



Raukawa Whānau Ora Ltd

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



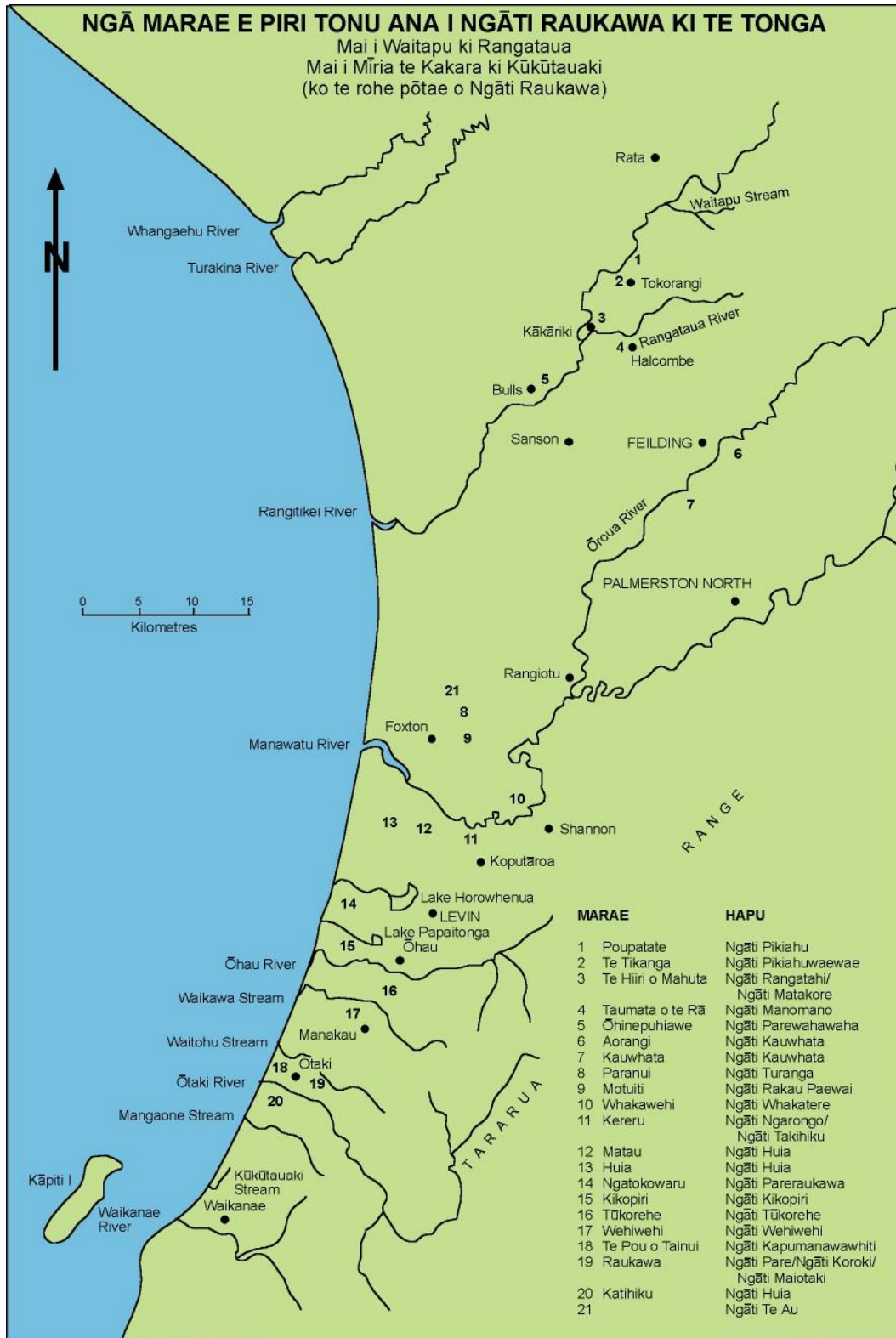
Annual Report 2024

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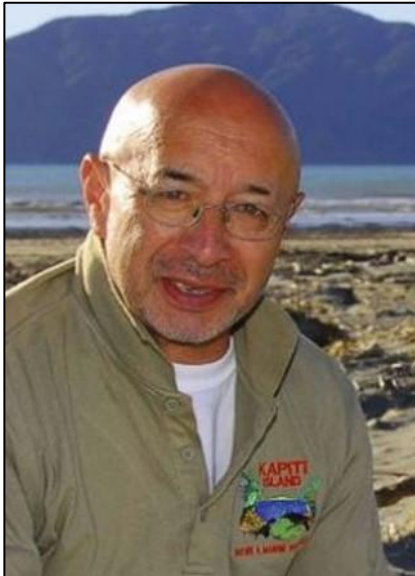
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Raukawa Rohe



Te Mana Whakahaere 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 Raukawa
Te-Āti 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 has shared whakapapa to Ngāti Raukawa, Te Āti Awa and Ngāti Toa Rangatira. 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 Whānau Ora Ltd.
- Current Director – Te Wānanga o Raukawa Foundation
- Managing Director – Kapiti Island Manuka Honey
- Managing Director- Kapiti Island Nature Tours
- Current Chairman – Māoriland Charitable Trust-Māoriland Film Festival
- Member- Kapiti District Tourism Advisory Board
- Ati Awa ki Whakarongotai Taiao (environmental)

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



Paddy Jacobs, Deputy Chair: Current Chair of the Ngāti Wehi Wehi Marae Committee, Deputy Chair of Raukawa Whānau Ora, Secretary Tūmatanui Treaty Claims Cluster, Lead claimant on Wai 1482 Ngāti Wehi Wehi Treaty claim.

