



Raukawa Whanau Ora Ltd

Te Rau Hou O Raukawa. He iti nā Motai Tangata Rau



Annual Report 2021



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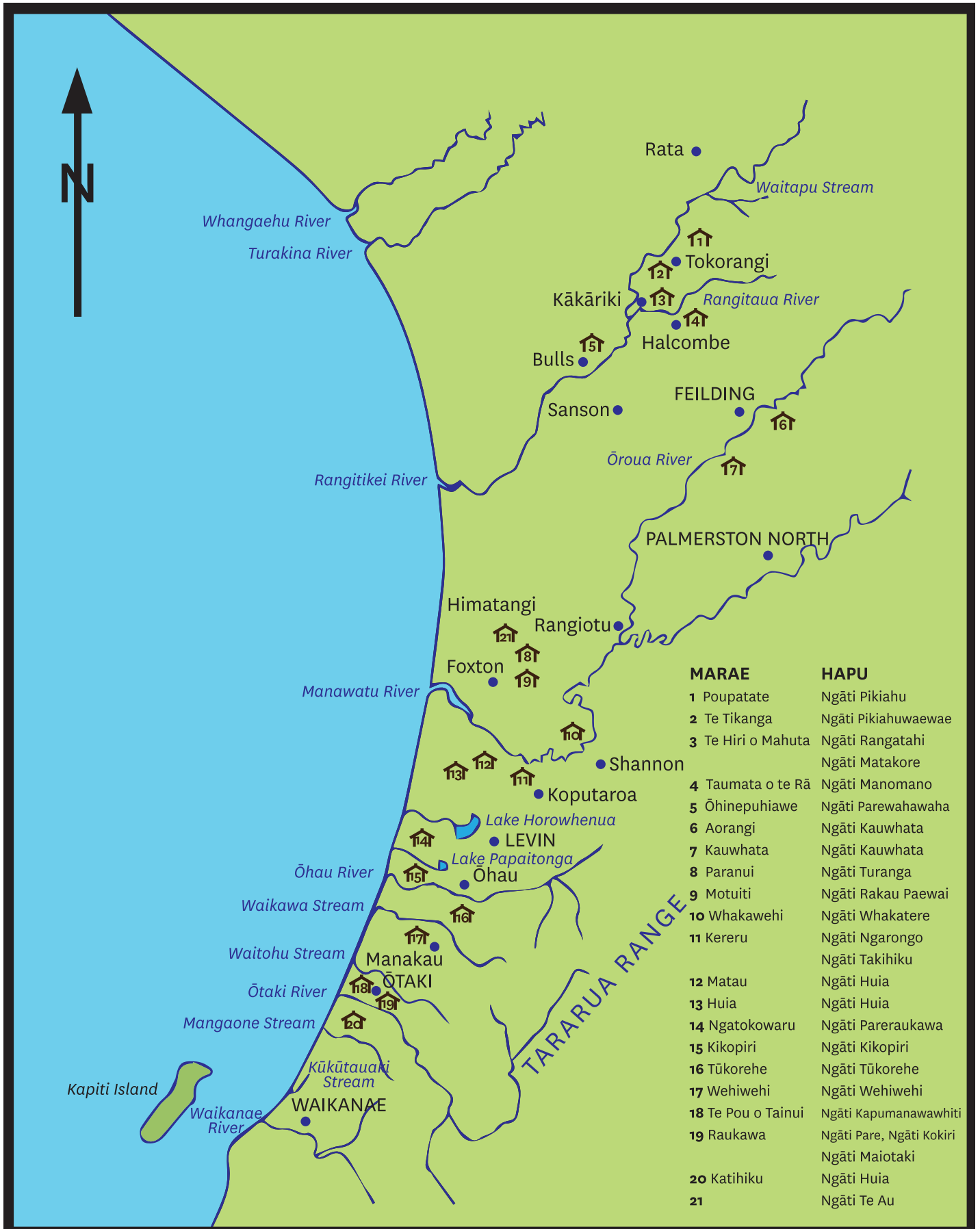
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Raukawa Rohe



Board Profiles

Raukawa Whānau Ora is a limited liability company with Te Rūnanga o Raukawa being the sole shareholder. This legal structure provides the Iwi with the means to have control and influence at a governance level, which minimises their liability by reducing their involvement in management decisions. The Raukawa Whānau Ora board is named Te Mana Whakahaere, and their combined knowledge and experience is in governance and management of large Crown and commercial entities, local government, regional health industry (Crown and Iwi), tertiary education, and finance.



Ngāti Toa Rangatira,
Te Ati Awa, Ngāti Raukawa

John Barrett, Chairperson: is the managing director and co-owner of Kapiti Island Nature Tours and Kapiti Nature Lodge on one of New Zealand's largest natural treasures – Kapiti Island. John previously served as Chairman of the NZ Māori Tourism Council, on the board of Tourism NZ, and as a foundation member of WINTA – the World Indigenous Tourism Alliance Leadership Council. John remains active in Māori education as Trustee for Te Wānanga o Raukawa Foundation as well as serving on Te Mana Whakahaere for many years. John is also involved in tribal and community development in the economic, social, and cultural spaces. John is happiest when spending time with whānau.

John's Tumuaiki Report is on page 6.



