



# **Raukawa Whānau Ora Ltd**

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

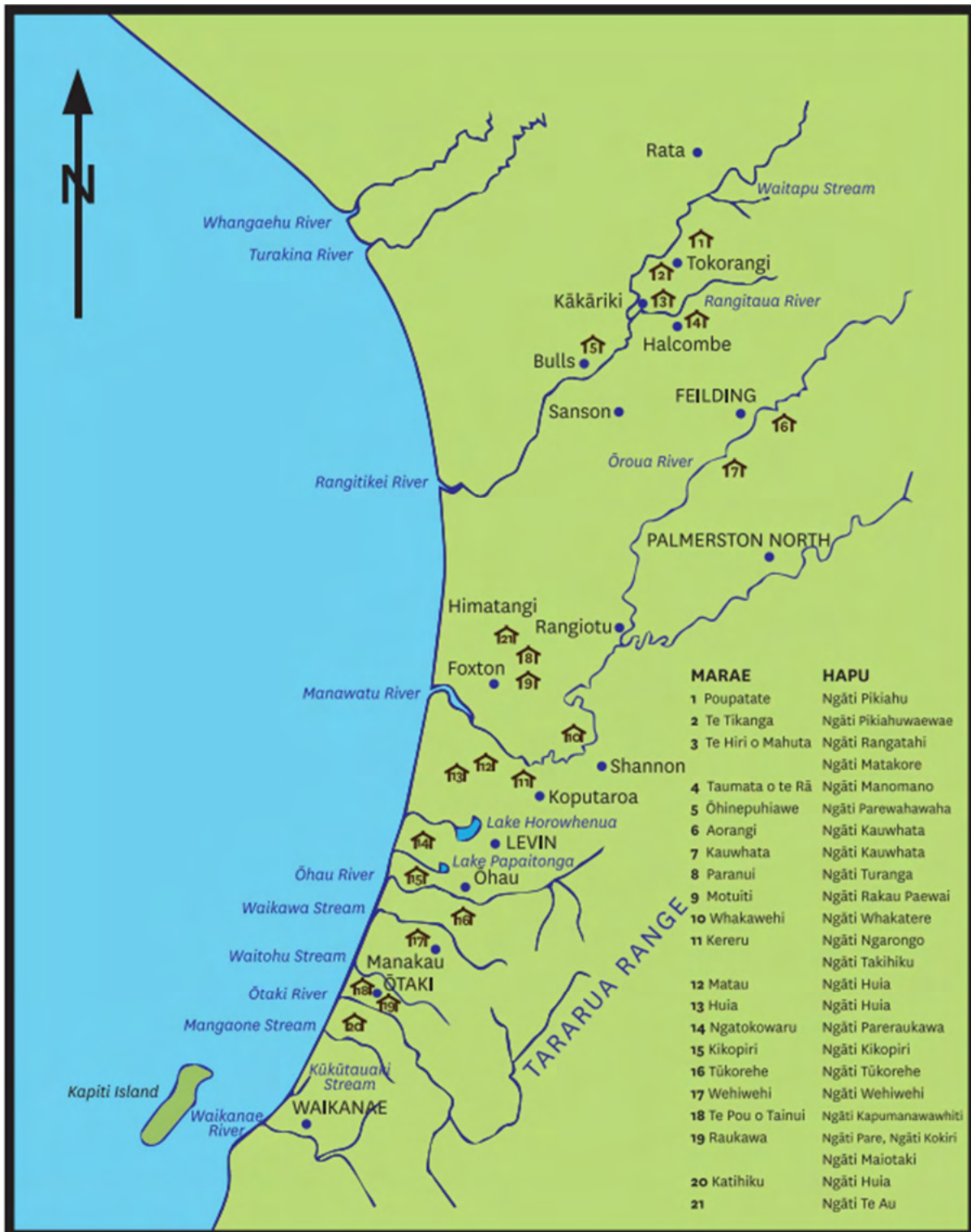


## **Annual Report 2022**

# Table of Contents

Raukawa Rohe .....	3
Board Profiles .....	4
Tumuaki Report.....	7
Manukura Report.....	9
He Hikinga Manawa/Toiora Whānau Services.....	11
Hauora Services .....	19
Financial Report .....	26

# 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 minimizes 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 Raukawa,  
Te Ati Awa,  
Ngāti Toa Rangatira

**John Barrett, Chairperson:** John Barrett is the managing director and founder of Kapiti Island Nature Tours- and Nature Lodge, a family operated, multi award winning tourism business, located on one of New Zealand’s premier nature reserves – Kapiti Island.

