as follows:

- 1. Reporting Against Progress Towards Achieving Whānau Plan Goals Ngā Tini Whetū Milestone Framework** – reporting against whānau progression towards their identified goals in their whānau plans. Refer to Report Two, Part Two, Appendix Three for further detail.
- 2. Reporting Against Outcomes Ngā Hua o Ngā Tini Whetū** – reporting against outcomes whānau identify to achieve in their whānau plans. Refer to Report Two, Part Two, Appendix Four for further detail.
- 3. Reporting On Whānau Transformation Te Hīnātore** – reporting against the deeper transformational change evidenced by whānau. Refer to Appendix One 'Te Hīnātore Model' for the narrative on the development of the model.
- 4. Reporting On Funder Conditions Funder Baseline Reporting** – The 'Whāia Te Ara Whetū' framework was developed to report against OT and ACC conditions for the pilot. The narrative on the framework is attached as Appendix Two 'Funder Baseline Reporting Model'.

### THE CASE FOR CHANGE

To report against whānau progress, the total case for change must identify the spectrum of enablers of change for Ngā Tini Whetū – the spectrum being from inputs through to impact. It is within this context that WOCA developed a Kaupapa Māori logic

model framework that informed the development of the Ngā Tini Whetū logic model – Te Kāhui o Matariki.

Two significant inputs identified in Te Kāhui o Matariki are Te Kete Oranga and Programme Managers. Te Kete Oranga is the financial package that supports whānau and aligns to their whānau plans. Appendix Four provides the assumptions underpinning Te Kete Oranga. Appendix Five provides the assumptions underpinning the Programme Manager role.

### REPORTING WĀNANGA

Reporting wānanga which were about working collaboratively to prepare reporting frameworks at a partner and collective level. Wānanga for reporting also occurred at a Te Ika-a-Māui, North Island-wide level.

The month of June saw Ngā Tini Whetū partners commence delivery of their Ngā Tini Whetū kaupapa. Takitimu Ora, the Whānau Ora Collective in Hawkes Bay were honoured with a visit by the Prime Minister that saw them share and discuss their progress with Whānau Ora partners.

### OTHER ACCOUNTABILITY MECHANISMS

Social media is an emerging platform for also evidencing progress with Ngā Tini Whetū. Quarter Four sees Collectives begin to share updates on their own platforms as well as WOCA utilising its Facebook and Twitter platforms. Appendix Nine refers to the social media coverage for Quarter Four.

WOCA is also a member of the Inter-Agency Governance Group that meets to share and discuss progress of Ngā Tini Whetū. Membership includes Te Puni Kōkiri, Oranga Tamariki and ACC. The governance group acknowledges that while Ngā Tini Whetū is about outcomes for whānau based on the change that matters most for whānau, it's also about informing public sector system change that meets the challenges confronting Māori. This forms the framework for discussions by the governance group who continue to use this as a framework to inform discussions and decisions as insights emerge during the rollout of the pilot. Appendix Ten provides an update on WOCA's attendance at these meetings.

## WHĀNAU ORA COMMISSIONING AGENCY

### Consolidated Reporting

The Year One pilot of Ngā Tini Whetū has provided a tremendous opportunity for Whānau Ora Commissioning Agency (WOCA) to revisit and strengthen its approach to reporting that uses a 'ground up' approach, shares the whānau journey in an engaging way, and leads to actionable insights.

This process required WOCA to take a step back, continue to work alongside our partners, with good lines of communication and support to understand the challenges and opportunities being faced and the ability to respond accordingly. This approach is also based on the assumption that this is a pilot and the high trust relationship that WOCA has built with Te Puni Kōkiri allows for an 'environment' where WOCA and their partners can test innovative approaches and ideas.

Included as part of this new approach to reporting has been the development of the data and narrative infographic summary. WOCA has multiple data streams, which has led to rich data sets. It was important to be able to bring all this information together in a compelling and 'digestible' way, both in terms of using imagery to highlight, explain, and enhance key data insights, and in providing insights that can be used to inform our strategic direction over the coming months.

Ngā Tini Whetū WOCA partners are offering a range of supports and solutions, based and tailored to the needs and realities of the whānau they serve. At the collective level, resources, passions and skills are being shared across partners to either fill gaps or reduce duplication. At the whānau level, this means partners are able to offer whānau a comprehensive package of support without the need to engage with multiple agencies.

One of the key areas of focus across the majority of partners has been in addressing the social determinants of health and wellbeing (eg, employment, budgeting, education, health, housing). However, Whānau Ora brings an aspirational lens, for example, getting whānau into 'careers' rather than 'jobs'. This may mean either supporting whānau in applying for promotions or putting together a career pathway plan and goals to support career development.

Another key tenet of Whānau Ora is supporting whānau to be more self-managing and determining, which includes supporting whānau to start their own business, entrepreneurship and leadership development. This also led to wider discussions across the WOCA workstream teams about the development of an overall model, framework and set of principles for understanding and supporting whānau needs and aspirations from a Māori world view.

Meaningful engagement with whānau and establishing provider partnerships is central to a whānau-centred approach where through partnership whānau can be empowered to determine their own life outcomes and achieve rangatiratanga (self-determination, governance, autonomy, and independence). For example, engaging kanohi ki te kanohi (face to face) is seen by partners as central to forming meaningful and respectful relationships (ie, whanaungatanga, karakia, wānanga, whakapapa) with whānau.

Partner approaches to engagement are also flexible to account for each whānau situation and circumstance. For example, partners have adopted flexible methods of engaging with whānau, including Zoom, social media, and in the case of Whānau Whanake, offering an online platform via their website for engagement with rangatahi and whānau (ie, eMahi, ePakihi, eRangatahi). As well, alongside being suitably qualified, Kaīmahi are expected to demonstrate and display key 'qualities' seen as essential for effective whānau engagement, including 'aroha ki te tangata', whakamana and manaakitanga. This way of working is also supported through partners having deep networks and a track record in their communities.

Te ao Māori and mātauranga Māori is recognised and promoted by partners as an important source of wellbeing for whānau. This approach also acknowledges the link between culture and wellbeing. For example, a number of partners use wānanga as a way to unpack whānau stories, experiences and trauma as well as providing a space for whānau to reflect, meditate, find balance and heal. Wānanga also helps to strengthen whānau and their connection to te reo, tikanga, whakapapa, pepeha. Ngā Tini Whetū WOCA partners also bring their own understanding of wellbeing based in their own hapū/iwi knowledge and practices.

Other partner offerings

The development of the WOCA logic model, Te Kāhui o Matariki, is a key deliverable in the Ngā Tini Whetū 2020/21 action plan. The logic model being part of formulating the thinking that underpins the Ngā Tini Whetū pilots. The logic model is informed by 16 Whānau Ora collective logic models. The collective logic models are informed by their respective Whānau Ora Partners who have Ngā Tini Whetū. The logic model also aligns to the kaupapa of Ngā Tini Whetū – a model based on Māori celestial concepts. A model that has at the heart a circular system of interconnecting logic model elements rather than a traditional linear approach.



# NGĀ TINI WHETŪ TE KĀHUI O MATARIKI

**Ngā Tini Whetū**  
*Multiple Stars That Light Up The Sky*



## PŌHUTUKAWA - REFLECTION

When we reflect on those who have gone, this reminds us its time for our own reflection. A time to reflect on our wellbeing. Within Ngā Tini Whetū, reflection is about understanding where we are at on our journey of Mauri Noho to Mauri Oho. Reflecting on the journey is the first step towards Ngā Tini Whetū.



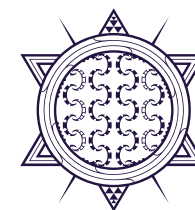
## WAITĪ - INPUTS

The food-basket from which we support and invest into our whānau. Symbolised by the inputs of Ngā Tini Whetū; Kaimahi, Partners, Collectives and the Te Kete Oranga resource. Supporting kaimahi, partners, collectives and the management of Te Kete Oranga is the Whānau Ora Commissioning backbone teams – Data & Performance, Research, Operations, Relationship Management, Insights and Workforce Development – resources to support for our Whānau Ora partners & collectives.



## WAITĀ - PARTICIPANTS

The moana is likened to the ora, the ora that envelops our whānau. The different currents of the moana represent the different stages of our ora, moving from a state of Mauri Noho to Mauri Oho. Waitā therefore represents those we support, the 800 whānau enrolled in this pilot across Te Ika-a-Māui. Our whānau are on different stages of their wellbeing journey. Their wellbeing journey is represented by the four dimensional framework (Te Hīnātore) which discusses the emergence of whānau with mana through the duration of this pilot



## WAIPUNA-Ā-RANGI - WHĀNAU ORA PRACTICE

The Whānau Ora practice model within which whānau, partners and collectives operate is symbolised by the rains from which the lands are nourished and our people grow and flourish. Whānau Ora practice is uniquely Māori and grounded on a Māori world view. Tikanga and Kawa guide our practice ensuring we respect differences and act appropriately within context. Whānau Ora operate in accordance to best practice models of care. We practice strengths based and whānau centred approaches ensuring in all we do; its tika, pono and with aroha.



## TUPUĀNUKU - ACTIVITIES LED BY KAIĀRAHI

Mahi Tahi are the activities and engagements between whānau and Kaiārahi. Kaiārahi and Whānau Ora partners play an important role collaborating, planning, guiding and empowering whānau to pursue their aspirations. There is dual commitment and responsibility towards making it work best for whānau. We liken this to supporting our whānau from the ground up. Kaiārahi support whānau to plant tipu (goals and aspirations) and nurture them to grow, ready for whānau to harvest (achievement of outcomes).



## TUPUĀRANGI - ACTIVITIES LED BY WHĀNAU

Mahi-ā-Whānau are activities and engagements whānau choose to do, taking action to pursue their goals as set out in their whānau plans. The nine key aspirational areas, express the different types of activities and engagements whānau have an opportunity to access and pursue. Self-determining what and how they want to succeed. We associate this to growing and supporting our whānau where the sky is the limit, the fruits of their labour will be in abundance as indicated in their action to learn, change and grow.



## URURANGI - OUTPUTS

Within the Whānau Ora context the winds represent the winds of change. Which symbolise the outputs achieved as a result of the activities and mahi undertaken by whānau and Kaiārahi.

With a range of activities and engagements on offer for whānau to choose, 'choice' becomes a far more meaningful experience where changes in knowledge, attitude, behaviour, circumstance and situation, become a journey for whānau, being prime conditions for whānau to flourish.