He uri au no Ngāti Wehi Wehi, Ngāti Raukawa ki te Tonga, Ngāti Huia ki Katihiku, Ngāti Toarangatira, Atiawa ki Whakarongotai, Ngai Te Rangi hoki.

Paddy Jacobs, Deputy Chairperson: Paddy's vision is that Māori whānau and hapū, in the first instance, identify the capability and capacity that exists within their members. Members enabled and supported by services driven by Māori values and principles, so that goals and aspirations these members define, can be achieved.

Raukawa Whānau Ora provides the vision, strategic direction, foundation, and capacity for accomplishing "by Māori for Māori" for our communities.

Paddy is currently chair of the Ngāti Wehi Wehi Marae Committee, Secretary of Tūmatanui Treaty Claims Cluster, and a board member of Raukawa Whānau Ora. Paddy holds a Bachelor of Māori Health Studies from Te Wānanga o Raukawa, a Diploma of Frontline Management, and a Certificate of Business from the NZ Institute of Management.

Paddy worked for the Midcentral DHB for nearly 40 years and her various roles included Public health, as a Māori health advisor, Mental health, the Māori health unit, and, in the Disability sector as an assessor working closely with kuia, koroua and younger Maori whānau with disabilities. The role was linked to Ministry of Health funding which provided services to support independence and quality of life.

Until recently, Paddy also worked as a member of the Levin Budget Service Management Committee and was a board member of Contact Inc which established Te Whare Mahana Community Centre. In these roles, Paddy gained great insight into both non-Māori organisations operations, and how a collaborative approach creates amazing opportunities.

Board Profiles



Ngāti Huia

Wayne Kiriona: Wayne has a keen interest in the health, wellbeing, and economic development of our iwi. After more than 20 years' experience in Mental Health, working for Whaioro Trust, he gained empathy for our whānau. Wayne's roles, within Whaioro Trust, varied from coalface support through to CEO. His service to his whānau and iwi includes 25+ years as treasurer for Matau Marae and a member of Te Rūnanga o Raukawa. He has also had several trustee and director roles on behalf of Ngāti Raukawa. Wayne is excited by the opportunities that Raukawa Whānau Ora brings, not only to our iwi but to the community as a whole.



Ngāti Raukawa ki te Tonga

Barbara Rudd: Since her return from overseas, Barb has worked in the Māori Health and Wellbeing space advocating and championing for whānau and her community for improved local services and outcomes. During this time Barb has worked alongside a wider cohort of Māori and mainstream professionals, which include the MCHDHB workforce, National and regional health organisations, and Local regional bodies. Her key focus has been to initiate change and improve holistic outcomes for iwi Māori communities. Barb continues in her working role as the Māori Health Liaison Officer in the Ōtaki locality for THINK Hauora (previously CPHO). She is involved in her iwi and hapū affairs, is an active member of the Raukawa Marae Management Committee, and a current board member of both Te Puna Oranga o Ōtaki IFHC, and MCHDHB Uru Mātai Matengau - Cancer Alliance Group. In her spare time, Barb facilitates the Ngā Hapū o Ōtaki monthly Kaumātua Group and continues to participate in, and support, wakaama and the wider wakaama whānau katoa.



Te Atiawa Ki
Whakarongotai, Raukawa
Ki Te Tonga, Ngāti Toa
Rangatira, Muaupoko,
Taranaki, Tuwharetoa,
Tainui, Maniapoto, Ngāti Te
Ata, Ngai Tahu.

Piri-Hira Tukapua: is the youngest Director of Raukawa Whānau Ora and has been on the board since its inception. She recently had her first pēpi, Cyrus Te Kakakura, and is enjoying motherhood while still managing her many roles and responsibilities.

Piri-Hira is a qualified Graphic Designer and Secondary School Teacher. She has had her business, Taitoko Design & Print, for 15 years and has also been involved in a number of other ventures.

Piri-Hira is currently serving her third term as a Councillor in Local Government. She is a member of the following Committees: Finance Audit & Risk, Hearings, Education Horowhenua, Community Grants & Funding, Horowhenua Road Safety Group, and chairs the Youth Network.

Within the local community, Piri-Hira is a member of Te Rōpū Pakihi (the Kāpiti-Horowhenua Regional Māori Business Network), a Trustee of the Horowhenua Learning Centre, a Trustee of the Foxton Medical Centre, and Chair of Paranui Marae, Ngāti Turanga. *Tēnā koutou katoa.*

Tumuaki Report

John Barrett

Our Vision

Whānau are in control of their own health and wellbeing, through vibrant, healthy and supportive communities.

Our Mission

To provide high quality integrated services to improve the wellbeing of whānau, hapū, iwi and communities. To promote the integration of Kaupapa Tuku Iho in all Raukawa Whānau Ora activities to maximise our contributions to whānau, hapū, iwi and communities. Our plan over the next three years will focus on the following kaupapa:

Whānaungatanga	Endeavour to build strong and sustainable relationships
Kaitiakitanga	Empowering whānau to take control of their own health and wellbeing
Rangatiratanga	Build capacity and capability to sustain our services that supports the needs of whānau in our communities
Manaakitanga	Ensure whānau are health, strong, safe, economically secure and connected within the whānau, hapū, iwi and their communities.

I am pleased to present our 2020/21 Annual Report and Financial Statement. The majority of the 2020/21 year included the events and impacts delivered by the world-wide Corona Virus epidemic. This event required us to create and develop new and unexpected responses to enable our team to react to the new demands and needs of our whānau, hapū and community. Covid-19 required us to make and strengthen relationships with other agencies and community groups, to all work together to minimise the risks and continue delivering essential services to our communities.