John whakapapa’s to Ngati Raukawa, Te Ati Awa and Ngati Toarangatira. He has 45 + years of management and governance experience in a range of private and public organisations and enterprises, and is currently active as;

- Current and founding member on the Leadership Council of WINTA- World Indigenous Tourism Alliance-
- Current Chair of Raukawa Whanau Ora Ltd.
- Current Director – Te Wānanga o Raukawa Foundation
- Managing Director – Kapiti Island Manuka Honey
- Managing Director- Kapiti Island Nature Tours
- Current Chairman – Maoriland Charitable Trust-Maoriland Film Festival
- Member- Kapiti District Tourism Advisory Board
- Ati Awa ki Whakarongotai Taiao (environmental)

Not surprisingly, John’s interests (when time away from whanau, and the whanau business permits) are; nature-based tourism, Maori and International indigenous tourism development- local/regional economic development- Indigenous higher education and conservation practise and education and encouraging the principles of Whakatupuranga rua mano.

*John’s Tumuaki Report is on page 7.*

# Board Profiles



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

**Paddy Jacobs, Deputy Chairperson:** Paddy has a vision that Māori whānau and hapū, in the first instance, identify the capability and capacity that exists within their members. Members are 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 working within 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 Māori and non-Māori organisations.



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, this enhanced his empathy for our whānau. His 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.



# Board Profiles



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.



Raukawa Ki Te Tonga,  
Te Atiawa Ki Whakarongotai,  
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 is hapu again with her second pēpi, after having Cyrus Te Kakakura last year, 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 16 years and has been involved in several other ventures.

Piri-Hira has served three terms as a Councillor on Horowhenua District Council and is currently campaigning for a forth term. She is a member of the following Committees: Finance Audit & Risk, Hearings, Education Horowhenua, and Chairs Community Grants & Funding and the Horowhenua Youth Services Network.

Within the local community, Piri-Hira is a member of Te Rōpū Pakihi (the Kapiti-Horowhenua Regional Māori Business Network), a Trustee of the Foxton Area Medical Centre Trust, a Board Member of Birthright Levin Inc 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.

In 2021-22 our plans still focused on the following Kaupapa:

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

## Introduction

I'm pleased to present our 2021/22 Annual Report and Financial Statement.

While the majority of the year obviously still felt the impact and ongoing effect of Covid19 and its emergent strains, we also had other major and significant issues to deal with and plan for.

Covid 19 still required us to make new and strengthen existing relationships with other agencies and community groups, all working toward minimising the risks, and delivering essential services to our communities.

Again in 2021-22 I must acknowledge and mihi to Manukura, Betty-Lou Iwikau, and the entire Raukawa Whanau Ora team for their absolutely exemplary work and performance responding to this crisis – last year, I forecast we have not yet seen the end to the need for vigilance against the Covid19 effect, and that did prove to be correct, with quite some hangover effect taking us into the new year.

Putting Covid19 to one side, we can report on some more positive events.

Manukura will report on the growth in our service delivery and breadth of services provided to our whanau across the rohe.

The other two significant issues that will have a growing focus for Raukawa Whanau Ora into the future are:

- Housing
- Development of the new Maori Health Authority.

Whilst our entry and engagement into these areas of activity and work is relatively new, it's important to note that RWO has reacted seriously to our clients call for action around housing for our whanau across the rohe. We will be progressively growing and improving participation in this very real area of concern for us all –whanau, hapu and Iwi. Whilst we realise and acknowledge there are roles and responsibilities for other participants in this area, RWO could not sit by and observe our whanau being impacted by the chronic/critical situation created by the housing and accommodation shortage.

The development of the Maori Health Authority is the other area that we will be engaging with as it develops. The current Government has strongly signalled their intention to grow their "by Maori for Maori" approach to the delivery of Health, Social services and Education - Raukawa Whanau 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 2021/22 year.

This success in 2021/22 can once again be attributed to the Manukura and her dedicated Management team. Congratulations!

Te Mana Whakahaere, Paddy Jacobs, Piri-Hira Tukapua, Wayne Kiriona, Barbara Rudd, nga mihi ki a koutou, and thanks for your determined and focused approach to our collective governance role once again.

Our Kuia-Kaumatua roopu-Te Mauri, for their support, guidance and awhi tena koutou.

We also acknowledge and thank the support team and Tiare Rangiuiia for their assistance and patience in preparing agendas, minutes, reports and providing information as required.

John Barrett

Tumuaki



# Manukura Report

Betty-Lou Iwikau

## Introduction

Raukawa Whānau Ora is committed to the health and well being of all communities, including whānau, hapū, and iwi Māori within the tribal boundaries of Ngāti Raukawa ki Te Tonga. Our commitment is reflected through the delivery of high quality services, and through the integration 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.