I have a bachelor's in health studies from Te Wananga o Raukawa and a Dip in Frontline Management NZ Institute of Management. Worked in Māori Health for many years and committed to providing equitable health outcomes for Māori communities.

*He uri au o Ngāti
Raukawa ki te Tonga,
Ngāti Wehi Wehi, Ngāti
Huia ki Katihiku,
Ngāti Toa Rangatira,
Ātiawa ki
Whakarongotai. Ko
Paddy Jacobs toku
ingoa.*



Wayne Kiriona: I have a keen interest in the health, wellbeing, and economic development of our iwi. With 20 years' experience in Mental Health working for Whaioro Trust I gained an empathy for the difficulties facing our whānau.

My roles within Whaioro Trust varied from coalface support through to CEO. My service to my whānau and iwi includes 25+ years as treasurer for Matau Marae and Member of Te Runanga O Raukawa along with several trustee and director roles on behalf of Ngāti Raukawa. I am excited by the opportunities that Raukawa Whānau Ora will bring not only to our iwi but the community as a whole.

Ngāti Huia



*Raukawa Ki Te Tonga,
Te Ātiawa Ki
Whakarongotai, Ngāti Toa
Rangatira, Muaūpoko,
Taranaki, Tuwharetoa,
Tainui, Maniapoto, Ngāti
Te Ata, Ngāi Tahu.*

Piri-Hira Tukapua is one of our longest serving board members at RWO and brings a range of experience to this role and responsibility

Piri-Hira is a qualified Graphic Designer and Secondary School Teacher, with a Post Graduate Certificate in Māori and Indigenous Leadership from Canterbury University.

Piri-Hira has operated her primary business Taitoko Design & Print for 17 years and 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.

Piri-Hira is serving her fourth term as a Councillor on Horowhenua District Council and is a member of the Audit & Risk committee, Hearing & Bylaws committee, and Chairs Community Grants & Funding, the Horowhenua Youth Services Network and the Access & Inclusion committee.

Piri-Hira is also mama of two young babies who are currently enrolled with the RWO Tamariki Ora Well Child service and really values the care and support provided by kaimahi. She believes that our greatest wealth is our health and the holistic approach to health and well-being is vital. The whole person including their whānau matters. *Tēnā koutou katoa.*



Ngāti Raukawa ki te Tonga

Barbara Rudd: Has worked within the Māori Health and Wellbeing space since her return from overseas, advocating and championing for whānau and her community to improve local services and outcomes. During this time Barb has worked alongside a wider cohort of Māori and mainstream professionals, MCH DHB workforce, National and regional health organisations as well as local regional bodies whose key focus has been to initiate change and improve holistic outcomes for iwi Māori. 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 a current board member of Te Puna Oranga o Ōtaki IFHC, the Ōtaki Health and Wellbeing group, a member of Te Runanga o Raukawa Whaiti and MCH DHB Uru Matai Matengau – Cancer Alliance Group. In her spare time Barb facilitates Nga Hapū o Ōtaki monthly Kaumatua Group

Tumuaki Report

CHAIRPERSONS REPORT – RAUKAWA WHANAU ORA

Tena tatou katoa i nga tini ahuatanga o te wa nei.

Ki a ratou te hunga kua wheturangitia ki tua o te arai, haere haere haere atu ra.

Ki a tatou te kanohi ora tena tatou katoa.

I am writing this report while our Chair John Barrett takes a break from the demands of the many roles he plays within business, in addition to whanau hapu, and iwi responsibilities.

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.

During the year, we have focused on the adopted Kaupapa:

Whānaungatanga: Endeavour to build strong sustainable relationships

Kaitiakitanga Rangatiratanga Manaakitanga: Empowering whānau to take control of their own health and wellbeing

Rangatiratanga: Build capacity and capability to sustain or services that supports the needs of whānau in our community

Manaakitanga: Ensure whānau are healthy, strong, safe, economically secure and connected within the whānau, hapū, iwi and their communities

The past 12 months has seen Raukawa Whanau Ora grow in staff members, with associated growth in the number and types of services being delivered to our communities.

Feilding Services:

Whanau in the northern part of the rohe have, over time, expressed the desire to have an improved relationship with RWO. An initial meeting with whanau and the Board/staff of RWO was positive and signalled a way forward for both parties. Some progress has been made in this regard through meetings with the whanau, identifying gaps in services and how services being provided could be improved. The sense of cooperation and positivity between both parties enabled good outcomes to be achieved to date. Regular monitoring will help maintain these developments.

Last year, it was reported, due to whānau and community demand, the organisation explored and then entered the area of social housing provision. We have grown our involvement in this area and have committed to making this a key focus area into the future. We are very open to working with other Māori organisations and entities within the wider 'Raukawa' landscape, to successfully address this growing problem.

Finally, the Board congratulates the Manukura and her full team, management and kaimahi, on their ability to once again produce a highly successful set of outcomes for whānau and the community within our rohe from Palmerston North and Feilding to Ōtaki, against a backdrop of a rapidly

changing working and political environment. Challenges and opportunities will result from the changes. The financial health of the organisation remains strong, thanks to the meticulous attention and prudential management by the Manukura and her team, assisted by a competent financial team.

I also acknowledge the contribution of my colleagues on Te Mana Whakahaere, John Barrett (Chair), Piri-Hira Tukapua, Wayne Kiriona, and Barbara Rudd, in providing a sound and progressive approach to governance for our organisation.

Mauriora ki a tatou.