I acknowledge and mihi to the entire Raukawa Whānau Ora team for their exemplary work and performance responding to this crisis. Sadly, we have not yet seen the end of a need for vigilance against Covid-19 and its effects.

The organisational move from the original premises at Keepa Street, to our new and more fit-for-purpose site at 152 Bath Street, has proven to be very successful with clients and kaimahi. The Manukura will report on the growth in our service, and breadth of services, provided to our whānau across the rohe.

We are also constantly reviewing the quality and appropriateness of services we provide and look to add new services where and when evidence shows they are needed. The current Government have given strong signals of their intention to grow their “by Māori for Māori” approach to the delivery of Health, Social and Education services. Raukawa Whānau Ora is well established and ready to take on more responsibility in delivering in this new environment.

The Board is pleased to present a positive financial report for the 2020/21 year. This success in 2020/21 can, once again, be attributed to the Manukura and her dedicated finance and accounting team led by Marlene Cooksey. Congratulations!

Te Mana Whakahaere, Paddy Jacobs, Piri-Hira Tukapua, Wayne Kiriona, Barbara Rudd – ngā mihi ki a koutou. Thanks for your determined and focussed approach to our collective governance role. Our Kuia-Kaumtua roopu, Te Mauri, for their support, guidance and awhi – tēnā koutou. We also acknowledge and thank the support team, Jess Ratapu (part year) and Tiare Rangiuia, for their assistance and patience in preparing agendas, minutes, and reports, and providing information as required.

Manukura Report

Dr Betty-Lou Iwikau

Raukawa Whānau Ora is committed to enhancing the health and wellbeing of all communities including whānau, hapū, and iwi within the tribal boundaries of Ngāti Raukawa ki Te Tonga. Our commitment is reflected through the delivery of high quality integrated services, which are complemented by the infusion of Kaupapa Tuku Iho to maximise our contributions to whānau, hapū and iwi. These kaupapa guide governance, management, and service delivery functions and are embedded in all activities.

During this Year 2020/2021, we have continued to improve and enhance our services delivered to whānau, hapū, iwi, and the wider communities within Raukawa ki Te Tonga boundaries. It has been due to contractual limitations that some areas of our tribal boundaries have not received the full extent, or benefits, of our services. To address this, we are currently lobbying and working closely with the Contractors of Health services to see a much-improved suite of Hauora programmes for whānau residing across the whole of our Raukawa boundaries. The implementation of the new Māori Health Authority will be a major step in assisting Raukawa Whānau Ora to achieve its aspirations and we have been privileged to be invited to attend reviews and forums on the implementation of this model.

We continue to improve on a yearly plan for communities with a deliberate intention to:

- Deliver whānau ora community support and service delivery that improves integration and coordination of health, community, and social services grounded in Kaupapa Tuku Iho.
- Build and maintain stronger relationships between communities.
- Maintain a clear focus on the population being served to support the realisation of our whānau, hapū, iwi, and the wider communities within Raukawa ki Te Tonga boundaries.
- Continue to look for Partners from our ecosystem that will invest in the delivery of Te Kotahitanga o Raukawa Whānau Ora Model as part of an integrated approach to the health and wellbeing of our whānau, hapū, iwi, and wider communities within Raukawa ki te Tonga boundaries.

The focus and development of this platform contributes towards the key performance indicators of several Crown agencies. Our relationships with Iwi, government, and other external community agencies will further add to the resources and support of a Whānau Ora Centre Model which can provide for whānau, hapū, iwi and the wider communities within our catchment. We were humbled to be visited by Sir Wira Gardener (Acting CEO Oranga Tamariki) and had the pleasure of an open and frank discussion. This gave way to an invitation to his office to develop a strategic plan that will remove barriers and provide true partnership between our organisations.

Raukawa Whānau Ora, like all Iwi Māori Health, Education and Social services providers, face a major challenge in meeting the aspirations and needs of our Māori community. To fulfil the aspirations of our Iwi and community, it is vital that we nourish and expand our collaboration with our strategic partners and, secure the appropriate levels of funding and resourcing. We were privileged to have a ministerial visit from Minister Pene Henare at the end of last year where he made a commitment to support Raukawa Whānau Ora in its future endeavours. These are the types of relationships that will assist in providing the change we want to see across all our service delivery.

Of course, 2021 has been an exceptional time for all of us especially with Covid-19 having caused us immense challenges. Our infra-structure has been well and truly tested but it stood up to the challenge.

This was not by chance but by forward thinking and future planning. It demonstrated that our IT infrastructure is relevant and flexible enough to adapt to changing conditions. Although bricks and mortar provide a central workplace, we were just as efficient working remotely because of the future proofing investment into IT.

As Manukura, I am proud of all our kaimahi. The commitment and dedication shown by all our staff is very humbling to witness and experience. I am proud to lead such a caring, unique, and professional team of individuals. They have persisted in providing the highest level of service to their clients through challenging times, and all this while still balancing their own whānau needs. The Senior Management team also continues to provide a high level of leadership and guidance for kaimahi, and there is also a focus on succession planning for identifying and nurturing future leaders within Raukawa Whānau Ora.