## HIWA-I-TE-RANGI - OUTCOMES

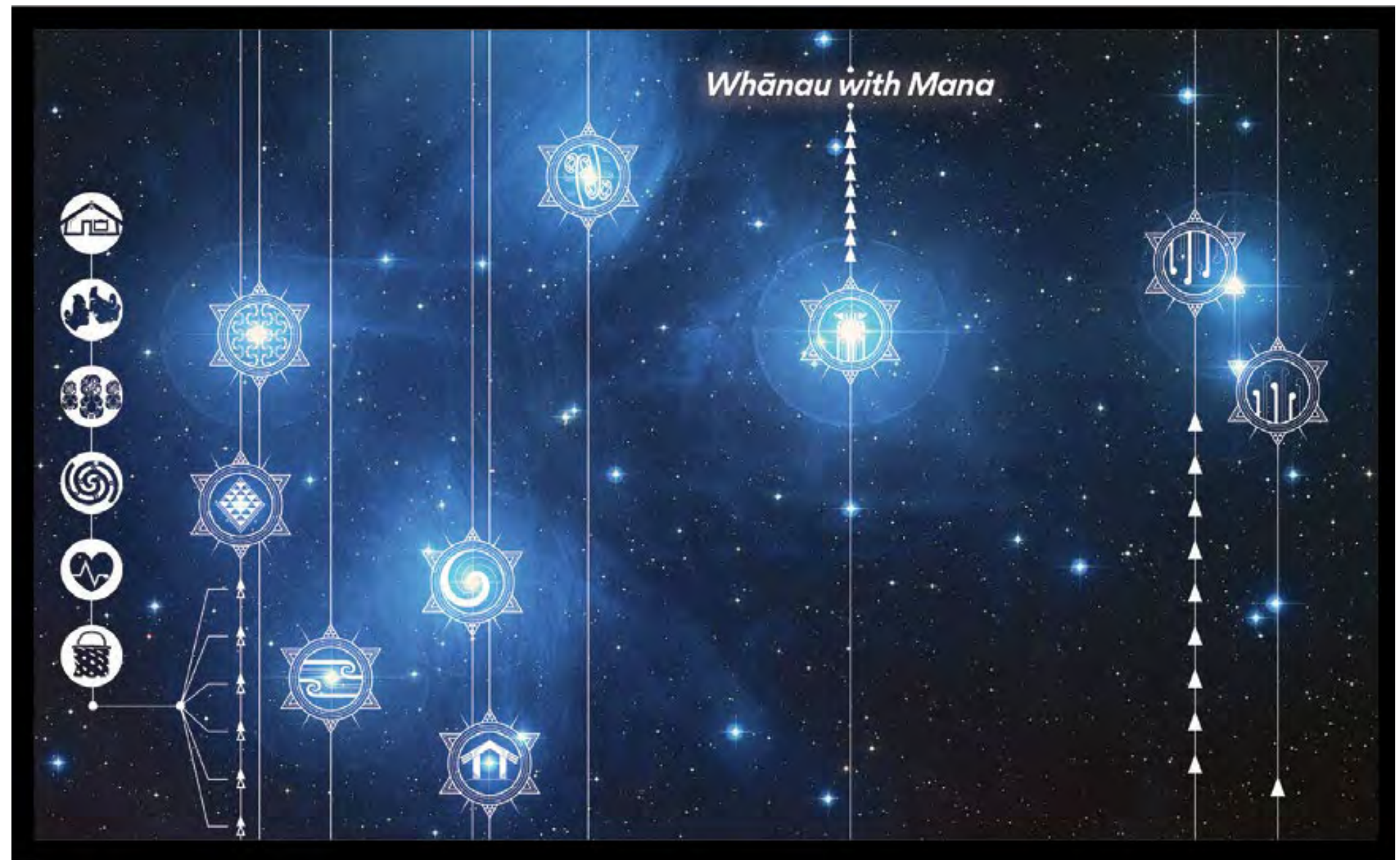
This is the star associated to granting our wishes and realising our aspirations. This is most relevant to outcomes. The six Whānau Ora outcome domains, represent a comprehensive response and mapping guide, to all and every type of outcome whānau wish to pursue:

- Whānau are knowledgeable and well informed
- Whānau are healthy
- Whānau actively participate in communities
- Whānau are engaged in Te Ao Māori
- Whānau enjoy high standards of living
- Whānau relationships are rewarding and empowering



## MATARIKI - IMPACT

Signifies reflection, hope, our connection to the environment and the gathering of people. Matariki is also connected to the health and wellbeing of people. Matariki represents the ultimate impact. The effect of all elements weaving together that influence the experiences and success our whānau will have. Whānau become the multiple stars that light up the sky, examples of excellence evidenced by their accomplishments in personal, whānau and generational change. Ngā Tini Whetū is the life changing impact for all whānau transformed – the outward expression of Whānau with Mana!





TE HĪNĀTORE REPORTING MODEL

Te Hīnāture: Whānau With Mana

Underpinning Ngā Tini Whetū is the exercise of forward planning so that future generations might start life in a favourable position, and the positive influence of the whānau will be felt beyond the whānau itself. Whānau with mana is the focus. In keeping with the celestial theme, we have called this phase of whānau achievement ‘Te Hīnāture’ – illuminated beams that bring light to the journey.

Ngā Whetū o te Mangōroa – faint stars in the distant milky way

Resolving crisis, developing stability, planning for future whānau futures

Ngā Kāpehu Whetū - navigating by the stars

Relationships, intergenerational bonds, networks, knowledge & learning, Te Ao Māori, facing new challenges, mentoring, a futures focus

Ngā Whetū Tiramarama – glimmers of light from the stars

Passion, resilience, aspirational planning, adaptability, innovation

Ngā Tini Whetū – stars that light up the sky

Leadership, knowledge, health & wellness, economic security, Tikanga Māori

NGĀ WHETŪ O TE MANGŌROA –

Some pre-conditions for whānau with mana

The journey to realising potential and asserting mana necessarily involves whānau establishing an equilibrium that allows for forward thinking, active planning, the application of knowledge and skills and influential impact.

When whānau are in crisis, energies and emotions are entirely focused on resolving the predicament. When crises recur so that whānau life becomes a series of never-ending crises, planning for the future, even the near future, is impossible.

But while all whānau experience crises, the ability to deal effectively with them, or to prevent them from recurring, suggests of a level of stability that allows for more positive action. Whānau stability is about having increased opportunities to explore options for wellness and to engage with others, including helping agencies, in order to strengthen whānau capabilities.

Moreover, once stability has been achieved, it becomes possible to think more seriously about the future and to actively develop a whānau plan. Whānau aspirations can now be considered from a position of strength with a realistic focus that takes into account the collective energies and the combined ambitions of all whānau members.

Resolving crises, developing stability, and then planning for whānau futures are all necessary precursors for realising mana.

OUTCOMES REPORTING MODEL

The Whānau Ora Commissioning Agency Outcomes Framework is guided by this mission statement. The outcomes framework allows for whānau, partners, and Whānau Ora Commissioning Agency to agree on activities that correlate with desired outcomes, justify expenditure, and lead to sustainable benefits for whānau.

Traditional outcome frameworks present outcomes as the result of activity control (pre-determined) by the agency, organisation or group funded. Whānau Ora Commissioning Agency takes an opposite approach where the control and responsibility is placed with our whānau and partners, allowing for greater collective impact and innovation to emerge. Kaiārahi and partner organisations have a unique skillset where they can advocate and support whānau, through best practice models of care, to influence and motivate whānau with purposeful support that assists in the realisation of selected outcomes.

Partners have the flexibility and opportunity to report outcomes by a range of mechanisms:

- Quantitative data collection tools and approaches, systemised and analysed to report quantitative data directly against key indicators of outcome success.
- Qualitative data collection tools and approaches, whānau voice and stories, Kaiārahi observations and narratives. Thematic analysis and deeper insights aligned to the outcomes of whānau or cohorts of whānau (similar characteristics, needs and outcomes).

Whānau Ora Commissioning Agency Milestone Indicator Framework, progress measurement to outcomes achievement per whānau goal.

Whānau Ora Commissioning Agency transformational journey of change (Te Hīnāture), shifts across a continuum upon whānau reflection and progress.

Whānau Ora Commissioning Agency outcomes framework allows for this reporting approach due to its alignment to the six Whānau Ora domains.

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**NGĀ TINI WHETŪ OVERALL MEASUREMENT PROGRAMME**

Ngā Tini Whetū pilot, during Year 1, has strengthened a meaningful approach on reporting on the whānau journey of change and led to the Whānau Ora Commissioning Agency to navigate telling the story that makes sense to whānau, but is also able to show the shift of change.

Our learnings use a ‘ground up’ reporting approach that has highlighted the need to provide appropriate time, creative space and support that our whānau need to build trust, believe in their aspirations, how to plan them, and determine the best way to tell their stories of transformation to partners, Collectives and Whānau Ora Commissioning Agency. This authentic process enables our whānau, partner and collective stories to be held with mana and integrity.

This process involved the Whānau Ora Commissioning Agency backbone support to collate, interpret and author the data and insights into a report for our funders at Te Puni Kōkiri.

We recognise the need to refine the process in order to surface whānau stories in a more authentic way and the enormity of the Quarter Four annual baseline reporting meant our internal reporting process had to evolve to meet this challenge.

As the pilot slowly matured and partners were identifying their own internal reporting capability needs with a stronger ‘voice’ on how whānau stories could be shared with Whānau Ora Commissioning Agency. This was firmly advocated at the two Ngā Tini Whetū regional hui held in Auckland and Palmerston North in May 2021.





# NGĀ TINI WHETŪ DATA SUMMARY

## OVERVIEW

- This is the baseline summary that consolidates Ngā Tini Whetū reporting across our Collective's.
- Comprehensive and ongoing support has been provided to our Whānau Ora Partners, ensuring rapid design and delivery of; logic models, assessment, measurement and planning tools, system configuration and reporting tools.
- All year one performance indicators for Ngā Tini Whetū have been met, as per the six targets outlined within this summary.