Manukura Report

Review of the Past Year:

Raukawa Whānau Ora health is committed to enhancing the health and wellbeing of, whānau, hapū, iwi, and all other communities that reside within the tribal boundaries of Ngāti Raukawa ki te Tonga. Our manaakitanga is reflected through the delivery of our experienced and professionally qualified kaimahi, working within our integrated services. Through the infusion of kaupapa tuku iho into our service delivery, we can enhance the cultural wellbeing of all whānau, hapū and iwi engaged in our services. These kaupapa tuku iho guide governance, management, and service delivery functions which are embedded in all activities.

1.0 Key Achievements:

- **Service Delivery:** Continued provision of high-quality services by our experienced and professionally qualified kaimahi, with a focus on manaakitanga and the integration of kaupapa tuku iho into all activities.
- **Community Support:** Effective response to the impacts of major events including Covid-19, Cyclone Gabrielle, and rising economic pressures.

Achievements include:

- **Community Housing:** Raukawa Housing Charitable Trust is now registered as a Community Housing Provider (CHiP).
- **Maternity and Early Years:** Secured external contestable funding to enhance services in the maternity and early years programs.
- **Mental Health Services:** Formed alliances with like-minded organizations to develop new mental health alternative acute services, soon to be opened in Horowhenua.
- **Paramedic Care Services:** aim to alleviate the pressure of GP practices and Emergency Department for the communities of Horowhenua and Otaki.

2.0 Financial Performance:

- **Overview:** Summary of financial performance and highlighting the impact of increased demand and operational challenges.
- **Funding and Grants:** Overview of key grants and funding received, particularly for new initiatives and responses to urgent needs.
- **Budget Adherence:** Analysis of budget performance in the context of increased service demands and unexpected expenditures.

Operational Highlights:

- **Staffing and Workforce Development:** We have shortages in certain roles within the health and social service workforce caused by the lasting effects of both Covid-19 and Government changes to contract outcomes. A Workforce Development Strategy to build and maintain

staff capability and capacity is being implemented to address these challenges.

- **Facility and Resource Management:** Adjustments to facilities and resources to meet growing demands and improve service delivery is continually reviewed to ensure our facilities are fit for purpose.
- **Compliance and Accreditation:** We continue to ensure we pass all audit and compliance criteria across our service and business delivery, despite Government and operational challenges.

Challenges and Areas for improvement:

Impact of Major Event

- **Covid-19:** Ongoing effects, including staffing vacancies in the health and social services sectors.
- **Cyclone Gabrielle:** The urgent need for housing and necessities in affected communities.
- **Economic Pressures:** Rising cost of living, including high supermarket prices, interest rates, increased rental, and petrol costs, impacting vulnerable populations.
- **Mental Health Crisis:** Significant increases in cases of anxiety, depression, and mental health issues across all age groups, with a notable rise among the younger population. This continues to stretch our services.
- **Operational Strain:** Managing increased demand and financial constraints while navigating staffing shortages and economic challenges.

3.0 Strategic Goals and Plans for the Upcoming Year Strategic Objectives:

- **Service Expansion:** Utilise funding to expand maternity and early years services and explore avenues for better and affordable dentistry care.
- **Mental Health Services:** Build the capacity and capability of Kaupapa Māori mental health services in Horowhenua through strategic alliances.
- **Workforce Development:** Implement our Workforce Development Strategy to address staffing shortages and maintain service quality.

4.0 Operational Enhancements:

Expanding Facilities for Enhanced Service Delivery

In our ongoing commitment to delivering exceptional health and social services, we recognise that the effectiveness of our operations hinges significantly on the adequacy of our physical facilities. Over the past year, we have identified several key areas where larger and more advanced facilities are necessary to meet the growing demands of our whānau and to optimise the performance of our workforce and therefore are exploring options for expansion.

Rationale for Facility Expansion

- **Increased Service Demand:** Our services have seen a substantial rise in demand, necessitating larger spaces to accommodate more whānau and provide a broader range of services. Current facilities are reaching their capacity limits, which could impact service

quality and delivery efficiency.

- **Enhanced Service Delivery:** Modern, larger facilities equipped with the latest technology can significantly improve service delivery. Expanded spaces will enable better organization of services, streamline workflows, and support advanced health and social care solutions.

Workforce Development Initiatives

- **Training and Support:** As part of our expansion, we are investing in comprehensive training programs to ensure that our staff is equipped with the skills and knowledge required to excel in our enhanced facilities. This includes training on new technologies and updated procedures.
- **Recruitment:** To support our expanded operations, we will be recruiting additional staff members across various roles. This will help us maintain a high level of service quality and meet the increased demands of our whānau.
- **Employee Well-being:** Our new facilities will include dedicated spaces for staff well-being, such as relaxation areas and wellness programs. This reflects our commitment to creating a supportive and positive work environment.

Timeline and Investment

- **Project Phases:** We have outlined a phased approach for facility expansion, with specific milestones and timelines for each phase. This includes planning, construction, and implementation stages.
- **Budget and Funding:** Detailed financial plans have been developed to support our facility expansion projects. We are exploring various funding options and are committed to transparent reporting on the investment required and its impact.

In conclusion, the expansion of our facilities is a critical component of our strategy to enhance the delivery of health and social services. By investing in larger, more advanced spaces, we are positioning ourselves to better meet the needs of our whānau and support our workforce in providing exceptional care.