In closing, it is a time of reflection under the Matariki umbrella, and for the first time our whole organisation gathered at Matau Marae to spend the night celebrating Matariki – now an annual event. We were able to acknowledge those who have passed, and to plan for the future. Matariki is a time to signal our new journey from our new location, to embrace new plans and new activities, and to build new relationships that will enhance our aspirations for a new future.



He Hikinga Manawa Toiora Whānau

Toiora Whānau

Toiora Whānau is a Raukawa Whānau Ora (RWO) social service construct which is used to deliver a range of social services to make significant contributions that support whānau in their pursuit of mauri ora. This is underpinned by Kaupapa Tuku Iho. The following services are delivered to a wide range of communities and make contributions to the broader scope of the organisation.

Family Centre – Addressing Domestic Violence

This service provides for the needs of whānau who have been involved in, or suffered from exposure to, Family Harm. The Horowhenua takiwā has some of the highest rates of Family Harm incidences in New Zealand, therefore our service framework is immensely important for our communities across Raukawa ki te Tonga. These programmes, which cater to the needs of whānau that have been exposed to Family Harm (Violence), are principally of an educational nature. However, these vary according to the needs of the participants. The work can be undertaken in groups, as an individual activity, or as a whole of whānau approach – all to eliminate violence in the long term.

We can cater to the needs of tamariki who are affected by the issues related to Family Harm in the whānau home. The overarching intent here is to maintain safety for whānau, and safety of our tamariki and mokopuna. Family Harm is not just a social problem, it is a community problem, and we all need to be aware of this kaupapa as it impacts on all of us in many ways.

We have recently made changes to our team and have filled all vacancies for the delivery of this service. We are contracted by Oranga Tamariki (OT) and the Ministry of Social Development (MSD) to deliver a range of programmes in this spectrum.

Ministry of Education

At the present time our education services are delivered in the form of Poipoia te Mokopuna. This is an educational programme constructed in the Early Learning paradigm. Poipoia te Mokopuna operates as a means of providing opportunities for parents, caregivers, and Kuia/Koroua to participate in helping their tamariki, mokopuna to actively engage in learning in a fun and safe environment. This Raukawa Whānau Ora playgroup is for pre-school aged tamariki and has fantastic attendance by whānau from a number of our different communities.

Poipoia Te Mokopuna

This programme reaches vulnerable tamariki Māori and their whānau. The programme is for ages from birth to three years old and is delivered in Horowhenua. The key outcome here directly relates to this group participating in this high-quality early learning. There are several key focus areas within this programme. These have been separated into kaupapa mahi that have clear intent and outcomes. It also highlights the koha that our facilitators share when delivering this programme.

The key constructs are as follows:

- Child development – Whānau are engaged through Initial Assessments that allow a synopsis of child and whānau development stages. A follow up assessment is done every six (6) months thereafter in order to track the child's progress along the developmental lines.
- The Mechanics of Play – This is a framework which enables whānau to understand, and engage in, the Mechanics of Play and our Tikanga Ririki classes. It includes what is required as part of the engagement. This is an opportune time for whānau to be creative and constructive, while being supervised by kaimahi, and allows for unique individual developments to occur for whānau and their tamariki.

- Kaupapa Māori Parenting – Tikanga Ririki continues to be used in this programme whilst supporting our parents with raising their tamariki and mokopuna. Our Tikanga Ririki programme was introduced to empower whānau to be the best parents they can be, to highlight room for improvement, to identify solutions to their issues, and to appreciate the importance of raising tamariki Māori with the values laid out by our tūpuna.
- Supporting our children’s transition into formal early learning services – The goal is to transition our tamariki into further formal Early childhood education that includes Kōhanga Reo.

Puna Kohungahunga – Supported Playgroup Contract

We reach whānau with tamariki aged 0 to 5 years who were delivered in Horowhenua, Levin. The key outcome is to provide a quality kaupapa Māori Early Childhood service for whānau with these tamariki.

The service is based on the following:

- Our playgroup runs out of Te Takeretanga o Kurahaupō community centre four working days in the week (Monday, Tuesday, Thursday, and Friday), 9am to 1pm.
- We are required to be open at least 16 hours per week for 40 weeks of the year.
- We have an excursion day on Fridays (9am-1pm), which presents its own challenges like winter weather conditions and whānau not having transport. This means Friday attendance is not always high. However, the service remains available and the Kaimanaaki, or facilitator, is present which all counts toward our hours.

Puna has been running for 5.5 years now and has seen many whānau transition to formal Early Childhood Education or Primary School. It has been an honour to provide this support system for the Levin community to enable better understanding of the importance of supporting their tamariki and mokopuna on their education journey. The many ‘light bulb’ moments witnessed in whānau have made this kaupapa fruitful and worth all the time spent on paperwork. The one-on-one direct support from the Ministry of Education has also helped make this kaupapa a success.

Whānau Ora Navigators

Whānau Ora Navigator roles support and build whānau capability. Whānau Ora Navigators work alongside whānau to identify their strengths, dreams, and aspirations.

Navigators support whānau to:

- Work their way through crisis and get linked into the appropriate services.
- Collaborate, broker services, and advocate to ensure needs are addressed in a holistic way.
- Help develop a step-by step plan to achieve their goals and aspirations.
- Identify and strengthen their support networks.
- Reduce any risk of harm to whānau.
- Uplift their mana and create opportunities for cultural connectedness.
- Access appropriate resources.