**16** Collectives  
**58** Partners  
**14** Programme Managers  
**80** Kaiārahi  
**308** Kaupapa

## WHĀNAU OUTCOMES



## TE HĪNĀTŌRE FRAMEWORK

Languishing to Flourishing Framework



		Target	Actual
<b>800</b>	Whānau Engaged	<b>100%</b>	<b>100%</b>
<b>767</b>	Whānau Assessed	<b>90%</b>	<b>96%</b>
<b>725</b>	Whānau Plans Developed	<b>80%</b>	<b>91%</b>
<b>230</b>	Whānau Achieved Outcomes	<b>20%</b>	<b>29%</b>

Whānau report that their Kaiārahi have identified and responded to their needs

**80%** **88%**

Whānau report a positive experience of engagement with their Kaiārahi

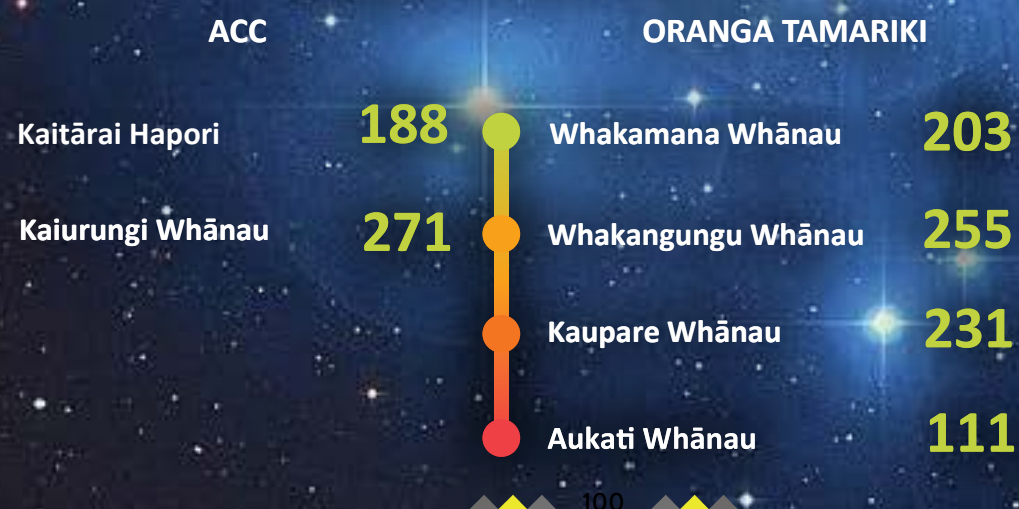
**80%** **89%**

**2,056** Individuals Engaged

Demographic breakdown of individuals:

<b>56%</b>	<b>97%</b>	<b>28%</b>
Female	Māori	0 - 9 years
<b>44%</b>	<b>2%</b>	<b>19%</b>
Male	Pasifika	10 - 17 years
	<b>1%</b>	<b>12%</b>
	NZ European	18 - 24 years
		<b>40%</b>
		25 - 64 years
		<b>1%</b>
		65+ years

## WHĀIA TE ARA WHETŪ



## TE KETE ORANGA INVESTMENT

	Planned Spend	Actual Spend	Actual Spend %
Shared investment	<b>\$3.96m</b>	<b>\$0.27k</b>	<b>1%</b>
Direct investment	<b>\$8.04m</b>	<b>\$0.37k</b>	<b>1%</b>

'Shared' - Shared resources purchased for utilisation across multiple Whānau



'Direct' - Unique resources purchased for utilisation by individual Whānau



## OVERVIEW

The A3 Whānau Ora Commissioning Agency (WOCA) consolidated narrative summarises the key highlights from collectives. The overwhelming theme being the confirmation of each partner, kaupapa, and their alignment with Ngā Tini Whetū (NTW). As a result the A3 focuses on mapping each kaupapa to the aspirational areas that inform the Logic Model. A focus on whānau, kaupapa design, workforce, a summary of collective insights are also highlighted.

## TINI WHETŪ KI TE RANGI – ASPIRATIONAL AREAS

Each collective has mature and connected community intelligence that shapes their response to a myriad of unique whānau needs; this is a bottom up - whānau, community and partner driven approach. Every collective has developed an extensive and diverse range of kaupapa that awhi whānau on their journey towards flourishing. Tini Whetū ki te Rangi captures nine groupings of key aspirational areas informed Te Ika-a-Māui Network. There were multiple unique and innovative approaches to how whānau want to pursue their aspirations and these 308 kaupapa encapsulate the essence of what whānau participating in NTW will achieve within the of Whānau Ora eco-system.

### **Te Reo, Tikanga, Toi**

The kaupapa that promotes and amplifies whānau pride in being Māori and fosters a Māori world view of living and being.

### **Whakapapa, Whenua**

The kaupapa that enables whānau to explore their past, present and future; fostering an enduring and profound whānau connection to Marae, Iwi, Hapū, Tūrangawaewae and Te Taiao (i.e. connection to maunga, awa, and waka).

### **Mana Motuhake**

The kaupapa that empowers whānau to live a positive lifestyle; growing capability and capacity to be leaders of self, whānau and community.

### **Whakapakari Whānau**

The kaupapa that facilitates whānau to be cohesive and confident in their capacity to provide solutions that strengthen the whānau unit now and for future generations.

### **Tūhono Tāngata**

The kaupapa that enhances whānau involvement in their communities; nurturing reciprocal and supportive relationships and encouraging whānau to be future change makers

### **Mauri Ora**

The kaupapa that builds the mauri of whānau and communities; promoting physical, mental, emotional and spiritual health that leads to individual, whānau, community and intergenerational wellbeing

### **Whakaruruhau**

The kaupapa that promotes and facilitates safe, sustainable and loving living environments, empowering whānau to access, maintain and enjoy affordable housing and living solutions.

### **Te Ara Mātauranga**

This kaupapa creates space to nurture whānau pathways to success; providing access to educational and training opportunities that contribute to individual and the collective growth of the whānau and community.

### **Whanake Umanga**

The kaupapa that develops employment, business and financial wellbeing; fostering economic agency and prosperity.

## INSIGHTS

• Ngā Tini Whetū Whānau Ora Commissioning Agency Partners within each collective are at differing stages. Partners have needed time and space to incubate and embed ideas, refine systems and processes, and build capability and capacity to deliver Ngā Tini Whetū. Accordingly, WOCA have been working closely with partners, where needed, to ensure they have the resources and supports they need including the development of a workforce strategy and plan that supports partner capability and capacity building.

• WOCA partners have had varying levels of success in terms of recruiting kaimahi for NTW. Factors such as rurality and an overall Māori workforce shortages have contributed to the difficulties that some partners have experienced finding kaimahi. Insights gained through partner reports and the WOCA Relationship Managers have provided WOCA with areas where resources can align to support partners with workforce issues.

• Te Kete Oranga is a direct investment that support the moemoeā of whānau. It is evident from reports that partners are still developing their processes and management of Te Kete Oranga, however, partners have indicated that having this resource available has enabled them to directly purchase resources or services for whānau where business as usual funding streams are exhausted or not available in a timely way.

• Meaningful engagement with whānau and establishing provider partnerships is central to a whānau-centred approach where through partnership interaction, whānau can be empowered to determine their own life outcomes and achieve rangatiratanga (self-determination, governance, autonomy, and independence). This 'way of working' is also supported through partners having deep networks and a 'track record' in their communities. Partners have also adopted flexible methods of engaging with whānau including, Zoom, social media, and in the case of Whānau Whanake, offering an online platform via their website for engagement with rangatahi and whānau (i.e. eMahi, ePakihi, eRangatahi).

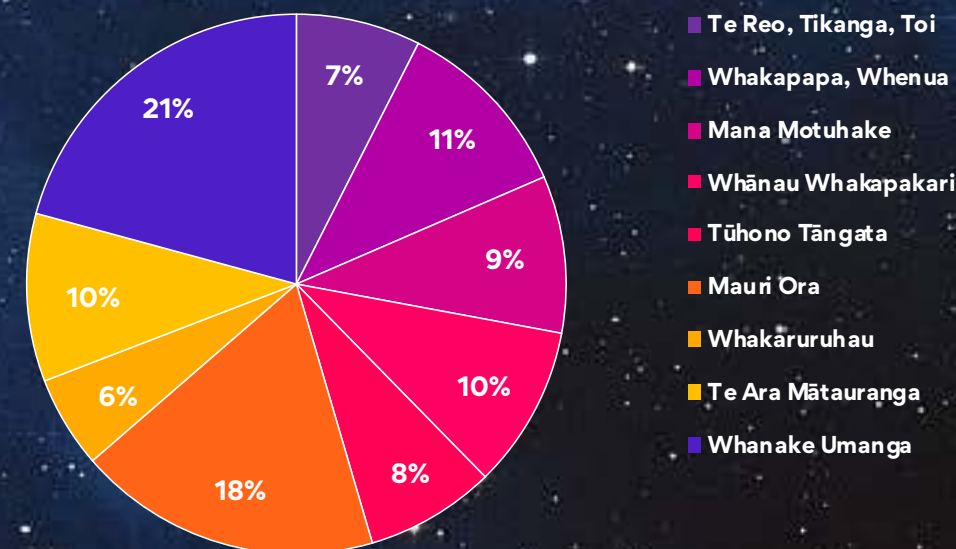
Over the next reporting period, the WOCA Insights work stream will look to track:

- o What have been the strengths and challenges of implementing TKO and how can rollout and implementation improve?
- o How does Te Kete Oranga support better outcomes for whānau?

## WHĀNAU CHARACTERISTICS

The following provides an understanding of some of the characteristics of whānau involved in the kaupapa across Te Ika-a-Māui:

Whānau are presenting with an array of challenges, for example, a deterioration of mental health, a problem with alcohol or other substances or physical health problems and other co-existing conditions that may cause whānau distress including financial hardship, inadequate housing, unemployment, housing, and social or cultural dislocation. Whānau caregivers may be experiencing distress due to the fear that their tamariki may be taken into care, or kaumātua presenting who are raising mokopuna.







## NGĀ TINĪ WHETŪ HUI

As Whānau Ora Partners began to engage with Ngā Tini Whetū, regional hui hosted by Whānau Ora Commissioning Agency commenced. Whanaungatanga provided a platform of connection, support, and trust. Wānanga enabled Whānau Ora Commissioning Agency to deliver the Ngā Tini Whetū Pilot kaupapa and high level programme design in a way that upholds the mana and tikanga of each Whānau Ora Collective in their respective regions and communities within.

Post Whānau Ora Partner engagement, Whānau Ora Commissioning Agency continued to advocate collective voice across the motu. Through regular and ongoing hui with individual partners, Regional Engagement Coordinators have been the communication linkage, providing assurance of collective progress along with valuable insight from both a local and regional perspective across the Whānau Ora network.

In May 2021, Whānau Ora Commissioning Agency hosted two national hui for the upper and lower regions of the North Island. The upper North Island hui was held in Tāmaki Makaurau, and the lower held in Aorangi. Both saw Ngā Tini Whetū partner engagement from all regions across Te-Ika-a-Māui. Whānau Ora Commissioning Agency held representation from our Board, Executive, and Leadership teams, as well as critical backbone support roles from across the organisation respectively.

The national hui were well received, providing opportunity for Whānau Ora Collective whanaungatanga, a space in which to connect to te ao Māori and share reflections, learnings, and insights on their journey so far. Simultaneously, Whānau Ora Commissioning Agency Executive and Senior Leadership teams delivered the year two implementation kaupapa for Ngā Tini Whetū, providing the following whakaaro:

- Ngā Tini Whetū evolution of the Kaupapa Māori framework – Te Hīnātore
- Whakapapa of the Inter-Agency Governance Group and relevant updates
- Ngā Tini Whetū investment framework, and how it builds on existing funding models
- Integrated funding using Kaupapa Māori framework to commission for outcomes
- Whānau Ora Commissioning Agency supporting programmes for Ngā Tini Whetū
- Research and insights
- Outcomes and indicators developments
- Workforce development
- Year two Ngā Tini Whetū delivery and implementation kaupapa
- Funder reporting pathway explanation
- Funder expectations in meeting contract deliverables

- Evidencing whānau and tamariki journey of enduring outcomes
- Whānau Tahi Data Collection System Overview
- Te Kete Oranga funding distribution model, allocation integrity and tracking Whānau Tahi system updates to support Te Kete Oranga

Collectives were invited to present and share elements of their localised programme design and implementation strategy progress to date. While some Collectives appeared to have progressed more than others, it was clear that each remained true to the holistic and strengths-based approach of Whānau Ora, engaging and working alongside whānau to take ownership of their Ngā Tini Whetū journey, with whānau developing their own action plans at a pace which fosters and supports moemoeā.