It has been another challenging yet rewarding year where Raukawa Whānau Ora has continued to develop, engage and foster partnerships with the Ministry of Social Development, Ministry of Health, Ministry of Justice, Corrections Departments, Ministry of Education, Kainga Ora and Te Puni Kōkiri. We have recently engaged with the Community Housing Provider Authority (CHP) and Housing Urban Development for the purposes of becoming a CHP within Raukawa ki Te Tonga. Through this process we have been able to recognise services that our whanau have indicated through their completion of Whanau Ora surveys, which have highlighted housing as a priority need. The surveys are important as they provide examples of real need so that we are better able to deliver services that provide real support and enhance whanau wellbeing. However, we also recognise that any service model has to be flexible enough to evolve with the needs of the people at the time, so every year we review, design and implement strategies that improve our Whanau Ora model in connecting strategic partners and communities that will enhance the outcomes of wellbeing for the people we serve.

## COVID 19

Raukawa Whanau Ora have moved through the traffic light system with relative ease, this is due to the preparation and communication strategy which was developed from the experience of the first lockdown, that has provided insight and key learnings in how to approach this evolving pandemic. The experiences of the pandemic are highlighted further in the managers sector reports.

## Strategic Development

Since 2018 the results of our Whanau Ora survey have identified housing as being the number one issue for whanau. This has been a continuing topic of discussion with Te Mana Whakahaere (RWO Board) in which they fully supported the organisation in exploring the housing space.

We have been working closely with key partners that could assist us in becoming a Community Housing Provider (CHP) in the Horowhenua. The initial stages in this process were to identify providers who had already attained CHP status and one was Iwi led and through this, connect us to the right people that could assist in our journey of becoming a CHP. The next step was to meet with Te Runanga o Raukawa to seek validation for us to continue with our due diligence and they supported us in the journey to become a CHP. We then met key consultants who could research this Kaupapa, gather critical information and data, identify the process of becoming a CHP and the key documentation that we would need in the submission to the Community Housing Provider Authority.

To date I am happy to announce that all due diligence has been completed and the submission of our application will be in mid-September 2022. Once the Community Housing Provider Authority receives our application it will take up to 60 days before we are notified if we have attained CHP status. There are two main areas that we will be looking to explore if we are successful in our application, and they are Social and Papakainga Housing.

## Summary

With Matariki now being recognised as a national celebration RWO has enjoyed as an organisation learning and celebrating our successes our challenges our losses and getting to know each other better. We have deliberately focused on these key elements as they align to Kaupapa tuku iho which continues to guide us well. We have made the decision to celebrate Matariki annually as an organisation, and again this year our kaimahi were able to attend a 2-day noho held at Matau Marae. This has become an event to look forward too as it embraces our own matauranga Maori, where we are able to celebrate together as Maori but also embrace our non-Maori in the setting, assisting to educate each other to again enhance our service practice for our people. At the bottom of this page there is a link where you can click on and see some of the photos taken and the performance by rangatahi from the Manu Kura Maori Kapa Haka group, who lifted the wairua of everyone present.

The continued journey for RWO is to increase our footprint in Fielding, establishing a stand-alone business with the focus on Papakainga and social housing, building relationships with new strategic partners and maintaining existing relationships.

Finally, I would like to acknowledge Te Mana Whakahaere for their continued insight, guidance, mentorship, and support especially during challenging times such as Covid 19. I acknowledge all RWO kaimahi who have continued to be innovative, creative, insightful, and demonstrating the art of servant leadership.

The following link is RWO Matariki celebration: [Manukura perform at Matau Marae 2022](#)

# He Hikinga Manawa/Toiora Whānau Services

Alamein Newth

## **Toiora Whānau**

Toiora Whānau is a Raukawa Whānau Ora social service construct which is used to deliver a range of social services and to make significant contributions to support whānau in their pursuit of mauri ora which is underpinned by Kaupapa tuku iho. The following services make contributions to the broader scope of the organisation and delivers its services to a wide range of communities as follows:

## **Te Muka Whānau:**

Towards the end of 2021, four of the RWO services were amalgamated in to one to create Te Muka Whānau.

This is a Kaupapa Māori service for whānau working towards moemoeā who will be supported at all levels to achieve mauri ora. Qualified kaimahi work alongside whānau to address challenges and identify what they need to achieve their moemoeā. Kaupapa is underpinned by the desires of whānau to improve capacity and move forward using strengths that are mana enhancing. The mahi includes but is not limited to counselling, home based social work support and parenting skills.