He Hikinga Manawa Toiora Whānau

Te Pae Oranga

Te Pae Oranga is going well. The majority of the issues in the Horowhenua/Ōtaki rohe are driving offences. The Te Pae Oranga service has a panel made up of community members, some of whom are kaimahi of Raukawa Whānau Ora. Hui are organised whereby the person who has committed an offence comes in front of the panel to show their Te Ara Whānau Ora (TAWO) plan which outlines their pathway forward in making positive changes in their lives. This can be a more effective than prosecuting someone through the court system. A kaiwhakaarara works through the TAWO plan with the person, supporting them to come up with their own solutions. The initiative is between Iwi Māori and the Police. There are currently 23 Te Pae Oranga relationships delivering panels from the far North down to Invercargill. All referrals come through the Police Ara Whānui system.

Whānau in need – Kai support

RWO is still supporting whānau in need who require support in accessing kai.

Trainings

There have been quite a few trainings around that kaimahi have accessed this year. These are:

- 13 x kaimahi trained in Trauma informed care when working with tamariki and rangatahi
- 13 x kaimahi done the suicide intervention training
- 15 x kaimahi attended the Tautoko Mai: Understanding sexual violence training
- 22 x kaimahi attended the Pan Pacific workshop on how to culturally interact with our Pasifika whānau
- 6 x kaimahi attended a Te Ara Whanau Ora refresher
- 5 x kaimahi attended the Child Matters training – Family and Sexual Violence
- 7x kaimahi attended the Trauma Responsive Approach workshop
- 23x kaimahi attended DISC training – Dominant, Influence, Steadiness and Conscientiousness personality training
- 9x kaimahi done their recertification for First Aid
- 6x kaimahi completed their training for First Aid
- 10x kaimahi are currently undergoing Te Korowai Aroha training
- 1 x kaimahi is study for the Kaitiakitanga post graduate tohu at Te Wānanga o Aotearoa. This is a course in Bicultural supervision
- 2 x kaimahi are completing their final social work placements (4th yr) and will be finished their tohu by the end of 2024. They are studying through Massey University and Te Wānanga o Raukawa (TWO R).
- 1 x kaimahi is completing their first social work placement (3rd yr) with one more to go next year. This is through TWO R
- 1 x kaimahi is completing their first year of the Toiora whānau social work degree with TWO R
- 1 x kaimahi is completing their Masters degree through TWO R

Completed Tohu

- 1 x kaimahi completed the Kaitiakitanga post graduate training and graduated in April 2024

Community Mobilisation Tool

This piece of work has recently been completed alongside E Tū Whānau kairangahau. One of the final outcomes was a tool that can be used as either a self assessment tool or a assessment tool to be used alongside the Kaupapa Tuku Iho framework. It is currently being implemented into the Tikanga Ririki parenting programme. The tool which comes from Te Ao Māori is also used in other Iwi social service/health organisations.

Whānau Resilience

RWO is part of a collective called The Marutau Collective which are all the providers of the Whānau Resilience service from Taranaki across to Ruapehu and down to the Horowhenua. Each year all Whānau Resilience providers come together to have a symposium around the service. Last year the Marutau Collective took on the task of organising this year's symposium which was held in Waitara.

Keynote speakers this year were:

- Prof Leonie Pihama speaking about the He Waka Eke Noa report which is a Kaupapa Māori project driven by Iwi and Māori social service providers to investigate the role of cultural frameworks in strengthening family and sexual violence prevention and intervention policies, practices and programmes.
- Meretini Bennett-Huxtable and Chy Potaka-Osbourne who spoke about how the maramataka impacts those with mental health challenges. They have been able to map data sets that show how the cycles of the moon impact on people. They had some detailed statistics around the rates of suicide/attempted suicides and family harm episodes for their rohe (Whanganui).
- Kelly Jarvis runs a programme called Hine Puawai which is a nature based wellbeing programme for kōhine that explores the intrinsic relationships between people, wairua and te taiao. They explore the innate sources of healing through the powers of rongoā Māori, creativity and storytelling.
- Pikihuia Hillman spoke about Whāngaia Ngā Pā Harakeke which is in the Mid Central region representing the development of a cross sectoral preventative approach to Family Harm utilising collective impact exploring the challenges and opportunities.
- Rauna Ngawhare spoke about the Ngā Tini Whetū service and the use of the Te Ara Whānau Ora model with whānau who have intergenerational engagement with care and protection and youth services.
- Majorie Lipsham launched her book titled Āta Practice Guide: A practice guide for kaimahi and whānau which builds on from the seminal work of Taina Pōhatu. The book is a comprehensive guide on the use of āta including defining each āta principle, how to apply and practice the principle then reflecting on the use of it.
- Jamie Downs and partner whose whānau have broken the cycle of intergenerational violence and alongside their tamariki and mokopuna inspire others to do the same. This was a very inspirational kōrero where both parents, tamariki and mokopuna all stood up and each gave their own kōrero.

- Mike Whaanga presented around atuatanga and particularly about Tūmatauenga.

It was a very successful symposium with service providers attending from the Far North to Te Waipounamu. The wero has been taken up by the Auckland whānau who will be organising next years symposium.

Ōtaki Children's Day

Raukawa Whānau Ora contributed financially as well as kaimahi attending the Ōtaki Children's Day to support the community earlier this year. It was a great day that was well supported by the community with lots of free activities, prizes and kai for whānau.

Māori Development Workforce

The Workforce Advancement Plan guided our approach and design of an implementation plan over the last 18 months. The implementation methodology gave focus to building the capacity and capability of the workforce in the Horowhenua. There are three key priority areas that were identified. These priority areas were:

- Rangatahi / Secondary School
- Tertiary School
- Mid-career Training Development (Internal Workforce)

Our approach included investing in our own internal workforce, as well as engaging in Rangatahi-led events, and local Providers including hapū and Iwi groupings to support the creation and sustainability of a Horowhenua Māori Workforce Advancement prototype. This mahi to date has culminated in a rangatahi led symposium at Te Wānanga o Raukawa where High Schools from Whanganui, Palmerston North, Horowhenua, Manawatu, Ōtaki and the wider Wellington region attended. There were a range of motivational speakers including Stan Walker, tertiary providers, social and health services, and a range of wellbeing services.