Newly developed assessment tools designed to assess the engagement of whānau and take account of whānau and their tamariki progress were also showcased. The array of which although distinctly different from one another, were each designed demonstrative of synchronism in that as whānau needs evolve the Kaupapa Māori framework organically complements those needs when and where required.

Collective reflections, learnings and insights evidenced the unique needs of whānau across the motu. Some expressed challenges in their ability to encompass whānau reach, whilst others expressed reflections on the length of time needed to build whānau capability and capacity to dream big. Others supported moemoeā by designing summits so as to acknowledge whānau achievements, shifting the mindset of employment and educational paradigms and utilising noho marae to re-connect whānau to te ao Māori.

Workshops facilitated by Whānau Ora Commissioning Agency engaging feedback on the year two implementation of Ngā Tini Whetū kaupapa saw the maturity of Whānau Ora Collectives that has grown over the years shine through. The future of data mechanisms and the reporting framework evidenced a unified voice, aligning that however whānau story is shared, maintaining authenticity throughout the funder reporting pathway was the highest ideal.

For Whānau Ora Commissioning Agency, it has been clear from the outset that each rohe and the respective communities within have presented their own set of unique situations, challenges, and successes. To this end, Whānau Ora Commissioning Agency and Whānau Ora Collectives alike acknowledge that being able to deliver in a way that is grounded in te ao Māori enables the best chance for whānau and their tamariki of achieving enduring outcomes for success today, and aspirational futures for generations to come.



REGIONAL WORKFORCE WĀNANGA

Quarter Four saw the Whānau Ora Commissioning Agency’s (WOCA) backbone work streams engaging with partners and Collectives, facilitating training hui and engagement wānanga.

The WOCA team includes Regional Relationship Managers, Data and Outcomes Measurement team, and the Workforce Development team who met with Collectives in a series of wānanga over the last quarter. The focus and content for wānanga covered the following kaupapa:

- Logic model development and review
- Outcomes measurement workshops
- Whānau Tahi systems training for data capture
- Ngā Tini Whetū reporting
- Programme design
- Te Kete Oranga utilisation planning
- Workforce development planning



Training provided across the network was through a mix of approaches including, kanohi ki te kanohi and online Zoom workshops, as well as telephone and email consults.

Regional Engagement Coordinators were key in coordinating team wānanga with the different Collectives. Each wānanga was shaped to the needs of Collectives and allowed partners to take stock of their current programmes, approach to design, challenges and successes with whānau. This provided a great opportunity for shared learnings and a chance for Collectives to come together to share experiences and gain confidence to inform future workforce development plans. The feedback from partners was that the process was positive, empowering and inclusive, particularly in terms of being able to provide feedback on the workforce development plan.

The regional workforce activities have informed the Ngā Tini Whetū Workforce Development programme for 2021/22.





TAKITIMU ORA: PRIME MINISTERS VISIT

Protecting our future generations

On Thursday 10 March 2021, Prime Minister Jacinda Ardern made a special visit to the Takitimu Ora Whānau Ora Collective at Te Taiwhenua o Heretaunga.

Supported by more than 300 staff, iwi representatives, whānau and pakeke, the Collective were able to showcase their community in a moving pōhiri filled with the mana of Kahungunu. Te Taiwhenua o Heretaunga are no stranger to large-scale events, as they host regular whānau events for their community including their annual Matariki Living Taonga Awards, honouring community champions and advocates of the Takitimu region.

Recently appointed Chief Executive at Te Taiwhenua o Heretaunga, Waylyn Tahuri-Whaipakanga, welcomed the Prime Minister into the whare with banter as a way to make light of an emotive pōhiri. Waylyn acknowledged that despite Te Taiwhenua o Heretaunga recently celebrating their 35-year jubilee, the Takitimu Ora Whānau Ora Collective had only been in existence for the last five years and this was attributed to the collaboration work on Takitimu Ora, their Collective Impact project commissioned by Te Pou Matakana in 2015. Waylyn also noted that in her entire career she had not experienced the type of constructive support like that of the Whānau Ora Commissioning Agency, she referred to their Ngā Tini Whetū Quarter Three report that was transformed into an impressive publication. This allowed the Collective the opportunity to present and showcase their whānau insights uncovered by their Ngā Tini Whetū initiative in just six months.

On behalf of the Whānau Ora Commissioning Agency – Chief Operating Officer, Awerangi Tamihere, started by acknowledging the Prime Minister and the fact that she had brought with her four Māori Ministers of Parliament. Ministers Peeni Henare, Kelvin Davis, Willie Jackson and Meka Whaitiri. A parliamentary presence not yet experienced by Whānau Ora since its launch in 2014. Awerangi acknowledged the Prime Minister’s courage and commitment to the country by holding one of, if not the toughest, portfolios across Government, ‘Reducing Children in Poverty’. She noted that a leader of her stature was best placed to lead a government-wide approach to understanding and appreciating that the wealth of our country is in our future generations.

Awerangi also acknowledged the Government’s commitment to whānau is being realised through Ngā Tini Whetū whereby collaborative investment by multiple Ministries for whānau outcomes is about doing things differently through a devolution model. The publication presented to the Prime Minister provides collective insights that depict the level and intensity of poverty being felt by families in the Hastings and Napier areas. It demonstrates the dreams and aspirations of whānau and how Takitimu Ora plan to support these to be realised. This publication therefore sets out the proxy indicators for reducing poverty in the region.

The Prime Minister acknowledged that the country would not have been able to care for whānau through the pandemic response if it were not for Whānau Ora. She recalled through the early stages of lockdown that she was regularly briefed by Minister Henare on the Whānau Ora collective response to support whānau, this gave peace of mind to her that the country would pull through.

The Prime Minister acknowledged that Whānau Ora works so well with whānau in a way that makes for positive change when they need or even when they want to. The State has always been there in times of crisis, but the State has demonstrated the massive gaps in its system time and time again. She also said that governments have talked about being with whānau earlier and before crisis, but unfortunately no one did it well enough or at all in some cases. The Prime Minister ended by acknowledging that this kaupapa is the opportunity to do things differently, and Government needs to acknowledge that they are not always the best to do the early work and that Whānau Ora for its approach, its connection and its experience is in the right place to do this, on the ground and able to lead the way.

CONCLUDING REMARKS

This report demonstrates the overt capability and capacity Māori communities have developed so to enable self-management and self-determination. The comprehensive nature of this report further evidences not just capacity and capability, but the outstanding and unparalleled performance of each and every community across the whole of Te Ika-a-Māui. It evidences that our time has come and that no longer do we need to be watched over, scrutinised, audited and reviewed because we have a system that achieves all of the above but which others have never been able to achieve. So, the magic is quite simply Māori people doing it for themselves.





# WHĀNAU ORA GROWTH STRATEGY

TUMAUENCA

Whānau Ora  
COMMISSIONING AGENCY



## POST COVID: TE WHETŪ TĀRAKE O TE RANGI AWARD

*"I am so proud of our Whānau Ora movement who stand up all the time. They stood up when others were needing leadership and protection. I am grateful to receive this for all our people. This Whānau Ora movement has stepped up and in a post COVID world, must be rewarded for outstanding efforts and this is one of them". - John Tamihere*

One of the most prestigious moments for Whānau Ora in 2020 was being announced the recipients of the coveted Te Whetū Tārake o Te Rangi Award at the 2020 Matariki Awards.

These awards, in their fifth year, recognise and celebrate Māori achievement across a range of disciplines - ngā toa o ngā toa. The Matariki Awards were broadcast and presented live on Māori Television during a two hour special replacing the live ceremony with 500 guests to reflect the impact of COVID-19.

These awards are an opportunity to appreciate and honour those individuals and organisations whose passion, innovation and dedication is making a difference to our communities and to our people.

Nga Whetū o Matariki is about acknowledging and celebrating outstanding Māori achievement with more than 150 entries broken down to 27 finalists across 11 categories. Against the backdrop of COVID-19, the Matariki Awards included a new category, Te Whetū Tārake o te Rangi, saluting those who made an outstanding contribution to the community during the Mate Korona response.

Whānau Ora were announced as the winner and it is an accolade that was accepted by Chief Executive, John Tamihere, with great mana and pride. Whilst all the nominees were worthy, it was a testament to the nationwide and targeted response by our network to support our people.





# KORIHI



SCAN ME!

## *Korihi te manu, tākiri ko te ata*

The sweet sound of birdsong that heralds the dawn of a new day. Korihi is also a transliteration for the word chorus. Singing in chorus or 'as one' is likened to the mobilisation of Māori communities observed through the COVID lockdown.

Korihi was our national quest to find Māori contemporary music composers able to create waiata that captured and reflected the impact of COVID-19 on whānau, hapū, iwi and communities across Aotearoa.

Korihi was also the bringing together of Māori networks such as Whakaruruhau o Te Reo Irirangi Māori and Whakaata Māori. Along with the Whānau Ora network it was the greatest positive collaboration for Māori working together on something completely positive in the midst of a pandemic.

COVID-19 has seen the way we lived and interacted as Māori change overnight. Lockdown saw an entire country close for business, the nation was paused to stay home, and international and regional travel restrictions halted New Zealand's economy. Despite ex-pats returning home, mixing with extended whānau was forbidden, hongi was no more, and huge restrictions were placed on tangihanga. We've adapted to life with COVID-19 – the way we operate and the way we live today in Aotearoa is the new norm.

Korihi began in the regions with a national talent quest, based on the seven Māori electoral regions. Whānau Ora brings 16 Collectives representing more than 80 health and social service providers dotted around the motu. Te Whakaruruhau o Ngā Reo Irirangi Māori brought its network of 21 iwi radio stations, also located regionally throughout Aotearoa. It began with a collaboration of Māori and iwi represented organisations that engage with local Māori talent every day.

Korihi was promoted across multiple Whānau Ora social media platforms and it was a quest to find some of the best Māori talent Aotearoa had to offer. Due to COVID, Korihi adjusted to the changing climate with contestants submitting entries on social media platforms, semi-finalists announced online and regional filming bubbles from Māori Television. Our talented judges included Katchafire's Logan Bell, Rob Ruha and Maimoa member Tawaroa Kawana who held coaching sessions online. The final was filmed with no audience and broadcast on Māori Television.

The winners of Korihi 2020 came from Te Tai Tokerau and received \$50,000 from Whānau Ora for their chosen charity Shine On Kaitiā. Tiare (13yrs) and YY'z (14yrs) both attend Te Kura Takiwā o Taipā. Their original waiata is about how fortunate they are to be provided by our land "we can always rely on it so long as we take care of it".