This service utilises a holistic whānau centric model of engagement and is focused on “Whānau wellbeing”. It has a deliberate bias towards whānau dreams and creating opportunities and plans while ensuring an intentional focus on their future aspirations. These all contribute to whānau pursuit of mauri ora which is a significant key milestone for whānau, and one in which RWO takes pride in supporting. Our Whānau Ora Navigators are enablers of whānau development. They are tireless in their pursuit of whānau pursuing their aspirations. Our referral rate is consistently high which is a clear indicator of the need for this type of service.

Social Workers in Schools

The Social Workers in School Service (SWiS) is an agreement between RWO, OT, MoE and the Primary / Intermediate schools we are engaged with on the ground. At the present time, our kaimahi are catering to approximately 22 schools across the Levin, Feilding, Shannon, and Palmerston North areas. The work our SWiS are involved in is broad, and, at times, complicated with high needs and high risks. Our kaimahi work diligently and professionally to support tamariki and whānau wherever possible.

There are some significant trends occurring in this space principally relating to complex and high-risk needs for whānau, and in particular, tamariki. Therefore, RWO is ensuring we provide on-going professional development for kaimahi. This field of mahi continues to grow and provide challenges for kaimahi, schools, and our communities.

Family Start

Family Start is an intensive home visiting programme that works with vulnerable children, from birth to 5-years-old, and their whānau. It focuses on improving children's growth, health, learning, relationships, family circumstances, environment, and safety. RWO has engaged this service across our takiwā and is actively working with whānau to provide a range of supports. Our primary goal is to build relationships with whānau, to inform, and to educate on positive parenting. The Ara Matua parenting pathway is applied, and this helps guide and prompt those more difficult conversations. With the use of this resource, kaimahi can utilise handouts, videos, and information to support whānau and their needs. Family Start referrals are received from all corners of our community so is not limited to the following: Self-referrals, Police, HALT (Horowhenua Abuse Liaison Team), OT, Tamariki Ora, midwives, DHB, medical centres, and other community agencies. This reflects the RWO collaborative strategic working relationships this service continues to grow.

Iwi FGC Coordinator and Kairaranga

These two roles provide opportunities for our kaimahi to work in a supportive manner with "at risk" whānau which enables us, as an organisation, to whakamana the kaupapa of "Whānau Ora". Our kaimahi have developed strong rapport with their colleagues across the various agencies engaged in this kaupapa. It is still a work in progress as we persist in our labour with OT to develop 'ways of being' while utilising our Kaupapa Tuku Iho framework.

What is critical to note, for our organisation, is that our kaimahi have well developed whānaunga networks, exceptional pukenga, and are highly regarded amongst their peers. Our capacity to access whānau, for those in need, speaks to the mana of our kaimahi. This is a work which is growing and developing as we move forward in the pursuit of mauri ora.

Huia Kaimanawa

Huia Kaimanawa is a recent service acquisition to the RWO contract portfolio. This new service was previously known as the 'Children's Team' and is part of the devolution of some OT services to Iwi and other community organisations. RWO have redesigned the service to be more in line with our Kaupapa Tuku Iho principles. There are 3.5 kaimahi assigned to this contract: two full time navigator roles, one full time administrator and a 0.5 coordinator.

The focus is to provide coordination of services involved with tamariki and their whānau who are at risk of harm. Like the previous Children's Team, Huia Kaimanawa has a Kaitiaki team (Advisory panel) made up of various members of the community. They are from OT, MSD, Health, Education, Māori, Pacific, and the Police. The Kaitiaki team provides advice around the various issues and challenges the tamariki and their whānau face. They also advise the Huia Kaimanawa team.

For RWO, this service is in its infancy stages so will be closely monitored as we move into this new space and take over from OT. However, we are confident that with the combined expertise of the kaimahi, along with the support of the Kaitiaki team, the transition will be relatively seamless.

Whare Hau Ora

The Whare Hau Ora is another recent acquisition for RWO and is being implemented in partnership with OT. The function of Whare Hau Ora is to reconnect tamariki with their whānau after a period in OT care. The Whare Hauora provides a safe space in which the whānau can (re)adjust to being together, but with the support of RWO kaimahi. Two full time Whare Kaitiaki stay in the whare with the whānau assisting them with day-to-day functions. This is in anticipation of a time when the whānau have solidified their connections and are able and confident to move into their own whare and be self-managing. A .5 Kaitiaki Navigator will support the development and implementation of whānau aspirational plans that will assist them to reach their identified goals. The Kaitiaki Navigator will also provide liaison, communication, advocacy, and other supports as identified by the whānau.

The Whare Hau Ora is ground-breaking mahi in this area so will be monitored closely. As we move forward in providing better support systems for whānau, so that they can be self-managing and out of the OT system.

Success Stories

Once our services are engaged, many of our whānau make huge steps forward. An everyday success is important to note as these are not often celebrated. Making plans, supporting their tamariki, seeking assistance or help for themselves or as a whānau, are noted as successes and worthy of celebration. Even staying alive is a really big success for whānau, particularly in the current circumstances whānau face daily.

Kaimahi success stories are the ones where they gain access to support whānau to offer up a koha of some sort, which in turn, allows them to engage whānau when they are hitting their lowest peaks.