SWIS

Our dedicated team of SWiS continue to weave their magic in the schools applying a range of interventions. The SWiS school holiday programmes continue to be a success with programmes being run from local marae as well as day programmes.

Family Start

The Family Start star team work diligently with their whānau often assisting with family harm challenges, court challenges, mental health, AOD, and navigating Oranga Tamariki processes to name a few. Oranga Tamariki will sometimes step out of whānau lives after investigating and finding out that one of our Family Start kaimahi are involved. This demonstrates the good relationship Raukawa Whānau Ora has with Oranga Tamariki.

Tāne and Wahine programmes

Both programmes are doing really well. They are retaining programme participants with some returning to do the programme a second time and stepping up into a tuakana role. The tāne programme has both a male and female facilitator. This combination has been very successful with the tāne. They have created a safe space where the tāne are open to hearing a female perspective and take what is said on board.

Te Muka Whānau

This service continues to provide counselling, social work support and a Māori parenting programme to a wide range of whānau with a myriad of challenges. The kaimahi are hard working, supporting whānau through lawyers appointments, court appearances as well as family harm, mental health, AOD, housing and MSD issues to name a few.

FGC and Kairāanga

Our FGC co-ordinator has brought her own unique flavour to the role of Iwi FGC co-ordinator and is doing well. She supports the Oranga Tamariki site in Palmerston North as well as Levin to provide the service to whānau. The Kairāanga continues to support whānau through the Hui-ā-whānau process as well as conducting whakapapa searches. He has recently completed a post graduate qualification in Kaitiakitanga which he utilises in his mahi.

Ngā Tini Whetū

This service now has two full time kaimahi who work with whānau who have intergenerational involvement with care and protection and youth services. Each Ngā Tini Whetū contract operates differently in each area of the country. Only the Horowhenua, Palmerston North and Manawatu areas utilise the Te Ara Whānau Ora model of engagement as well as engaging with whānau with intergenerational involvement with care and protection and youth services. This makes the Ngā Tini Whetū service unique to other services provided around the country.

Kaiwhakaaraara

Kaiwhakaaraara continue to work with whānau in the aspirational space assisting whānau into housing, working towards their tamariki being returned to them and helping them to access education.

Huia Kaimanawa

Huia Kaimanawa kaimahi have seen an increase in whānau needing advocacy within the disability, education and health areas. They continuously respond to the challenges by working collaboratively with primary and secondary health services. They provide ongoing advocacy and ensure that whānau voices are heard. The panel continues to be a source of support for the Huia Kaimanawa kaimahi who present cases to them on a monthly basis. They are able to offer advice and assist the whānau in the health, education, MSD etc during panel time but also outside of the allotted time for panel.

Hauora

Introduction:

Our organization provides comprehensive and holistic health services across a diverse range of needs. We collaborate with Te Whatu Ora and three subcontracted services under Think Hauora to deliver these services. Our dynamic team comprises Registered Nurses, an Alcohol & Other Drugs clinician, a Smoking Cessation Quit Coach, Social Workers, Kaiawhina, and Community Support Workers, with the latest addition being Paramedics and additional Registered Nurses.

RWO is thrilled to introduce its new service, 'Raukawa Acute Care Clinic (RACC).' Given the shortage of doctors and the challenges of geographic location, whānau often struggle to access healthcare and face extensive wait times for appointments. This new service is designed to address sudden onset of health issues, such as, infections, asthma exacerbations, wound injuries, etc. By doing so, we aim to alleviate the pressure on general practices and emergency departments, ensuring whānau and the community of Horowhenua and Otaki receive timely access to quality care.

Our mission is to offer whānau centric, holistic care guided by kaupapa tuku iho, supporting individuals from pepe to kaumātua). We work collaboratively with our internal Toiora Whānau and Hikinga Manawa/Family Start teams to deliver wraparound services, as well as with external health professionals to ensure the best outcomes for whānau. We provide accessible, quality health care across our coverage area, which extends from Te Horo in the South to Manawatū/Palmerston North and Bulls in the North, including all surrounding areas. Our services are delivered in various settings, including homes, marae, our office bases in Feilding and Levin, or other suitable venues.

Whānau/Tamariki Ora Well Child Service:

Our Well Child Service provides growth and developmental assessments (0-5 years) according to the National Well Child Schedule, as well as immunizations. We currently serve approximately 1200 clients, including 800 Māori and 400 Tauwiwi, Pacific Islander, and other clients. This service is managed by Registered Nurses with specialized training in well child and family care. We have 3 full-time equivalent (FTE) nurses, 2 part-time nurses and one casual in these roles. Two of these employees are scheduled to return from Maternity Leave in August and October.

Success Story

The Whānau Tamariki Ora service has seen a steady increase in client numbers across Feilding. Palmerston North, Bulls, Horowhenua, and Ōtaki remain steady. The high quality of service provided by our kaimahi has led to notable accomplishments and improvements in whānau wellbeing.

Mother & Pepe Support (WTO):

Our antenatal and postnatal support service offers advocacy and advice from conception to two years for young and new mothers and parents. This intensive service focuses on high-needs women and their whānau, including pregnant teens and women facing multiple disadvantages. We aim to support parenting skills, build self-esteem, and ensure the optimal development of pepe.