## ENTRY DATES







# SUMMIT 2020

## MĀORI ECONOMIES EMPOWERING WHĀNAU SUMMITS

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

The Māori Economies Empowering Whānau summits was a call to action to bring together a cross section of Māori business leaders, influencers, contributors and experts to share information, analysis and strategies for action with the focus being on integrated social and economic Māori models going forward, that is, encompassing the emerging Māori SMEs. Models that also capture the emerging integrated innovation during COVID-19 and stimulating the Māori economy as well as creating employment for our people.

Whānau Ora Commissioning Agency want solutions plus long-term plans to ensure the future of our people is secure and the welfare of our communities is supported and stable. Our social enterprises must align with our economic and commercial entities, so we are not left as an afterthought in the post-COVID recovery planning.

### THE SUMMITS

Despite COVID restrictions we successfully executed eight summits around Te Ika-a-Māui across all our partnered regions.

The first summit was held in Ikaroa-Rāwhiti in July across two days and included speakers, panel discussions and workshops.

Guest speakers were of the highest calibre, including Her Excellency Laura Clarke, British High Commissioner to New Zealand, Dr Ashley Bloomfield, Dr Ganesh Nana, Mr John Tamihere, Hon. Shane Jones, Hon. Nanaia Mahuta, Hon. Eugenie Sage and Whānau Ora Commissioning Chair Merepeka Raukawa-Tait.

Local businesses attended and that included representatives from key industries like agriculture, technology, forestry, tourism plus training and education. Leaders from these sectors shared their COVID experiences plus their shift from survival to prosperity and resilience. Workshops were held about employment opportunities and stimulating the local economy with positive forward-thinking kōrero. The task was not to seek an instant fix, the purpose was to combine old thinking and new thinking to sow fresh seeds that will grow for the next generation.

Other summits were held in Hawkes Bay, Tāmaki Makaurau, Te Tai Hauāuru, Hauraki Waikato and Te Tai Tokerau the following months. COVID lockdown in August 2020 showcased the agility of our network to adapt with hundreds attending while social distancing or enjoying the live streams provided.

The summits each provided an extensive overview of their region’s current position and how the future will look for all whānau from kaumātua to rangatahi.

Whānau Ora became an essential service and redeployed teams to support whānau. For Tāmaki Makaurau, the second lockdown saw the partners work with others to contain community transmission by standing up COVID testing stations, mobile nursing teams to provide COVID swabbing and flu vaccinations, provision of food and support to other health care needs. The response was fast, nimble, agile, fearless and responsive to whānau needs. COVID-19 has and will have major foreseeable socio-economic and related impacts. In this time of uncertainty and change, we have before us an opportunity not to be squandered. Māori employment in Tāmaki Makaurau is a critical issue and it’s time for extensive conversation about our aspirations to build a better future and we invite you to join us.



POST-COVID OPPORTUNITIES FOR MĀORI

Whānau employment opportunities that arose from our eight Summits:-

- Improved networks in larger, urban areas.
- Transitioning Māori out of low paid occupations to higher paid occupations.
- Transitioning Māori out of low paid sectors to higher paid sectors.
- Career coaching across multiple sectors.
- New education.
- On the job learning.
- Sharing ideas across different networks.
- Mātauranga Māori.
- Maintenance of marae around the rohe to re-roof, landscape and update maintenance using local whānau and trade businesses, stimulating employment opportunities and the local economy.

- Continue training whānau in the forestry sector where their skills and qualifications need to be updated to ensure they have full driver licences and complete knowledge of the processes and regulations.
- Challenge owners in the horticultural industry to bring back their own whānau into jobs.
- Whānau with the necessary agricultural and horticultural skills to fulfil positions left vacant by the tourists who are no longer coming to New Zealand for working holidays.
- Training and up-skilling whānau technologically for future opportunities being created in this industry, particularly on the East Coast, which extends to animation and technical expertise across several fields in the domestic and international movie industry.
- Increase in Māori businesses looking to hire Māori and make a social impact through achieving employment outcomes. This is increasing employment opportunities for whānau while also connecting them to their iwi and hapū.
- Increased Māori presence in the Kiwifruit sector.

MOVING MĀORI FORWARD:

- Māori using the land to our benefit while making sure it is there for future generations.
- Rangatahi are the disrupted generation during COVID, we need to ensure that we as Māori are passing on our values and our teachings to educate our rangatahi.
- Challenging the non-Māori systems that have been imposed upon us so we can reposition into professional, scientific and technical services. We have the skills to do this and those skills can be passed on to train our people so they are well-equipped.
- Encourage our rangatahi to continue taking subjects at school that keep their options open; if they stop taking STEM subjects (science, technology, engineering and maths) early, they risk becoming “pigeon-holed” into low-value sectors.
- Whakawhanaungatanga promoting the value proposition of mātauranga Māori – including our natural sustainable resources.
- Build our own mātauranga online or digital access anywhere.
- Backing ourselves, supporting one another and allowing space for ideas and creativity to be visible and encouraged.
- The key kaupapa for wellbeing are:
  - » access to opportunities
  - » ability to participate; and
  - » the capacity to contribute.





# FUTURE-PROOFING WHĀNAU ORA

## WORKFORCE DEVELOPMENT

The Workforce Development team support Whānau Ora collectives and provide a blue print for build both collective backbone and kaimahi capacity and capability across the regions. We are responsible for supporting the design, development and implementation of national, regional, and collective workforce development plans.

Our team works to build both the capacity of partner organisations to respond and adapt to change and partner workforces to have the agile and proactive skill sets to implement change. Meaningful engagement across the system enables the Workforce Development Team to:

- Work within an approach that builds on the strengths and capabilities of Whānau, that takes an aspirational focus for creating positive change
- Support partners to identify their goals and lead the design for their own annual plan
- Facilitates opportunities for partners to create their own definition of success
- Navigate stakeholder relationships with an inclusive interagency approach to support Whānau success
- Work toward the devolution of resources from local and regional Government offices, to local providers so that they can determine how their community uses it
- Liaise to define practice gaps and communicate collective development needs

This has been a busy and productive year for the Workforce Development. Despite the challenges of Covid19, we have evolved our service delivery and scope to respond to the changing needs of Whānau Ora Kaupapa and Whānau Ora collectives across Te Ika-A-Māui. This has included:

## TE KAWA O WHĀNAU ORA

The workforce development team have collaborated with Kiri Tāmihere-Waititi to support the implementation of Te Kawa o Whānau Ora (TKOWO) across Whānau Ora Commissioning Agency (WOCA) partners. Change and Development Leads (CDLs) from WOCA collectives have worked with kaimahi to incorporate TKOWO into their daily mahi and a suite of resources have been developed to support learning. The self-assessment tool, formerly known as the accreditation tool, was also completed and is now available for partners to use. Partners have initiated the process of aligning TKOWO to their own organisational Kawa.

## CHANGE AND DEVELOPMENT LEADS

The Workforce Development Team continue to work with the Change and Development Leads (CDLs) to support the creation and implementation of workforce development plans for WOCA Kaiārahi across Te Ika-A-Māui. The plan defined the strategic intent to enable WOCA collectives to build and support the growth of kaimahi. Bespoke plans were created for each collective and focus on developing the capability and capacity of kaimahi to navigate whānau on their journeys in order to improve whānau outcomes.

CDLs also continue to build their community of practice through regular Zoom hui and face to face quarterly wānanga. These face-to-face wānanga have given CDLs an opportunity to come together and whakawhanaungatanga, to learn from each other and share the

workforce development activities occurring within their collective. The national CDL wānanga was held in Te Kaha this year with the primary focus being Te Kawa o Whānau Ora and exploring the development of backbone capability across the regions. A CDL website is in development. This website will support the Community of Practice and provide a centralised depository for CDL resources. The website is designed to provide opportunity to share profiles, workforce development plans, communicate with each other and share resources.

## FINANCIAL CAPABILITY AND ORANGA TAMARIKI KAIARAHĪ TRAINING

Through the 20/21 year the financial capability Kaiārahi training was created and delivered to 90% of WOCA partners. This training was informed by two steering groups made up of WOCA kaimahi. Then created by Danielle Oaks and delivered by Bryan Marsh to WOCA partners. The Oranga Tamariki Kaiārahi Training was also informed by WOCA kaimahi steering groups. The design and trial of the training has been completed, with rollout to partners occurring in the 21/22 year. These trainings have been designed and delivered to support Kaiārahi to be more confident when working with whānau around these kaupapa.





# WHĀNAU ORA DIPLOMA

‘HE ARA MĀTAURANGA, HE WHĀNAU MANAWAROA’  
BUILDING RESILIENCE WITH WHĀNAU THROUGH EDUCATION.

The NZ Diploma in Whānau Ora qualification is a constant contributor to Whānau Ora workforce growth and development throughout Te Ika-a-Māui. Over the last 9 years, Kaimahi have been educated and empowered to build resilient whānau within their communities.

The following timeline provides an insight into the journey of the qualification over this time:

## 2011 - 2014

LOCAL DIPLOMA IN WHĀNAU ORA  
(1777) 2-YEAR QUALIFICATION  
DEVELOPED BY TE WHĀNAU O  
WAIPAREIRA TRUST

PILOT COURSE DELIVERED IN 2012  
12 KAIMAHI GRADUATED

## 2016 - 2018

WIDER ENGAGEMENT OF WHĀNAU ORA  
PARTNERS THROUGHOUT TE IKA-Ā-MĀUI

45 KAIMAHI GRADUATED

## 2020

FIRST DELIVERY OF 1-YEAR NZ  
DIPLOMA IN WHĀNAU ORA (2258)  
QUALIFICATION

48 KAIMAHI GRADUATED = 92.3%  
GRADUATION RATE

## 2014 - 2016

WOCA-FUNDED PROGRAMME OPEN TO  
WHĀNAU ORA KAIMAHI

NEW COHORT FROM WAIPAREIRA, TE HĀ  
ORANGA O NGĀTI WHĀTUA AND TE KŌHAO  
HEALTH

16 KAIMAHI GRADUATED

## 2018 - 2020

46 KAIMAHI GRADUATED

LOCAL QUALIFICATION DISCONTINUED

## 2021 -

INCREASED EFTS PROVISION  
APPROVED BY TEC

UP TO 80 KAIMAHI ELIGIBLE FOR  
ENROLMENT

UP TO 56 LEARNERS TO COMPLETE BY  
END OF DEC







HE KOHA WHAITAKE – CONTRIBUTIONS OF CONSEQUENCE

The graduate make up is predominantly comprised of Kaiārahi and frontline Kaimahi engaged directly with whānau on a regular basis. This number has grown steadily over the years with the inclusion of Kaimahi working in different roles within a Whānau Ora organisation. This has augured well towards an organisation-wide approach, understanding and appreciation of Whānau Ora at multiple levels.

COHORT	GRADUATES	WHĀNAU IMPACT
2012	12	240
2014	16	320
2016	45	900
2018	46	920
2020	48	960
2021	50	1000
		4,340

Based on a case workload of 20 whānau members per Kaiārahi, the above table demonstrates the impact on whānau in need equating to over 4,300 people who have benefitted from Kaimahi enrolled on the Diploma over the years.