There is a dedicated team undertaking this mahi. The team have recently incorporated the Tikanga Ririki programme into this service. Tikanga Ririki is a Māori parenting programme which now is experiencing increasing interest by whānau. This programme closes a significant gap in the provision of parenting programmes in the Horowhenua. Not only is it Kaupapa Māori based but it also addresses the gap faced by many whānau who do not have their tamariki currently in their care. Other parenting programmes are from a Western perspective. To be eligible, whānau need to have their tamariki in their care.

Counselling continues to be popular with a consistent waitlist. The team will look at other gaps in programmes in the community and design, develop and implement these into the service when the team is at full capacity.

## **Family Harm:**

This service provides for the needs of whānau who have been involved 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 of immense importance to our communities across Raukawa Ki Te Tonga. These programmes, which cater to the needs of whānau whom have been exposed to Family Harm (Violence), are in principle of an educational nature however these vary according to the need of the participants.

This program can be undertaken in group work or as an individual activity and we are able to 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 and MSD to deliver a range of programmes in this spectrum.

### **Whanau Resilience:**

This is a 5-year contract funded through the Ministry of Social Development. 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.



The overall vision and focus of five Pou, or service areas, which have been proven to be effective for long-term responses – such as:

- strengthening cultural identity and whakapapa
- strengthening social capability and community connection
- supporting long term behaviour change for men and people using violence
- supporting trauma healing and recovery from violence
- creating healthy relationships and skills.

We are well down the track with our model and looking forward to the new beginnings of this programme.

This service is delivered through noho and follow up one day wānanga. The whānau love this style of delivery and as this service has been developed from 'whānau voice' i.e., what whānau want, it is more effective. There is also a mentoring group for the males and females outside of the noho and one day wānanga framework that



carries on the mahi undertaken in the noho space. Continuation and consistent support for whānau is crucial to the success of this service.

We have used the word whānau very broadly. It is whoever the participants class as whānau which could be whakapapa whānau, friends and whoever else will support them on their journey to a violence free future.

See photos below of the first Whānau Resilience noho. Also, an article about the programme and noho was published in the Horowhenua Chronicle.



### **Social Workers in Schools:**

The Social Workers in School service is a tripartite agreement between RWO, Oranga Tamariki and the Primary / Intermediate schools we are engaged with on the ground. At the present time, our kaimahi are catering to twenty-three (23) schools across Levin, Foxton, Shannon, Oroua Downs, Feilding and Palmerston North. We presently have a full team with 7 FTEs in place as well as .5 administrator. The work our SWiS are involved in is broad and at times is complicated with high needs and high risks. Our kaimahi work with diligence and with professional demeanor to support tamariki and whānau wherever possible.

There are several significant trends occurring in this space which relate to complex and high-risk needs for whānau and in particular for tamariki, therefore RWO is ensuring that we are providing regular professional development for kaimahi. This field of mahi continues to grow and provide on-going challenges for kaimahi, schools and our communities particularly since the introduction of covid 19 which has seen a spike in anxiety levels, which has added to the many challenges that come with this field of work.



### **Whānau Ora Navigators - Kaiwhakaaraara:**

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 access resources, expert support and help coordinate services.

Navigators support whānau to:

- Work with them through crisis and link them to the appropriate services
- Collaborate, broker services and advocate ensuring their 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.

This service utilised a holistic whānau centric model of engagement and is focused on “Whānau wellbeing”, with a deliberate bias towards whānau dreams, creating opportunities and plans, while ensuring a deliberate focus on the future aspirations as contributions to whānau in pursuit of mauri ora. This is a significant key milestone for whānau and one in which RWO takes pride in supporting. Our Whānau Ora Navigators are tireless in their pursuit of achieving whānau aspirations as enablers of whānau development. Our referral framework is consistently high which is a clear indicator of the need for this type of service.



## **Family Start:**

Family Start is an intensive home visiting programme that works with vulnerable 0–5-year-old children and their whānau. It focuses on improving children’s growth and health, learning and 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 educate positive parenting, using the Ara Matua-parenting pathway which guides and prompts these harder 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 and is not limited to the following: self-referrals, Police, HALT (Horowhenua Abuse Liaison Team), OT (Oranga Tamaki), Tamariki ora, midwives, DHB, medical centres, and other community agencies. This reflects RWO collaborative strategic working relationships. This service continues to grow despite many challenges as it develops. Family Start continues to provide for whānau in need with multiple complex and challenging needs.