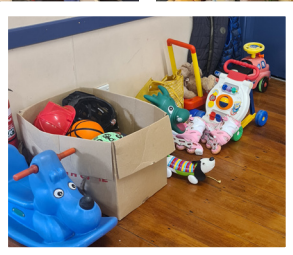
RWO celebrated Matariki this year by having a two-day noho where kaimahi, their partners, and tamariki came together to learn about Matariki. Highlights were the whanaungatanga experience outside of the mahi context, being able to include our whānau, lighting the lanterns before dawn and watching them soar into the air (as a metaphor for letting go of what we were holding on to), the Matariki hākari, the kōrero about the marae, and learning as a wider whānau through kōrero and videos about the kaupapa that is Matariki.

Our holiday programmes such as Mana Tane and Mana Kotiro are fine examples of the success of our tamariki engaging during this time and enjoying the continuity of SWiS support away from school. Our most recent programmes included a trip to Makahika and a trip to Te Papa and the Weta workshops in Wellington. Our service programmes in this field are in a constant mode of development and change and provide wonderful learnings for our tamariki.

Pink T-Shirt Day



Community Giveaway



Hauora Services

Introduction

We have contracts with the Ministry of Health which require a variety of professionals. Altogether, we have a dynamic team of Registered Nurses, an Alcohol & Other Drugs Clinician, Smoking Cessation Quit Coaches, Social Workers, Community Support Workers, and Administrators / Database Operator.

Our focus is the delivery of holistic services for pēpi through to kaumatua and driven by Kaupapa Tuku Iho. We work collaboratively with our internal Toiora Whānau and Hikinga Manawa Family Start teams to provide wrap around services. We also work with other external health professionals to serve the best interests of whānau.

Te Roopu Hauora provides accessible quality health care for the whole whānau utilising the Whānau Ora concept which empowers whānau to take responsibility for their own wellbeing. Our area of coverage is from Te Horo in the South to Manawatu, Palmerston North, and Bulls in the North. It includes all outskirts from these areas. Delivery of services is in homes, at the marae, at the office bases of Feilding or Levin, and at any other venue deemed appropriate.

Whānau/Tamariki Ora Well Child Service

This service is an alternative to Plunket. It is about preventative health care and provides well child growth and development assessments from birth to 5 years old. This is in line with the National Well Child Schedule so comprises immunisations. We also assess other whānau members, if requested. Currently, we have over 1100 clients using the service and delivery of services is provided by Registered Nurses (RNs) who have completed further training such as a Postgraduate Certificate in Primary Health Care Specialty Nursing. This adds further specialty to the well child and family domain. Kaiawhina, or support workers, also assist the RNs with immunisation and any additional visits.

Success Story

Our numbers for the Whānau Tamariki Ora service continue to increase in the rohe of Raukawa, from the Manawatu and Bulls to Horowhenua and Ōtaki. This reflects the great work that kaimahi provide.

Mother & Pepe Support

This service offers antenatal and postnatal support, as well as advocacy and advice, to young and new mothers and parents of children from conception to 2 years old. The intention is to help those 'at risk' by contributing to their emotional health and wellbeing so that positive outcomes may result for them and their babies. It is an intensive service focussing on higher needs whānau, for example, a pregnant teen or other pregnant Māmā with multiple disadvantages. The aim is to give support through parenting programmes, to help develop parenting skills, build self-esteem, and encourage the confidence of parents so that they create a nurturing and supportive environment for optimal development of their pēpē.

The service has three 0.52 FTE kaimahi and has been extended to provide immunisation support to the RNs as first aid assistants, to offer wahakura and pēpi pods (sleeping baskets), to arrange a car seat layby scheme, and to deliver preventative care and advice regarding other mothercraft skills and knowledge.

Success Story

RWO kaimahi continue to engage in wahakura wānanga so they develop their skills of making wahakura for pēpē and their whānau. Access and availability of these wahakura ensures safe sleeping for our pēpē. These wānanga are ongoing so a continuous supply of wahakura are on hand for our hapū Māmā, and it is also another way RWO contributes to the community. This Kaupapa is supported by Mokopuna Ora (DHB) and Te Kokiri.

Success Story

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Immunisation Service

This service offers immunisations, as per the National Schedule, for tamariki aged 6 weeks to 4-year-olds and adults 45 years and over. Pēpē immunisations are also administered at their homes which whānau appreciate as pēpē are more relaxed in their own environment. Free influenza vaccinations are also available for those 65 years and over as well as those under 65 years with chronic illness such as asthma.

RWO kaimahi are likewise involved in the Covid-19 vaccination clinics. These clinics are held at the Levin office and those vaccinated on the planned days number between 90 to 220.

Success Story

Having the outreach immunisation service has enabled RNs to connect with hard-to-reach clients who would struggle to get their tamariki immunised. This focusses efforts on Mums who have limited knowledge of immunisations and assists them in gaining confidence. Having the existing rapport with the nurses contributes to all round wellbeing for both mother and baby.

Car Seat Rental & Lay-By Scheme

Owing to our bulk buying ability we can get car seats from the retailer at a reduced price. This advantage is passed on to whānau of tamariki aged from birth to 8 years old. It helps them purchase a car seat with a small deposit and low repayments. Clients have been very grateful for the layby scheme and said they would never have been able to afford a car seat otherwise.