2020 COHORT IN SUMMARY

Kaimahi resilience demonstrated during COVID contributed towards achieving a high completion rate of 93.4%. Manaakitanga was regularly practiced by Kaimahi across Whānau Ora partners in service of their vulnerable communities to deliver their own local bespoke responses. The transition from ‘kanohi ki te kanohi’ learning to online engagement was supported through flexibility of tutor engagement to accommodate learner’s needs ranging from after-hours and weekend Zoom sessions, to scheduled tutorials during work hours and weekly pānui to all learners and their managers. Acknowledgements to all our Whānau Ora partners for the continued tautoko of their Kaimahi to complete the Diploma.



## GRADUATION

Graduation represents the time for acknowledgement by friends, colleagues and whānau, the validation of hard work and effort despite the impacts on professional and personal wellbeing, and the realisation of how fortunate we were to celebrate in person with the ongoing ravages of a global pandemic at our doorstep.

48 Kaimahi from 15 Whānau Ora partners across Te Ika-a-Māui completed the NZ Diploma in Whānau Ora qualification. In April 2021, 36 Kaimahi attended the graduation ceremony held at Te Puia Māori Arts & Crafts Institute in Rotorua. In attendance was the Minister for Māori Development Willie Jackson, Local MP Tāmami Coffey, WOCA and Waipareira Chairpersons Merepeka Raukawa-Tait and Raymond Hall, local councillors, CEOs and Executive Leadership members from various Whānau Ora partners.

Graduation reinforced the importance of whanaungatanga, connectedness and relationships – being one of the first events held without COVID restrictions in place. The event was livestreamed for those whānau unable to attend in person, and to honour our Kaimahi for their resilience, fortitude and determination to succeed.

Ka whakamānawatia te rangapū tuatahi o tēnei tohu mātauranga, koutou rā i eke ki te pae o angitu.



2020 Graduation, Te Puia, Rotorua (April 23, 2021)

## NGĀTI HINE HEALTH TRUST

Leonard Sidney Baker  
Naini Hiriwani Heremaia  
Isaac Johnston  
Valerie Joan Joyce

## TE PUNA HAUORA O TE RAKI PAEWHENUA

Shannon Helps  
Nadia Lucy Parker  
Rima Turner

## TE WHĀNAU O WAIPAREIRA TRUST

Rose Huhu  
Shelbie Ikinofa  
Natasha Kendall  
Giovanni Mamea-Suafa  
Aufata Te Ārahitanga Tauese Barry Muaulu  
Charlene Pehi  
Huriata Po'uhila  
Lee Rautahi  
Elizabeth Saua  
Amber Sisepi  
Johnell Wihongi

## TE HĀ ORANGA O NGĀTI WHĀTUA

Whaea Toko-Mikahere

Te Korowai Hauora o Hauraki  
Gypsy Roberts  
Rebecca Short  
Khadine Topia  
Jennifer Tūmai  
Leanne Young

## TE KŌHAO HEALTH TRUST

Riini Hori  
Anida Jeffries  
Maria McCaskill  
Samantha Taufa

## KOROWAI AROHA

Marcus Ridge

## TE KŪPENGHA HAUORA AHURIRI

Jenna Keil  
Rochelle Lusher  
Te Rangimārie Ngāhuka

## TE WHARE MAIRE O TAPUWAE

Jaye Nepia  
John James Solomon

## TUI ORA

Tāmami Noho

## KAHUNGUNU WHĀNAU SERVICES

Brian Matthews  
Raymond Te Puni

## KŌKIRI MARAE HEALTH & SOCIAL SERVICES

Donna Amato  
Renee Davies  
Kathleen Godinet-Samuelu  
Jordyn Heremia  
Mark Hiini  
April Morrison  
Frances Petuha

## TE RŪNANGA O ĀTIWA

Kalani-Breeze Butler-Hare  
Tuauri Fata-Meafou-Reriti  
Kim Haumaha

## NGĀ MĀTĀPUNA ORANGA

Hautapu Baker

## TE PAPA TĀKARO O TE ARAWA

Te Piata Rau Daniela  
Mākuini Hapi  
Sarndra Mear



RANGAPŪ TUARUA – 2021 COHORT

The success of the Whānau Ora COVID-19 response in 2020 helped set the platform with increased appreciation and recognition for all our Whānau Ora Kaimahi. This directly contributed to the interest for the 2021 intake to achieve full occupancy of enrolment with relative ease, thus highlighting the importance and demand for Whānau Ora qualifications.

Momentum and growth demonstrated by the Diploma gave rise to additional funding approved by the Tertiary Education Commission (TEC). An additional tutor was employed to support up to 30 additional learners, raising the capacity to 80 Kaimahi that can be enrolled on the Diploma, a significant increase towards meeting workforce needs. Of the current cohort, there are up to 56 Kaimahi on track to complete their studies by this December, with the remainder to be completed by May next year.



Noho marae, Te Takinga Marae, Rotorua (March 15-18, 2021)



2021 Diploma Cohort

MŌ TE WHĀNAU TE TAKE...



*‘Understanding the essence of our mahi is whānau-centered makes it easier to work with whānau by empowering them to do things for themselves so they don’t need to rely on others when they hit normal life obstacles which helps whānau to become resilient.’*

Naini HEREMAIA – Ngāti Hine Health Trust



*‘Building on the tools they already have and/or showing them they have tools and supporting them to understand and use them to support their journey.’*

Gypsy ROBERTS – Te Korowai Hauora o Hauraki





ADVOCACY



# WHĀNAU ORA COVID RESPONSE

COVID-19 has certainly dominated WOCA activities this past financial year both shattering old certainties, and confirming existing beliefs.

For our communities, the emergence of this virus highlighted the vulnerabilities of whānau in times of crisis. The inadequacy of mainstream public health and social services to protect whānau and respond to their needs confirmed existing ideas about the inequities in our health and social support systems.

As COVID-19 spread in early 2020, it quickly became clear amongst our WOCA leadership and partners that controlling the spread and preventing the spread of COVID-19 would require advocacy and a coordinated effort with whānau, local communities, providers, and regional partnerships in the design, development, implementation and delivery of a targeted response to meet the needs of whānau.

Key to the WOCA COVID-19 response was the organisation's ability to both leverage existing relationships, programmes and collaboration platforms (ie Whānau Direct, Kaiārahi, Collective Impact), and core Māori values (eg whanaungatanga, manaakitanga, whakapapa). At an operational level, WOCA were able to provide partners a platform for a collective Māori voice in the fight against COVID-19, enabling the rapid mobilisation of partners and change across the WOCA network, the free-flow and sharing of ideas, knowledge and innovation, all grounded in core Māori values.

The WOCA COVID-19 response was catalysed into a massive, networked, multiorganisational, multisectoral, nationwide operation and effort encompassing iwi, local businesses, charities, government agencies and countless other organisations. In the early stages of the pandemic, support offered by the WOCA network was focused on meeting the most immediate needs of whānau including hygiene packs, kai, and financial grants for whānau. This included the setting up of a warehouse distribution centre in Tāmaki Makaurau to distribute hygiene and sanitation products to whānau. WOCA partners came to observe warehousing activities then replicated these processes with the supplies they acquired from the WOCA warehouse, bringing their own trucks to uplift the supplies and then pack and distribute to whānau in their own regions. Virtually overnight a nationwide logistics and distribution network was established, actively distributing hygiene packs together with their own kai packs and goods sourced from their own local and regional network to the most remote regions in the motu.

Post-lockdown, the attention of the WOCA partners quickly turned to mitigating the ongoing and emerging effects of COVID-19 on whānau. At the time of writing this report, this included the continuation of COVID-19 response activities including testing stations and distribution of kai and hygiene packs, particularly in Tāmaki Makaurau who have been through a series of lockdowns since March 2020, and working through the next phase of recovery response plans focused on building whānau resilience and fostering wealth creation, employment, education, housing and wellbeing for the future.

## Key activities have included:

**Ngā Tini Whetū** – Ngā Tini Whetū is an innovative Māori-designed approach to social service provision using the Whānau Ora approach. WOCA Collectives are currently piloting Ngā Tini Whetū. Kaiārahi are building a relationship with whānau and navigating them on their journey while also providing wraparound support. Backbone support is provided to the Collectives to assist in the management of the pilot. The Workforce Development team is key to supporting the Collectives implement Ngā Tini Whetū, improve whānau support and effect positive whānau change.

**Whānau Ora COVID-19 Vaccination Programme** – The COVID-19 crisis has highlighted the effectiveness of the Whānau Ora model in providing innovative services to whānau that meet their specific needs, resulting in high levels of service engagement. The establishment of the CBACs and mobile testing services by WOCA partners was a key success story from the COVID-19 response.

By June 2020, this rollout had resulted in higher rates of testing among Māori compared to non-Māori. The success of these services stemmed from how the WOCA partners were already embedded in their communities with high trust relationships established through their wraparound service delivery model. These successes encouraged WOCA to take a proactive approach to the delivery of the COVID-19 vaccine to whānau.

The vaccine roll-out was identified as a crucial element in an Aotearoa response to COVID-19 – and given the health inequities that have been identified as a feature of the mainstream health system, a 'by Māori for Māori' vaccine response was regarded as essential to the overall success of the COVID-19 vaccine programme.



<sup>1</sup> 'COVID-19: Not prioritising vaccine rollout plan by ethnicity is unfair, experts say' Stuff, 13 March 2021, <https://www.stuff.co.nz/pou-tiaki/124519579/covid19-not-prioritising-vaccine-rollout-plan-by-ethnicity-is-unfair-experts-say/> accessed 15 March 2021; 'Covid 19 coronavirus: Top Māori medical expert Dr Rawiri Jansen quits Government immunisation group', New Zealand Herald, 20 April 2021, <https://www.nzherald.co.nz/kahu/COVID-19-coronavirus-top-maori-medical-expert-dr-rawiri-jansen-quits-government-immunisation-group/BBEXVAIKYCWMIJPEFGRZG2X7JQ/> accessed 20 April 2021; 'Māori COVID-19 vaccination rates lag due to 'access and availability', leaders say', RNZ, 7 September 2021, <https://www.rnz.co.nz/news/COVID-19/450673/maori-COVID-19-vaccination-rates-lag-due-to-access-and-availability-leaders-say> accessed 7 September 2021

<sup>2</sup> Ministry of Health, COVID-19 Vaccine Data, <https://www.health.govt.nz/our-work/diseases-and-conditions/COVID-19-novel-coronavirus/COVID-19-data-and-statistics/COVID-19-vaccine-data#ethnicity> accessed 7 September 2021.

<sup>3</sup> 'Māori health providers push for accelerated vaccination', RNZ, 7 September 2021, <https://www.rnz.co.nz/news/te-manu-korihī/450365/maori-health-providers-push-for-accelerated-vaccination> accessed 7 September 2021.