Success Story

Our kaimahi in this service are integral to supporting the Registered Nurses in the Well Child service, extending their support to include immunization, wahakura, pepi pods, car seats, mothercraft skills, and preventative care advice.

Immunisation Service

We offer immunizations according to the National Schedule for children aged 6 weeks to 4 years and adults 45 years and older. Free influenza vaccinations are available for those 65 and over, or those under 65 with chronic illnesses such as asthma. Our immunization services are supported by both our Registered Nurses and Mother and Pepe kaiāwhina, with home visits available to make it more convenient for whānau.

Success Story:

Our outreach immunization service is highly valued for its convenience, particularly for clients who are difficult to reach. This tailored approach has enhanced immunization rates and provides crucial support to those with limited knowledge about vaccinations.

Car seat scheme:

We offer a lay-by scheme for car seats for children aged 0-8 years, which has been greatly appreciated by clients who otherwise could not afford these essential items. Bulk buying has allowed us to provide high-quality car seats at reduced prices.

Certified Breastfeeding Specialist/Lactation Consultant (Kahu Taurima):

We provide gentle support to mothers on their breastfeeding journey. For any concerns, we encourage contact with our specialist.

Mother & Pepe (Kahu Taurina)

This service supports young mothers and their pepe who lack substantial support from partners or whānau, or who require additional support during the antenatal and postnatal periods.

Childbirth Educators (Kahu Taurima)

Our childbirth educators offer guidance to expecting whānau, equipping them with knowledge and tools to make informed decisions about their birthing experience and postnatal care.

Health Promoter:

Our Health Promoter facilitates health promotion initiatives to enhance community well-being. This role includes planning, coordinating, and executing health promotion projects in collaboration with stakeholders and community leaders to address key health issues.

Success Story:

The kaimahi has been very proactive in developing the Okea Ururoatia Clinic programme. It targets rangatahi with the aim of attracting them to join both rugby and rugby league teams in the community. It focuses on teaching skills, providing knowledge to enhance their understanding of the game, and educating them on etiquette and culture. It is also an opportunity to ensure the health and well-being of the individuals and whānau.

He Manu Kai Rakau:

This wellness program focuses on physical activity and nutrition, promoting healthier lifestyles within our community.

Māori Mobile Nursing:

We provide support for adults with diabetes, heart, and respiratory illnesses, helping whānau manage their conditions. Services include monthly clinics and home visits, although recent numbers have been impacted by COVID-19.

Māori Disability Support Service:

This service assists individuals with disabilities, especially those aged 50 and over, in accessing necessary support and advocacy. We work closely with the OPAL team at Horowhenua Hospital to improve quality of life and independence for whānau.

Cancer Control Coordinator:

Our Cancer Control service aims to reduce health inequalities and improve cancer outcomes for Iwi/Māori and others. We provide support throughout the continuum of care and ensure whānau have access to all necessary services.

Success Story:

Our dedicated kaimahi go above and beyond to support whānau, ensuring comprehensive care and connection to essential services despite challenging family dynamics or geographical distances.

Cervical Screening:

Our dedicated kaimahi go above and beyond to support whānau, ensuring comprehensive care and connection to essential services despite challenging family dynamics or geographical distances.

Podiatry:

Our free podiatry service prioritizes diabetics and those with vascular issues, offering monthly clinics in Ōtaki and Levin. We are exploring ways to increase resources and clinic availability due to high demand.

Success Story:

Our podiatry service has provided critical, life-saving interventions for whānau with diabetes and vascular issues, preventing severe complications through early detection and treatment.

Toitu Ohu Auahi Mutunga (Smoking Cessation):

In partnership with Te Wakahuia and RWO, we offer a Kaupapa Māori support service for quitting smoking, providing evidence-based interventions such as nicotine patches, medications, lozenges, and chewing gum.

Adult Mental Health:

We support individuals aged 17 and over with mental health diagnoses or suspected diagnoses. Our focus is on recovery, cultural responsiveness, access to services, and collaborative delivery.

Success Story:

Our kaimahi provide comprehensive support addressing both mental health and related social issues, leading to significant improvements in whānau independence and daily functioning.

Te Aro Haurongo (Mindful Focus):

We promote wellbeing through cognitive therapies that emphasize mindfulness and connection with personal values.

Alcohol & Drug Clinical (AOD):

We offer community support for individuals affected by alcohol and/or drugs, providing appropriate interventions and referrals based on assessed needs.

Success Story:

Despite challenges, our AOD service has helped clients make positive changes, with some re-engaging in the workforce and improving their quality of life.

Alcohol and Drug for Community Probation:

We work with Community Probation to support individuals with substance use issues, providing therapeutic approaches and guidance for making positive life choices.

Child Adolescent & Youth Service:

We provide specialized interventions for children, adolescents, and youth with behavioural and mental health issues. Our focus is on addressing behavioural challenges and supporting mental health from a young age.

Day Activities:

Our recovery-oriented service helps individuals with mental illness develop life skills and enjoy social interactions. We aim to improve community participation, work skills, and social connectedness.

Success Story:

Clients participating in Day Activities have experienced enhanced self-esteem, acquired work-related skills, and gained the confidence to re-enter the workforce.

Kaiwhakapuaki Waiora – Health Coach (Mental Health & Addictions):

Our Health Coach works with Whānau Māori, Raukawa Whānau Ora, and Te Ara Rau - Access & Choice teams to provide whānau-centered support, focusing on achieving whānau dreams and aspirations.