## **Iwi FGC Coordinator and Kairaranga:**

These two roles continue to provide opportunities for our kaimahi to work with “At risk” whānau in a supportive manner and to enable us as an organisation to whakamana the kaupapa of “Whānau Ora”. Our referrals are steady and our kaimahi have developed strong rapport with their colleagues across the various agencies engaged in this kaupapa. This is still a work in progress as we continue to work closely with Oranga Tamariki developing ways of understanding, balancing a mainstream view with our “Kaupapa Tuku Iho” framework to provide a culturally acceptable outcome for the clients.

What is critical to note for our organisation, is that our kaimahi have well developed whanaunga networks, exceptional pukenga and are highly regarded amongst their peers. This is a work which continues to grow and develop as we move forward in the pursuit of mauri ora.

## **Huia Kaimanawa:**

This service is what used to be called the ‘Children’s Team’ when it was based under Oranga Tamariki. RWO have taken up the mantle to bring this service to the community under Kaupapa Tuku Iho. This service is supported by a panel of experts who can fast track whānau to services they require. On the panel are representatives from WINZ, Mana Whai Kaha, Learning Support Co-ordinator (MOE), RTLB (MOE), Pediatricians, Pediatric Social Worker, Child, Adolescent and Family Services (CAFS), Oranga Tamariki and the Police. This panel is unique to this service who have also been kind enough to extend their services to the RWO Ngā Tini Whetū service. Having access to a panel of experts has been extremely beneficial for whānau.

The Huia Kaimanawa service has a dedicated team who are whānau centred, whānau led and strengths based. The whānau who come into this service are at the higher needs end and who could potentially end up with Oranga Tamariki. The team, work alongside the whānau to decrease or eliminate challenges they face.

### **Ngā Tini Whetū:**

This service has a deliberate focus on whānau who have had intergenerational involvement with Government services, particularly Oranga Tamariki. The intent of Ngā Tini Whetū is to break the intergenerational link and navigate whānau to a future devoid of government support. It assists them to navigate towards a brighter future. This service is the ground force of whānau ora, supporting whānau to realise long lasting positive change. Ngā Tini Whetū takes an integrated and strength-based approach to provide intensive and localised support for whānau and their tamariki.

Because of the intensity of this mahi, the Ngā Tini Whetū Kaiwhakaaraara carries a smaller caseload than the other services. This allows them to provide the intensive support whānau are looking for.

### **Community Connector:**

The role of a Community Connector is to focus on helping people connect with the services they need to support recovery during and post COVID-19. What that looks like is determined by the needs of the people and whānau they are helping and is comprised of some (or all) of the following activities:

1. Helping people to access online services and to fill out government forms and applications
2. Providing support-related information and advisory services to people and whānau or to people of specialised agencies/managed facilities or targeted people via telephone, face to face or web-based mediums
3. Coordinating and facilitating access to services including referring people to appropriate agencies and making appointments with service providers
4. Being a conduit between the community and agencies by way of linking people in with a range of services according to their needs

This year the Community Connector service has been deliberately targeted to support whānau in self isolation quarantine (SIQ). This involves ringing whānau during the isolation phase to see what their needs are including food packages and health needs, ensuring they are supported during a very stressful time.

## **Te Whare Hau Ora:**

Te Whare Hau Ora is a first for Aotearoa which we are very privileged to be a part of. It involves supporting a whānau to come back together as a whānau after the tamariki have been in the care of Oranga Tamariki for several years. There is much involved in this service which has been a huge learning for RWO and OT as we collaborate, negotiate, and navigate a space that is new to both organisations. RWO provide support in the home on a 7 day a week, 24-hour basis.

The intent behind this service is to not return tamariki to whānau after a long period of time without the supports they need. We know how challenging in many ways it is for tamariki and their whānau to become reacquainted as a whānau. Firstly, there is the relationships between parents and tamariki as they go through the journey and realities of day to day living together. The time it takes to bond as a whānau is supported by RWO kaimahi who provide assistance and guidance as needed by the whānau. Secondly, and more practically are the realities of day-to-day finances and what that looks like for whānau. A larger home means higher rent, food, and power bills etc. With the support of RWO, whānau can do these things in a compassionate environment.

## **Kaihono Hāpori:**

This service provides local coordinated community activities to improve whānau and community resilience in the Covid 19 environment.

It includes:

- Supporting whānau with self-isolation and outbreak planning
- Provides communication support to those who are unable to contact whānau or do not have access to computers and data
- Provides essential support to whānau who are experiencing hardship and where other agency funding is not available
- Ensures whānau have access to services they need as and when required post covid

## **Success Stories:**

Many of our whānau make huge steps moving forward once our services are engaged. These are simple successes from making plans, supporting their tamariki, seeking assistance or help for themselves or as a whānau. Every day successes are important to note, as these are not often celebrated. 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 can gain access to support whānau, to offer up a koha of some sort, that allows for kaimahi to engage whānau when they are hitting their lowest peaks.