<sup>4</sup> 'COVID-19 support: Whānau Ora to receive \$23m funding boost', RNZ, 7 September 2021 <https://www.rnz.co.nz/news/te-manu-korihī/450616/COVID-19-support-whanau-ora-to-receive-23m-funding-boost>, accessed 7 September 2021.

<sup>5</sup> Whānau Ora Commissioning Agency, Hui Tūhono Report of Proceedings,



# HUI TŪHONO

The Hui Tūhono were instigated by WOCA and its partners in response to the announcement by the Health Minister Andrew Little of the establishment of a new Māori Health Authority, as part of a swathe of significant reforms in the public health sector.

This announcement has been welcomed as a once-in-a-generation opportunity to transform Māori health outcomes, through the creation of a funding system that prioritises the needs of whānau and their communities. Hui Tūhono were an opportunity for the WOCA Collectives to come together to send a united message to the government about what their expectations are for the Māori Health Authority.<sup>5</sup>

The three Hui Tūhono were held across Te Ika-a-Māui: the first at Ōtiria Marae, Moerewa in Te Tai Tokerau; the second at Pipitea Marae, Te Whanganui-a-Tara; and the third at Te Puia in Rotorua.

Key themes of discussion at the hui included the importance of kotahitanga and embracing a collective response to achieve the best outcomes for whānau, and the importance of placing rangatiratanga at the heart of the new reforms to effectively tackle the health inequities that Māori experience.

The COVID-19 response formed a key part of the discussions with hui participants noting that the mobilisation of the collective response that occurred during the lockdowns highlighted the power, strength and benefits of kotahitanga.

Hui Tūhono also represent a further stage in the development of the Whānau Ora movement that worked so effectively during the lockdowns. This movement predated COVID-19, but the success in responding to the needs of communities during this time has empowered the Collectives to be more confident in calling on the government to apply the Whānau Ora blueprint more broadly across the social service sector.

<sup>5</sup> Whānau Ora Commissioning Agency, Hui Tūhono Report of Proceedings.



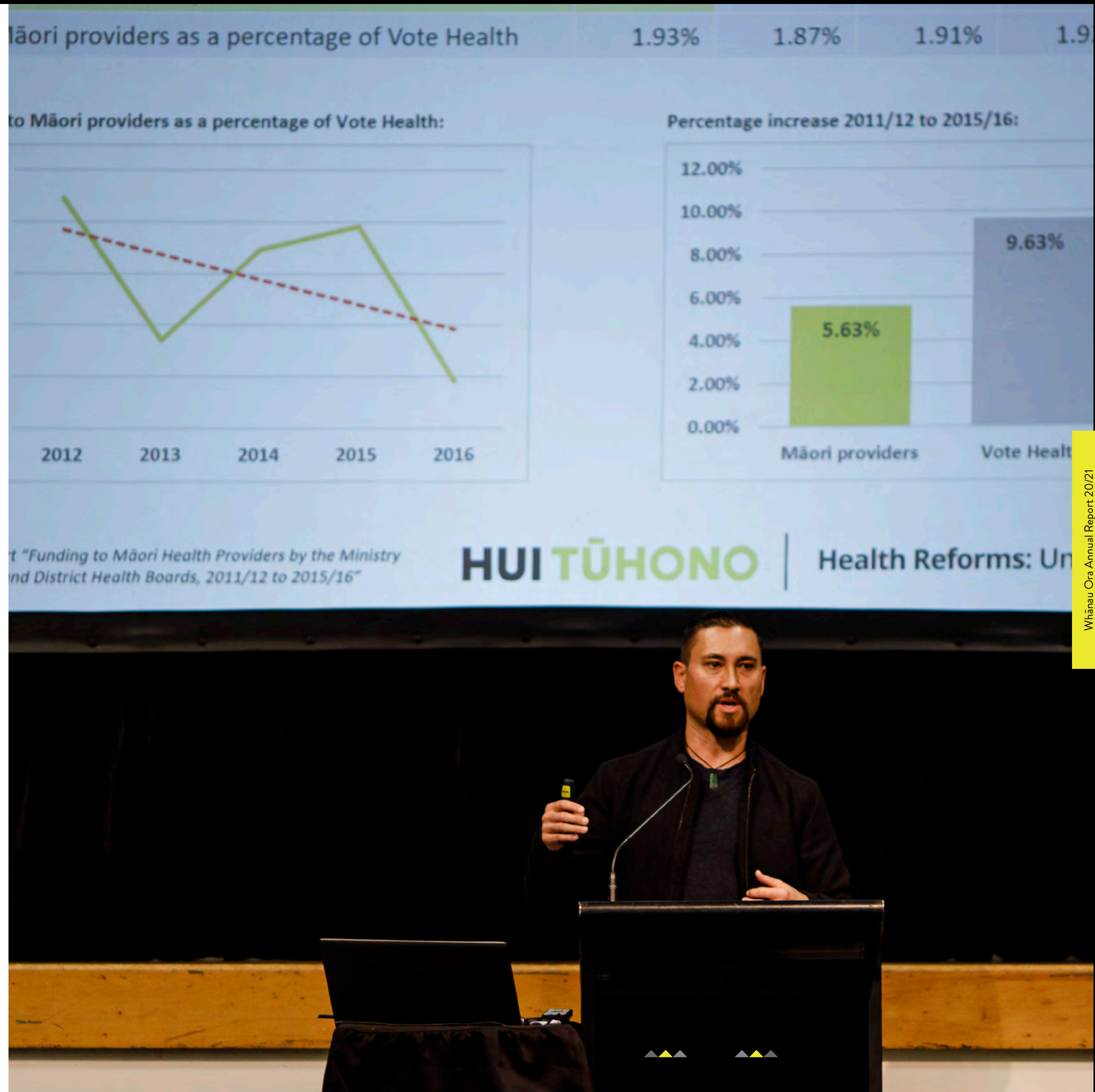


## RESEARCH & EVALUATION

Research and evaluation priority projects this financial year have been related to the COVID-19 response. This has included the production of a journal, capturing the personal stories and experiences of whānau, the community and Kaimahi in response to the COVID-19 pandemic throughout Te Ika-a-Māui. Contributions to the journal thus far have been both overwhelming and humbling. Our other COVID-19 related project is documenting the Whānau Ora Commissioning Agency collective response (including partners) to COVID-19. This report also includes a local case study from one of our regional partners, Te Whānau O Waipareira. The research team look forward to sharing both these documents over the coming months.

Also this year, our WOCA Director of Research contributed to the NZHIT Opportunities Report: Hauora, Mauri Ora: Enabling a Healthier Aotearoa New Zealand launched at the New Zealand Parliament Building by the Hon. Andrew Little, Minister of Health in April, 2021, and an independent Māori advisor for the Joint Venture National Strategy and Action Plan, a multi-agency initiative to improve the health and wellbeing of New Zealanders.

More recently our Director contributed to a joint submission for the United Nations Day of General Discussion 2021 on Children's Rights and Alternative Care and presented at the United Nations Day of General Discussion: 'Children's Rights and Alternative Care' on the 16-17 September 2021.



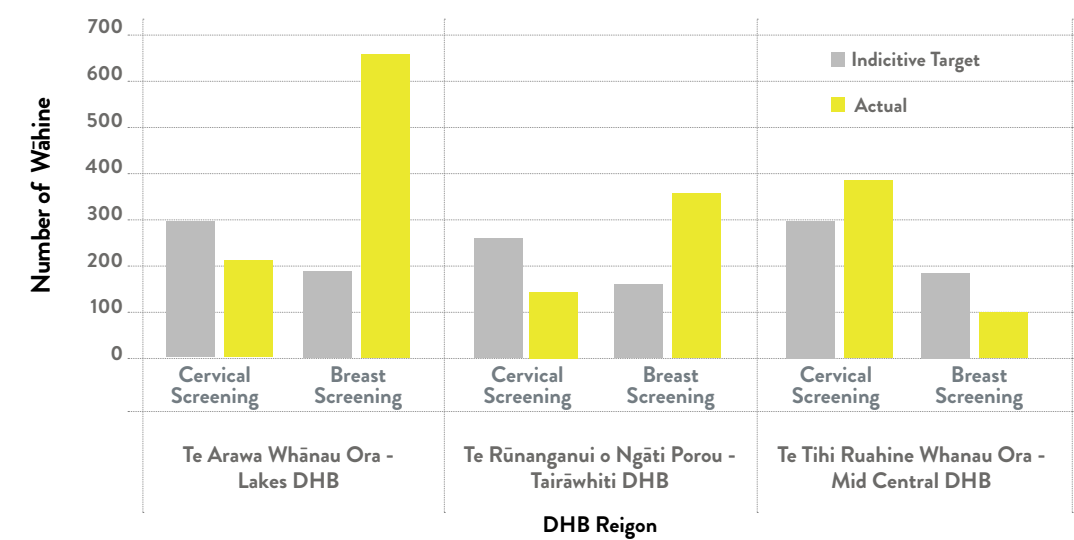


# WHĀNAU ORA COLLABORATION

## SCREENING SUPPORT SERVICES

The Whānau Ora Commissioning Agency continues to advocate nationally for additional resources to increase the depth and reach of current and new screening programmes to ensure capture the whole story of change and wellbeing outcomes achieved for wāhine.

Screening Support Services Summary



For cervical screening in Te Arawa Whānau Ora - Lakes DHB region, the indicative target was 285, while the reported number of wāhine who attended were 201, just below the goal set by the DHB. For the breast screening services, the indicative target is 180, while the reported target is 643. The total number of wāhine who attended exceeded the targets by a large margin.

In the Tairāwhiti DHB, for cervical screening, the indicative target was 250, and the reported number of wāhine who attended were 134. This is below the indicative target. For breast screening services, the indicative target was 150, while the reported number of wāhine who attended services were 347. Just like in the Lakes DHB region, the number of wāhine who attended breast screening services exceeded the target number.

Lastly, in the MidCentral DHB, the cervical screening services had an indicative target of 285, and the reported number of wāhine who attended services were 373. This is more than the target number and is the only region with more wāhine having cervical screening than targeted number. For the breast screening services, the indicative target was 180, while the reported number was 97. This is the only region with breast screening that is below the target number.

## TE KETE ARONU

The Whānau Ora Commissioning Agency is grateful for the continued partnership with Te Pūtea Whakatupu who fund Te Kete Aronui, the literacy and numeracy programme delivered to tamariki in South Auckland, West Auckland, Hamilton and Wellington.

COVID had a major impact on the delivery of Te Kete Aronui programme. Nationwide lockdowns have required tamariki to adapt overnight from face to face learning at school to learning at home, while managing their wellbeing with whānau.

Kaiako have provided ongoing whānaungatanga to tamariki and whānau, while keeping tamariki engaged through online learning and hard copy resource packs. Kaiako have also encouraged whānau to make home a place for learning.

## MANUKAU URBAN MĀORI AUTHORITY – SOUTH AUCKLAND

Students continued to participate in three online sessions per week for an average of 20-30 minutes each.