Adult Mental Health

This service provides support for those 17 years old and over who have a mental health diagnosis or have a suspected diagnosis. Our focus:

- Ensures the individual is central and recognised within the context of their whānau and their wider community.
- Is recovery directed.
- Is responsive to cultural needs.
- Promotes access to required services.
- Promotes collaborative service delivery.
- Works in partnership with other services when needed.

Success Story

Kaimahi of this service deal with complex issues and go over and above to support whānau because often social issues, like housing or WINZ benefits, need attention first before the mental health issues can be addressed. Both kaimahi and whānau find it very rewarding when whānau gain back their confidence and independence and are then able to manage their own day-to-day activities. These are the daily occurrences that would previously have been a struggle to deal with before being on this programme. The service does have a wait list and kaimahi work hard to prioritise and manage it.

Alcohol & Drug Support (AOD)

This service offers community support for those of any age affected by alcohol and/or drugs. Each individual client is supported to access interventions that are appropriate according to assessed need in terms of their drug and alcohol use, related problems, and readiness to change. They are then provided with the appropriate treatment and/or therapy. Currently, this service is inundated with referrals, predominantly self-referrals and court orders.

Success Story

Alcohol & Other Drugs service has been successful in supporting clients into rehabilitation. Some clients have made positive life changes and have re-engaged back into the workforce. They have been one-year alcohol/drug free and are leading happy and healthy lives.

Alcohol and Drug for Community Probation

This contract sits alongside Community Probation. Referrals are processed through 'Single Point of Entry' and then allocated to the appropriate provider or location. Referrals can only be received for those clients who are engaged with Community Probation. This service is committed to helping clients look at their substance use and how it is impacting their quality of life. The clinician provides supportive therapeutic approaches in identifying and practicing successful life choices.

Kaiwhakapuaki Waiora – Health Coach

This is a new role that commenced October 2020. It is an advocacy and coaching service for tangata whaiora. The service assists whānau in reaching their goals and aspirations by highlighting and developing their own skills and knowledge, by helping them access the right services, and by walking alongside them as they grow in confidence to do these themselves.

Child Adolescent & Family Support

This is a specialty service providing interventions for children, adolescents, and youth who have coinciding struggles with mental health, alcohol, and drug use. Support is given to those aged 17 and under, and their whānau, who have a mental health diagnosis and/or ongoing behavioural challenges. Referrals apply mostly to behavioural problems as diagnosis is not always achievable at such a young age.

Day Activities

The service provides recovery-oriented assistance for people with mental illness. This is to help them develop their life and living skills and enjoy their relationships with others. Group activities aim to promote socialisation in individuals 17 years and over and who have a mental health diagnosis or suspected diagnosis. The service contributes to outcomes like:

- Improved participation in the community
- Development and maintenance of work skills and routines
- Greater stability of lifestyle
- Increased social connectedness and sense of belonging

Success Story

Clients participating in the Day Activities programme build their self-esteem, develop their curriculum vitae, and gain work skills which grows their confidence to get back into the workforce. While in the programme, they partake in a wide range of activities like swimming, bush walks, shopping, arts, crafts, cooking (and with some lessons on budgeting). Many are often isolated, so this encourages socialisation, learning how to adapt and interact in diverse environments, teaching what acceptable social skills are, and testing those social skills. Altogether, this lays a foundation for forming and maintaining good relationships.

Disease State Management

Assistance is given to help adults with diabetes, heart conditions, and respiratory illnesses, to independently manage their condition. The service strives to ensure clients, and their whānau, develop an understanding of their condition and receive the full range of support services available to them to help manage and/or improve their health. The nurse provides monthly clinics in Ōtaki, Levin, and Feilding and these are well attended with between 14 and 20 clients for each clinic. Home visits are also made available.

Success Story

Although the service will soon be disestablished, clients will integrate into the Long-Term Conditions service where a Nurse Practitioner service is being established. This will be available to all our whānau and will commence in approximately 3 to 4 months.

Māori Disability Support Service

To assist those with a disability particularly kaumātua (50 years and over) to access Needs Assessment. This service provides advocacy and liaison assistance to those with a disability, particularly kaumātua 50 years and over, for accessing the Needs Assessment Service Coordinator (Support Links). The purpose is to ensure these whānau have improved quality of life and independence. This requires an integration with Support Links who assist with resources. We maintain this connection with Support Links by meeting regularly to ensure there are no barriers to whānau accessing their service.

Success Story

The kaimahi has supported individual whānau to gain resources for the purpose of assisting them with daily activities. For example, rails in a bathroom, rails for stairs, walking aids, and bathroom outfitted for safety. Advocating for whānau, to gain such services or resources, has been essential as whānau are whakamā and therefore would not otherwise do this.

Cancer Control Coordinator

The aim of this service is to improve cancer outcomes for Iwi Māori, and others, and to reduce the level of health inequalities in the health sector. Kaimahi provide support so that access to services, along the continuum of care for clients and their whānau affected by cancer, is improved.

Success Story

Our clients struggle with the cost of daily living and when they are burdened with this terrible disease, it impacts on their work life. Kaimahi ensure that all benefit entitlements, or other advantages, are available to whānau. There have been some great outcomes for whānau who have struggled around this time.

Long Term Conditions / Specialist Respiratory Service

This is a subcontract under the Primary Health Organisation (PHO). It caters to the provision of clinical assessment for clients aged 17 years and over who have respiratory issues, diabetes, and/or heart conditions. It is very similar to the Disease State Management service, however, the contracts are with two different organisations.