Matariki celebrations are a normal part of our activities across our takiwā and we continue to tautoko the Feilding Matariki celebrations with whānau. This is always a bright light day as the representations of Matariki are centred on new beginnings, new meaning and new opportunities moving forward.

As an organisation, we have implemented a Matariki noho for kaimahi where we go to a local marae and learn and celebrate Matariki. Partners and tamariki are welcome to participate if they choose to.

Our holiday programmes such as Mana Tane and Mana Kotiro are fine examples of success of our tamariki engaging during this time and enjoying the continuity of SWiS support away from school. Our service programmes in this field are in a constant mode of development and change and provide wonderful learnings for our tamariki.

We have had a few kaimahi changes however continue to make progress in the development of practice scopes using “Kaupapa Tuku Iho” and look forward to future contributions.

# Hauora Services

Liat Greenland

## **Introduction:**

The northern rohe has increased kaimahi to mirror the southern rohe mental health services and increase our health footprint in this area. We have also gained a couple of new contracts, i.e., Health Promotion and Matanga Whaiora Clinician (working with Te Waiora General Practice – Mental Health), Covid Response Nurse and a Covid Administrator. Covid has presented some challenging times. Kaimahi worked hard and tirelessly and adapted to provide the community with services at the request of the government in response to Covid19. This consisted of vaccine clinics including drive through's, Rapid Antigen Testing (RATs) clinics, delivery of oximeters, resource provision and much more. Kaimahi still had their core positions to maintain as well.

As of the 1 July 2022 our contracts have now transitioned from MidCentral Health to Te Aka Whai Ora (Maori Health Authority). The Well Child Contract remains under Te Whatu Ora (Health NZ). Podiatry and the Matanga Whaiora contracts are the only services subcontracted under Think Hauora presently, but we understand that this will change soon as the health reform's role out.

We continue to deliver holistic services driven by kaupapa tuku iho, from pepe through to kaumatua, providing wrap around services in collaboration with internal services such as Toiora Whānau and Hikinga Manawa/Family Start. External services are referred to as required.

An opportunity this year is for our 6 Registered Nurses to become Community Prescribers. We have registered our interest and will hopefully commence the course January 2023. This will truly make an impact where the minor ailments can be attended to by our nurses, leaving much needed appointments available for struggling general practices who have long wait times for an appointment, and assist with the current doctor shortage.

## **Whanau/Tamariki Ora Well Child Service:**

Whanau Tamariki Ora service provides growth and developmental wellness checks from birth to 5 years of age as per the National Well Child Schedule, and Immunisations; and can include assessment of other whānau members at request.

We currently have approximately 1200 clients with 800 of these clients being Māori and the other 400, Taiuiwi, Pacific Islander & others.

Service delivery is provided by Registered Nurses who have completed additional training, Postgraduate Certificate in Primary Health Care Specialty Nursing – providing specialty in the field of well child and family. Additional support and visits provided by kaiawhina/support workers who have completed the National Certificate in Tamariki Ora.

### **Success Story:**

We have whanau who have complex health and social issues that have involved Oranga Tamariki. The involvement of Oranga Tamariki ensures the whanau are well supported and often facilitate positive outcomes. This has been a success for many of our whanau.

### **Mother & Pepe Support:**

Antenatal and postnatal support, advocacy & advice from conception to 2 years for Young/New Mothers and Parents.

This service is intended to contribute to the 'at risk' women's emotional health and wellbeing to support positive outcomes for them and their babies. The service is an intensive service with a focus on high needs women and their whanau, including pregnant teens and other pregnant women with multiple disadvantages.

The aim is to provide support in developing parenting skills, building self-esteem and confidence of the mother/parents within a supportive environment that will nurture the optimal development of the pepe, including parenting programmes.

### **Success Story:**

The availability of wrap around services within the organisation has been positive. Whanau now have available a one stop shop with easy access to services required.

### **Immunisations Service:**

Immunisations as per the National Schedule for nga tamariki aged 6 weeks to 4 years and adults 45 years and older. FREE influenza vaccinations for those 65 years and over or those under 65 who have a chronic illness, such as asthma.

In addition to the Well Child service, the Registered Nurses are supported by the kaiāwhina to provide Immunisations within the homes. This provides a convenient service for most whānau.

### **Success Story:**

The outreach service is an incentive and is preferred by parents for its convenience. It is sometimes difficult to access other immunisation services and provision of this in the home environment is relaxing for both Mama and pepe.