Matanga Whai Ora – Health Improvement Practitioner (HIP) (Mental Health & Addictions):

Our Health Improvement Practitioner engages with whānau to address factors affecting their health and wellbeing, providing guidance and support for making informed decisions. Quick access to mental health services, through brief interventions with the HIP.

Tu Tono Mai Horowhenua:

This collective service, involving Raukawa Whānau Ora and other partners, provides acute respite care for up to five clients. The development of a dedicated facility allows for an alternative way of healing. The whare has been consistently occupied by whānau needing that time out.

Kahu Taurima – Maternity and Early Years:

This initiative focuses on the "First 2000 Days" (0-5 years) with a Te Ao Māori model of care. We have established a comprehensive service delivery model that supports maternity, child development, and whānau health.

Covid/Flu Service:

We have provided vaccination clinics for COVID-19 and seasonal flu, facing challenges with fluctuating attendance, weather impacts, and staffing. Our efforts included community outreach, mobile clinics, and promotional activities to enhance accessibility.

Raukawa Acute Care Clinic:

We have employed three Paramedics and three Registered Nurses to operate the clinic. The clinic's hours are Monday – Thursday 12.00 pm - 8.00 pm, and Fridays from 8.00 am – 4.30 pm. This schedule is designed to ensure the kaimahi have a normal weekend and avoid burnout. It also enables us to provide healthcare for those who need it after hours.

Conclusion

Our organization has continued to adapt and respond to community needs, particularly in the areas of vaccination and health services. We have seen varied uptake of services, driven by factors such as appointment availability and public awareness. Despite challenges, our commitment to improving health outcomes remains steadfast. We authorized vaccinators and expanding our services to better meet the needs of our diverse community. We are very excited about the launch of Raukawa Acute Care Clinic. We look forward to continuing our efforts to enhance health and well-being for all whānau.

Raukawa Whānau Ora Limited

Financial Summary for the year ended 30 June 2024

Summary Statement of Comprehensive Revenue and Expense for the Year Ended 30 June 2024	2024 \$000's	2023 \$000's
Revenue		
Revenue from Operations	11,411	8,634
Investment Income	193	95
Other Income	60	30
Total Revenue	11,664	8,759
Expenses		
Operating and Administration Expenses	9,140	6,530
Total Expenses	9,140	6,530
Surplus for the Year	2,524	2,229
Other Comprehensive Revenue and Expense	0	0
Total Comprehensive Revenue and Expense for the Year	2,524	2,229
Summary Statement of Changes in Net Assets/Equity for the Year Ended 30 June 2024	2024 \$000's	2023 \$000's
Balance at 1 July	6,750	4,557
Distributions	(36)	(36)
Total Comprehensive Revenue and Expenses	2,524	2,229
Balance at 30 June	9,238	6,750
Comprising:		
Share Capital	100	100
Contributed Capital	87	124
Accumulated Revenue and Expense	9,051	6,526
Total Net Assets / Equity	9,238	6,750
Summary Statement of Financial Position as at 30 June 2024	2024 \$000's	2023 \$000's
Current Assets	8,976	5,359
Non-Current Assets	3,046	2,982
Total Assets	12,022	8,341
Current Liabilities	2,740	1,548
Non-Current Liabilities	43	43
Total Liabilities	2,783	1,591
Net Assets / Equity	9,238	6,750



Summary Cash Flow Statement for the Year Ended 30 June 2024	2024 \$000's	2023 \$000's
Net Cash Inflow from Operating Activities	3,367	2,092
Net Cash Outflow from Investing Activities	(1,155)	(1,432)
Net Cash Outflow from Financing Activities	(36)	(36)
Net Increase in Cash and Cash Equivalents	2,176	624
Cash and Cash Equivalents at the Beginning of the Year	3,800	3,177
Cash and Cash Equivalents as at the End of the Year	5,976	3,800

Events after balance date

Establishment fees of \$570,000 were paid to the Raukawa Housing Charitable Trust on the 10th of September 2024.

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.

PBE FRS 48 Service Performance Reporting is effective for periods from 1 January 2022 and was adopted by the Company on that date. PBE FRS 43 Summary Financial Statements requires a summary Statement of Service Performance be prepared as a Statement of Service Performance was included with the full financial statements. This full statement has been included with the summary financial statements.

The full financial statements were authorised for issue by the Board of Directors on 23 October 2024.

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.

For and on behalf of the Board of Directors

Director:



Director:



Date: 23 October 2024



REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARISED FINANCIAL STATEMENTS

To the Shareholders of Raukawa Whānau Ora Limited

The accompanying summarised consolidated financial statements on pages 1 to 2, which comprise the summarised consolidated statement of financial position as at 30 June 2024, the summarised consolidated statement of comprehensive revenue and expenses, summarised consolidated statement of changes in net assets and consolidated statement of cashflows for the year then ended, and related notes, are derived from the audited financial statements of Raukawa Whānau Ora Limited for the year ended 30 June 2024. We expressed an unmodified audit opinion, on those financial statements in our report dated the 30 June 2024. Those financial statements, and the summarised financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summarised financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summarised consolidated financial statements, therefore, is not a substitute for reading the audited financial statements of Raukawa Whānau Ora Limited.

The Trustee's Responsibilities

The Trustees are responsible for the preparation of a summary of the audited financial statements in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibilities

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810, "engagements to report on Summary Financial Statements".

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

Opinion

In our opinion, the summarised financial statements derived from the audited consolidated financial statements of Raukawa Whānau Ora Limited for the year ended 30 June 2024 are consistent, in all material respects, with those financial statements, in accordance with FRS-43.