Cervical Screening

This service promotes and provides free cervical smears to priority women. They are:

- Women aged 20 to 69 years who are Māori, Pacific, or Asian.
- Women who have never had a smear.
- Women who are 5 years overdue for a smear.

We currently have one smear taker in the Northern rohe and one in the Southern. This role is inclusive of their current role, so we are aiming to train other Registered Nurses.

Podiatry/Foot Care

This is a free service to whānau registered with the Disease State Management and Long-Term Conditions services. Priority goes to diabetics and those with vascular problems. These clinics are held once a month in Ōtaki and Levin and are well attended and with minimal cancellations. The need is great, and this is demonstrated in the uptake of appointments. Fortunately, we can now provide another day in the month to serve this need to improve this service to whānau.

Success Story

For our whānau who have diabetes and vascular problems, circulation to the feet can be problematic, particularly if there is a wound. The poor circulation creates a slow healing process and sometimes it does not heal at all. In these times, medical attention should be accessed, however, whānau can be unaware of the urgency of the situation. So, this service has provided lifesaving results, not so much from a planned strategy but because whānau have been present at this service. As an example, a whānau attended the podiatry clinic and received intervention which saved a leg or foot from amputation. These were first time clients who rang asking for help but did not realise the urgency of their condition. A nurse also engaged with this client in the community and prioritised them for a clinic appointment. We will continue educating whānau about the consequences of what could happen if not treated early so that they are informed and know what to be aware of. We will also continue to encourage them that if they are in any doubt or have a concern to come see the nurse or their doctor.

Toitu Ohu Auahi Mutunga (Smoking Cessation)

This is a subcontract with Te Wakahuia and RWO. It is a Kaupapa Māori support service for quitting smoking. Cessation services are provided to whānau who want to quit smoking. The service delivers evidence-based interventions which includes nicotine patches, information about other prescribed medications, lozenges, and chewing gum.

Success Story

Smoking numbers have slowly declined over the last year and several whānau have turned to the alternative of vaping so are considered a non-smoker.

Financial Statements

Raukawa Whānau Ora Limited

Financial Summary for the year ended 30 June 2021

Statement of Comprehensive Revenue and Expenses for the Year Ended 30 June 2021	2021 \$000's	2020 \$000's
Revenue		
Revenue from Operations	5,762	4,609
Investment Income	10	23
Total Revenue	5,772	4,632
Expenses		
Operating and Administration Expenses	5,025	4,173
Total Expenses	5,025	4,173
Surplus for the Year	747	459
Other Comprehensive Revenue and Expense	0	0
Total Comprehensive Revenue and Expense for the Year	747	459

Statement of Changes in Net Assets/Equity for the Year Ended 30 June 2021	2021 \$000's	2020 \$000's
Balance at 1 July	1,763	1,340
Distributions	(36)	(36)
Total Comprehensive Revenue and Expenses	747	459
Balance at 30 June 2021	2,474	1,763
Comprising:		
Share Capital	100	100
Contributed Capital	196	232
Accumulated Revenue and Expense	2,178	1,431
Total Net Assets / Equity	2,474	1,763

Statement of Financial Position as at 30 June 2021	2021 \$000's	2020 \$000's
Current Assets	4,284	2,756
Non-Current Assets	205	119
Total Assets	4,490	2,875
Current Liabilities	1,971	1,073
Non-Current Liabilities	45	39
Total Liabilities	2,016	1,112
Net Assets / Equity	2,474	1,763

Cash Flow Statement for the Year Ended 30 June 2021	2021 \$000's	2020 \$000's
Net Cash Inflows from Operating Activities	1,692	873
Net Cash Outflow from Investing Activities	(170)	(358)
Net Cash Outflow from Financing Activities	(33)	(36)
Net Increase in Cash and Cash Equivalents	1,489	479
Cash and Cash Equivalents at the Beginning of the Year	1,685	1,206
Cash and Cash Equivalents as at the End of the Year	3,174	1,685

These summary financial statements have been extracted from the full financial statements. They comply with Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR) as they relate to summary financial statements. All figures are in NZ\$ and rounded to the nearest \$000's.

The full financial statements were authorised for issue by the Board of Directors on 26 August 2021.

The full financial statements have been prepared in accordance with Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR) and they comply in full with those Standards. 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.

The full financial statements have been audited and an unmodified opinion was expressed over all periods presented in these summary financial statements.

A full set of the audited financial statements are available from: Raukawa Whānau Ora Limited, 152 Bath Street, Levin 5510. Telephone 06 368 8678.

Auditor's Report

To the Readers of the Summary Financial Statements of Raukawa Whānau Ora Limited. In our opinion the "Summary Financial Statements" have been correctly extracted from, and are consistent with, the current annual financial statements for Raukawa Whānau Ora Limited.

Our audit of the financial statements for the year ended 30 June 2021 was completed on 26 August 2021 and our unmodified opinion was expressed as at that date.

For a better understanding of Raukawa Whānau Ora Limited's financial position and the results for the period, the summary financial statements should be read in conjunction with the related annual audited financial statements.

BDO Manawatu

BDO Manawatu
26 August 2021
Palmerston North
New Zealand





Raukawa Whanau Ora Ltd

Te Rau Hou O Raukawa. He iti nā Motai Tangata Rau

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