Car seats 0 – 8 years old can be purchased on a lay-by scheme with a small deposit. Clients have been grateful for the lay-by scheme as they would never have been able to afford a seat otherwise.



### **Lay-By Scheme:**

We are fortunate to get our car seats from the retailer at a reduced price due to bulk buying. They are very secure car seats with funky colors and of great value.

### **Adult Mental Health:**

This service provides support for those 17 years and over who have a mental health diagnosis or have a suspected diagnosis. Our focus is: to ensure the individual is central and recognised within the context of their whānau and the wider community

- to be recovery focused
- to be responsive to cultural needs
- to promote access to the required services
- to promote collaborative service delivery by working in partnership with other services

### **Success Story:**

The kaimahi of this service deal with complex issues and go over and above to support the individual. This requires them to deal with the social issues, i.e., housing; WINZ etc., before they can deal with the mental health issue. Both kaimahi and whānau find it very rewarding when whānau have gained back their confidence and sense of independence to be able to manage their day to day living that they may have struggled with prior to engaging with the service.

### **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 by those clients who are engaged with Community Probation.

The service is committed to helping its service users look at their substance use and how it is impacting on a person's quality of life. The clinician provides supportive therapeutic approaches in identifying and practicing successful life choices.

### **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/therapy and if required, referred to the appropriate services.

This service continues to have a high level of referrals, but with the assistance of other wrap around services we are managing to deal with demand.

### **Success Story:**

Alcohol & Other Drugs Service is a continuous battle for some individuals, but it becomes a success when they admit there is a problem and take the initiative to seek help. This has been successful for many individuals.

### **Child Adolescent & Youth Support**

This service provides a specialty service providing interventions for children, adolescents, and youth with co-existing problems of mental health and alcohol and drug use.

Community support for 0-17-year-olds and their whanau, who have a mental health diagnosis and /or ongoing behavioral challenges.

Our referrals pertain mostly to behavioral problems as diagnosis is not always achievable at such a young age.

### **Cancer Control Coordinator:**

The aim of the service is to reduce the level of health inequalities within the sector by improving cancer outcomes for Iwi/Māori and others. Our kaimahi provide support to improve access to services along the continuum of care for clients and their whānau affected by cancer.

### **Success Story:**

Some whanau do not have any whanau support due to whanau living overseas, out of the region or their family dynamics. The kaimahi provides support that goes over and above of what is required and ensures they have all services in place to guarantee every aspect of their needs is met. In addition, connecting whanau is an essential priority.

## Day Activities:

The service provides a recovery-oriented service to assist people with mental illness to develop their life and living skills and enjoy their relationships with others.

Group activities aims to promote socialisation for individuals 17 years and over who have a mental health diagnosis or suspected diagnosis.

The service contributes to the following outcomes:

- 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:

This encourages socialisation for those who are normally isolated, learning how to adapt and interact within diverse environments, both tests and teaches acceptable social skills, that lay a foundation for forming good relationships.

## Mobile Nursing:

For Adults with diabetes, heart, and respiratory illnesses. Assistance is provided to whānau to independently manage their condition.

The service strives to ensure that clients and their whānau develop an understanding of their condition and receive the full range of support services available to manage and or improve their health.

The nurse provides monthly clinics in Otaki, Levin and Feilding. These are well attended with numbers of 14-20 clients per clinic. In addition, home visits are also provided.



Recreational vehicle (RV)

Having a recreational vehicle (RV) has created ease of a mobility clinic.

Such a fantastic resource!

## **Cervical Screening:**

This service provides promotion and free cervical smears to priority women. This includes:



- Women aged 25-69 years. Māori, Pacific and Asian
- Women who have never had a smear
- Women who are 5 years overdue

We currently have one smear taker in the Northern rohe and one in the Southern rohe and this role is inclusive of their core role. We aim to train the other Registered Nurses.

## **Toitu Ohu Auahi Mutunga (Smoking Cessation):**

This is a subcontract with Te Wakahuia and RWO. It is a Kaupapa Māori support service for quit 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:**

An 86-year-old has given up smoking after 74 years, he used patches to achieve this, which goes to prove you are never too old to give up.

## **Podiatry/Foot Care:**

This is a free service to whānau registered with our Disease State Management and Long-term condition's services. Priority is given to diabetics and those with vascular problems. These clinics are provided once a month in Otaki and Levin, of which are well attended by whānau with no or minimal cancellation from clients. These appointments are very precious, like gold. There is usually a waitlist, so in going forward we are hoping to increase resources to provide extra clinics.