Students entering the programme had reading, writing, and target levels to achieve by the end of the year. Tamariki were encouraged to talk about their learning trajectory and what they need to do to achieve their goals. Tamariki who previously participated in the programme maintained or built on their progress made in the classroom setting.

Tamariki and their whānau on Te Kete Aronui programme are registered with Whānau Ora. Whānau were supported to access school stationery and school uniforms through Whānau Direct. Whānau were navigated to a range of health and social services; Oranga Tamariki, WINZ, legal aid, and the food bank.

## TE WHĀNAU O WAIPAREIRA – WEST AUCKLAND

Tamariki returned to the programme post COVID-19. Te Kete Aronui classes continued to operate with four literacy classes and four numeracy classes per week catering for up to 10 tamariki per class.

For tamariki who were unable to make their classes in person, the team provided lessons through the online digital learning platform and zoom sessions. Kaiako encouraged tamariki and their whānau to explore ongoing learning opportunities within the home to continue their literacy journey, such as writing shopping and ‘to-do’ lists.

The programme continued to work with tamariki to build their knowledge and capability to access online platforms, such as introducing zoom within the classroom environment. Whānau were supported with kai packages, supermarket vouchers, hygiene goods and Whānau Direct.

## TE KŌHAO HEALTH - HAMILTON

Te Kete Aronui partnered with the Enderley Community Centre. The centre offers after school care to tamariki along with a consistent cohort of tamariki on the programme. Three Kaiako have te reo Māori which further supports learning and communications with the ākonga.

The team developed new resources to support student learning; flash cards, times tables, division cards, and GLoSS test kits. Kaiako continued to encourage computer based learning. The ability to work from home via online learning is available to all ākonga. Kaiako use images and phonics to support ākonga to both develop and recognise the sounds of words as well as how to pronounce words correctly. The numeracy GLoSS test was used to assess students from stages two through to eight. Kaiako work with students in small groups and provide one on one support.

## TE ROOPŪ ĀWHINA KI PORIRUA - WELLINGTON

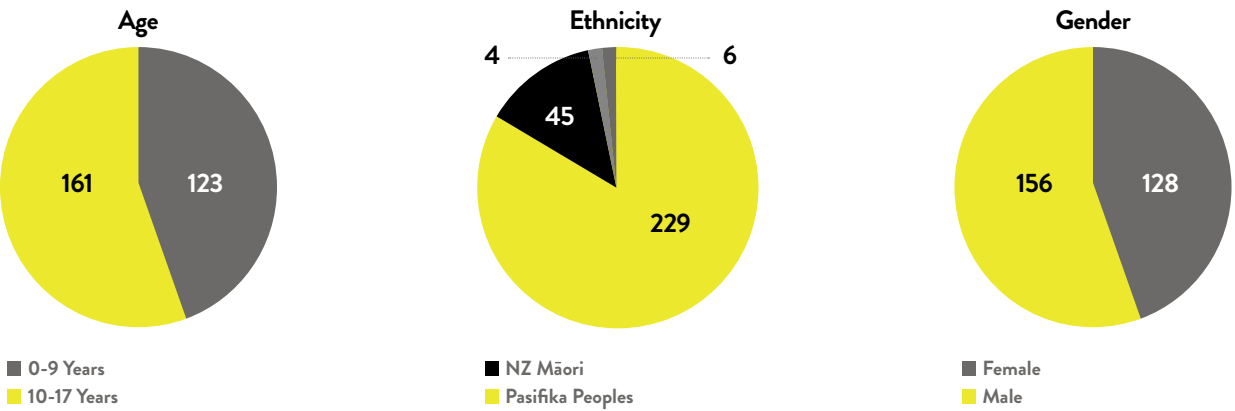
Te Kete Aronui offered tamariki and their whānau a range of activities that incorporated literacy and numeracy. Netball and swimming encouraged students to plan, count, read and write up activities.

Brandon Intermediate and Titahi Bay Intermediate have increased referrals to the programme. Kaiako continued to enhance these relationships and highlight the benefits of the programme.

Te Kete Aronui provided resources and support to whānau through Whānau Direct applications. Fourteen tamariki received chromebooks and bags so they could access their STEPs programme at school and home. Over eight tamariki were navigated to services including counselling and Social Workers in schools. Counselling referrals related to tamariki with trauma.



TE KETE ARONUUI SUMMARY



This is a summary of the Te Kete Aronui programme for the period 1 October 2020 to 30 June 2021. This is due to the difference between the school year and annual report period.

The Age pie chart shows the age distribution of tamariki who are engaged in the Te Kete Aronui programme. The distribution shows 123 tamariki aged 0-9 years and 161 tamariki in the 10-17 years range. Majority of tamariki who are engaged are in their teenage years.

The Ethnicity pie chart shows the distribution of gender of the enrolled tamariki, 128 tamariki were enrolled as female while 156 were enrolled as males. Majority of the tamariki were males.

In the Gender pie chart, it shows the distribution of tamariki by ethnicity. 229 of the tamariki identified as NZ Māori, 45 as Pasifika Peoples, 4 as NZ Europeans, and 6 were Others. Majority of enrolled tamariki identified as NZ Māori, with second most largest being Pasifika Peoples.

Tamariki Supported

	Annual Target	Tamariki Supported to Quarter Three
TOTAL	320	284

A total of 284 tamariki were supported to 30 June 2021 out of the contracted target of 320 across the four Whānau Ora partners. This is below the annual target due to the difference between the school year and annual report period.

*"You come in, she (Kaiako) embraces the kids, and I love that because that's how we are at home. So, I feel comfortable coming in and just seeing her, and it's one of those things where you like, text a friend, sort of thing. I'm like that with her. So, having that relationship with her is great, especially for my kids."* Wero whānau, recipients of Te Kete Aronui, West Auckland.

*"We are enjoying Te Kete Aronui, especially during our lockdown periods. Our kids have spent more time with Te Kete Aronui teachers than their own school! We love the positivity and encouraging āhua of the Kaiako as it creates a safe and nurturing space for our tamariki to learn."* Puru whānau, recipients of Te Kete Aronui, Waikato.

NETA'S STORY

Neta is facing challenges with tamariki and a mokopuna on the way. She is blessed to have a sound support network that helps to care for her whānau. Being a small business owner has been challenging during COVID and Neta is working hard to make up for the impact.

Neta has been researching more on rongoā especially plants that are being used to make organic hair products. She does have a prototype but is looking at expanding her catalogue of ideas to broaden her range that she hopes to release soon through Ngā Tini Whetū.

**Neta – “I am so passionate about this journey and believe that it will be amazing once we move through the COVID levels and Ngā Tini Whetū can connect face-to-face as a rōpū”.**



## WHĀNAU RESILIENCE

The aim of Whānau Resilience is to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation.

Over the past 12 months the Whānau Ora network of Te Whānau o Waipareira, Huakina Development, Te Kōhao Health, Te Rūnanganui o Ngāti Porou and Te Roopū Āwhina ki Porirua worked with an extensive range of stakeholders across five rohe to design a service and seamless approach when working with whānau in that rohe.

Each Whānau Ora partner ensured the co-design process was underpinned by key whānau ora principles outlined below:

- Te Tiriti o Waitangi takes precedence as a framework in which any covenant, terms of reference, memorandum of understanding is to be developed and agreed.
- Co-design means whānau led and designed from a whānau view including guidelines on resolution processes, decision-making processes and high level outcomes.
- Whānau Ora aspirational approach and philosophy when working with whānau that has been proven to support whānau transformation regardless of their varying strengths and needs.
- Prioritising the needs of whānau with a fast response during COVID alongside addressing emerging community needs.

The formal co-design process has now been completed for these rohe with the implementation of the model now underway.





FINANCIAL STATEMENTS



**Te Pou Matakana Limited**  
**t/a Whānau Ora Commissioning Agency**

**Summary Financial Statements**

**30 June 2021**

The following are excerpts from the audited financial statements of the Te Pou Matakana Limited t/a **Whānau Ora Commissioning Agency** for the year ended 30 June 2021 which were authorised for issue on 17 September 2021. An unmodified audit opinion was issued on the full financial statements on 17 September 2021. These summary financial statements were authorised for issue on 17 September 2021 by the Board of Directors.

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

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

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



Director  
17 September 2021



Director  
17 September 2021

**SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE**

**For the Year Ended 30 June 2021**

	2021	2020
	\$000	\$000
Total revenue	91,762	74,481
Total expenses	(89,225)	(74,577)
<b>Surplus / (Deficit) for the year</b>	<b>2,537</b>	<b>(96)</b>

**SUMMARY STATEMENT OF CHANGES IN EQUITY**

**For the Year Ended 30 June 2021**

	2021	2020
	\$000	\$000
Equity at beginning of year	4,623	4,719
Surplus	2,537	(96)
Dividends	(988)	-
<b>Equity at end of year</b>	<b>6,172</b>	<b>4,623</b>

**SUMMARY STATEMENT OF FINANCIAL POSITION**

**As at 30 June 2021**

	2021	2020
	\$000	\$000
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	14,307	3,000
Accounts receivable	3,174	4,377
Short term investments	3,297	3,824
	<b>20,778</b>	<b>11,201</b>
<b>NON-CURRENT ASSETS</b>		
Property, Plant & Equipment	69	41
	<b>69</b>	<b>41</b>
<b>TOTAL ASSETS</b>	<b>20,847</b>	<b>11,242</b>
<b>CURRENT LIABILITIES</b>		
Accounts Payable	898	229
Accrued Expenses	207	436
GST Payable	2,107	1,654
Deferred Revenue	11,216	4,110
Employee Entitlements	247	190
	<b>14,675</b>	<b>6,619</b>
<b>NET ASSETS</b>	<b>6,172</b>	<b>4,623</b>
<b>EQUITY</b>		
Retained Earning	6,172	4,623
	<b>6,172</b>	<b>4,623</b>

**SUMMARY STATEMENT OF CASH FLOWS**

**For the Year Ended 30 June 2021**

	2021	2020
	\$000	\$000
Net cash flows from operating activities	11,765	1,918
Net cash flows from investing activities	530	(15)
Net cash flows in financing activities	(988)	-
<b>Net increase in cash held</b>	<b>11,307</b>	<b>1,902</b>
Cash at the beginning of the year	3,000	1,098
<b>Cash at the end of the year</b>	<b>14,307</b>	<b>3,000</b>





# 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:

- i. Has been correctly derived from the audited company financial statements for the year ended on that date; and
- ii. 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 2021;
- the summary statements of comprehensive revenue and expense, changes in equity and cashflows for the year then ended; and
- notes, including a summary of significant accounting policies and other explanatory information.



### Basis for opinion

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

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

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



### Use of this Independent Auditor's Report

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



### Responsibilities of the Directors for the summary Financial Statements

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

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



### Auditor's Responsibilities for the summary Financial Statements

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

We expressed an unmodified audit opinion on the financial statements in our audit report dated 17 September 2021.

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  
Auckland

17 September 2021