### **Success Story:**

For our whānau with diabetes and vascular problems, the circulation to the feet is not always good, specifically if there is a cut or sore. This creates a slow healing process, or it does not heal at all. This is when medical attention should be accessed, but sometimes whānau do not know the importance of this. The service has provided life-saving events more by accident rather than from a planned strategy. We are very fortunate to be able to provide 2 clinics per month with no cost to the whanau.

## Health Promotion:

This is a new contract. It focuses on empowering people and communities to take control of their health and wellbeing. It involves prevention of disease, mainly non-communicable disease but not excluding communicable disease.



We currently have upcoming events. Panui will be distributed with more detail:

- Daffodil Day – 26 August
- Blue September – 23 September
- Age on the Go – 7 October

in Otaki and Levin, of which are well attended by whānau with no or minimal cancellation from clients.

## Success Story:

For our whānau with diabetes and vascular problems, the circulation to the feet is not always good, specifically if there is a cut or sore. The service has provided life-saving results for whanau who have attended.

## Covid19 Contract:

We currently have a contract to respond to the Covid19 pandemic. This contract involves the covid response nurse and an administrator. They are responsible for responding to the requests of the government relating to Covid19. It involved vaccines, RAT testing, providing clinical advice to those with covid, distribution of oximeters and welfare assistance.

## Success Story:

All our kaimahi are amazing at meeting the demands of this pandemic. It has meant working outside of normal working hours and sacrificing personal time to provide care to our communities. Anxiety and stress amongst everyone were heightened but kaimahi provided reassurance to whanau through resource support, working remotely and utilising information technology.

# Financial Report

## Raukawa Whānau Ora Limited

Financial Summary for the year ended 30 June 2022

<b>Statement of Comprehensive Revenue and Expense for the Year Ended 30 June 2022</b>	<b>2022 \$000's</b>	<b>2021 \$000's</b>
<b>Revenue</b>		
Revenue from Operations	8,041	5,955
Investment Income	16	10
<b>Total Revenue</b>	<b>8,057</b>	<b>5,965</b>
<b>Expenses</b>		
Operating and Administration Expenses	6,570	5,025
<b>Total Expenses</b>	<b>6,570</b>	<b>5,025</b>
<b>Surplus for the Year</b>	<b>1,487</b>	<b>940</b>
Other Comprehensive Revenue and Expense	0	0
<b>Total Comprehensive Revenue and Expense for the Year</b>	<b>1,487</b>	<b>940</b>

<b>Statement of Changes in Net Assets/Equity for the Year Ended 30 June 2022</b>	<b>2022 \$000's</b>	<b>2021 \$000's</b>
<b>Balance at 1 July</b>	<b>3,105</b>	<b>1,763</b>
Prior Year Adjustment [1]	0	438
<b>Restated Balance at 1 July 2020</b>	<b>0</b>	<b>2,201</b>
Distributions	(36)	(36)
Total Comprehensive Revenue and Expenses	1,487	940
<b>Balance at 30 June 2021</b>	<b>4,557</b>	<b>3,105</b>

<b>Statement of Financial Position as at 30 June 2022</b>	<b>2022 \$000's</b>	<b>2021 \$000's</b>
Current Assets	5,016	4,284
Non-Current Assets	1,491	205
<b>Total Assets</b>	<b>6,507</b>	<b>4,490</b>
Current Liabilities	1,913	1,339
Non-Current Liabilities	37	45
<b>Total Liabilities</b>	<b>1,950</b>	<b>1,384</b>
<b>Net Assets / Equity</b>	<b>4,557</b>	<b>3,105</b>





<b>Cash Flow Statement for the Year Ended 30 June 2022</b>	<b>2022 \$000's</b>	<b>2021 \$000's</b>
Net Cash Inflow from Operating Activities	1,385	1,692
Net Cash Outflow from Investing Activities	(1,343)	(170)
Net Cash Outflow from Financing Activities	(39)	(33)
<b>Net Increase in Cash and Cash Equivalents</b>	<b>3</b>	<b>1,489</b>
<b>Cash and Cash Equivalents at the Beginning of the Year</b>	<b>3,174</b>	<b>1,685</b>
<b>Cash and Cash Equivalents as at the End of the Year</b>	<b>3,177</b>	<b>3,174</b>

[1] Prior Year Adjustment

During the current period the Directors noted that the revenue received in advance for a number of contracts had been calculated on the basis of incorrect assumptions, which resulted in the overstatement of the liability of \$193,699 at 30 June 2021 and \$437,818 at 30 June 2020. At the same time, the revenue recorded for the respective periods ended was understated by the same amounts.

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 22 September 2022.

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 2022 was completed on 22 September 2022 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  
22 September 2022  
Palmerston North  
New Zealand