Cameron Town
Chartered Accountants
Whanganui, New Zealand

Date: 23 October 2024

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Raukawa Whānau Ora Ltd
Te Rau Hou O Raukawa. He Iwi nā Motu Tangata Rau

Statement of Service Performance

For the year ended 30 June 2023

Strategic Plan (2021-2026)

Our priority is commitment to the health and wellbeing of Whānau, Hapū, Iwi and Hapori through the delivery of high quality services.

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 Hapori. To promote the integration of Kaupapa tuku iho in all Raukawa Whānau Ora (RWO) activities to maximise our contributions to Whānau, Hapū, Iwi and Hapori.

Our Values

Raukawa Whānau Ora has adopted a set of Kaupapa tuku iho (Principled Positioning) to guide Governance, Management and Operational service delivery functions within Raukawa Whānau Ora. These Kaupapa tuku iho are embedded in all activities and are defined in the following manner:

Whānaungatanga Endeavour to build strong and sustainable relationships with Strategic Partners.

Kaitiakitanga Empowering whānau to take control of their own health and wellbeing. When whānau are empowered to take control, they will flourish.

Rangatiratanga Build capacity and capability for whānau to achieve their aspirations.

Manaakitanga Ensure whānau are healthy, strong, safe, economically secure and connected with their aspirations.

Whakapapa extending our policies and practices in service delivery, Operations, Management and Governance to develop Iwi and Hapū capacity in the embodiment of whakapapa in Paihere Tangata (HR) and other policy areas.

Kotahitanga promoting purposes and objectives that recognise, encourage and value the contributions of our people and community.

Te Reo Māori developing and accessing opportunities to learn and use te reo, supporting initiatives to ensure the maintenance and enrichment of te reo.



Pūkengatanga increasing our capacity to analyse, transmit and store knowledge through developing the capability of our people and the use of technology and other resources.

Ūkaipōtanga the recognition and fulfilment of the needs of clients with relevant and appropriate services that are well understood and promoted by kaimahi, clients and community.

Wairuatanga providing environments and services that cater to the physical, intellectual, and spiritual needs of kaimahi, clients and all others with whom we engage.

An integral part of our five-year strategic plan (2021-2026) is the implementation of Kaupapa tuku iho that informs the direction and development of putting whānau in control of their own health and wellbeing. It guides and informs how we measure the performance and productivity by testing and evaluating in MedTech and Whānau Tahī (client management systems) the application of Kaupapa tuku iho.

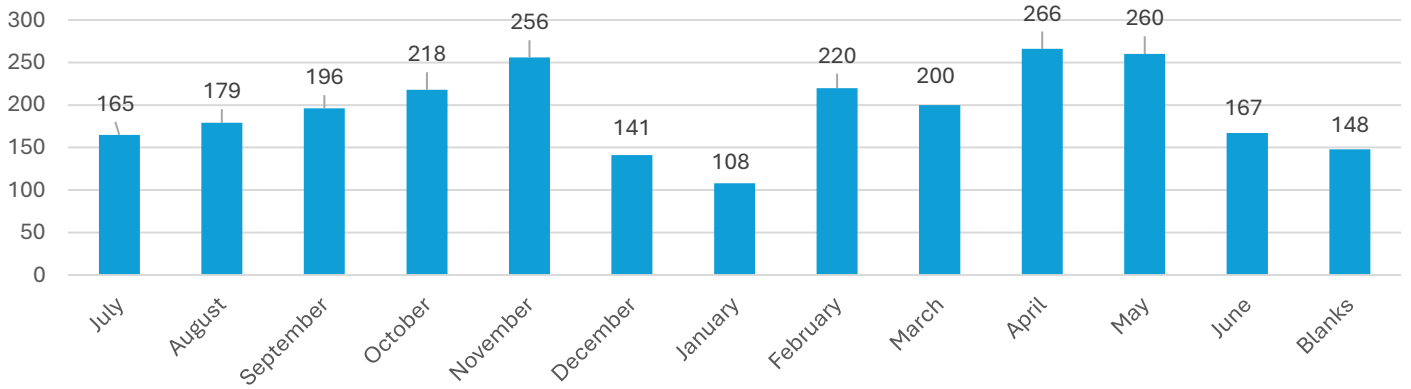
The overall goal of our strategic plan is to empower whānau to take control of their own health and wellbeing, through the integration of Kaupapa tuku iho that features in all services offered. We focus on key pou: Whānaungatanga, Kaitiakitanga, Rangatiratanga, and Manaakitanga. These inform and guide Governance, Management, service delivery, however the other six pou become hoa-haere (companions) that enhance placing whānau in control of their own health and wellbeing.

Pou – Whānaungatanga (endeavour to build strong and sustainable relationships):

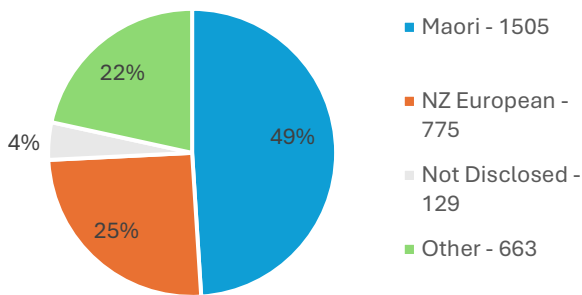
Currently under this pou RWO have strategic partnership relationships with the following: Ministry of Education, Ministry of Health, Ministry of Social Development, Ministry of Justice/Corrections, Work and Income, Kainga Ora, Te Puni Kokiri, community Health, Education and Social Services Providers, and Iwi Providers. These strategic partners continue to provide strong and sustainable outcomes for whānau engaging in our services, through existing and new contracts that meet the changing needs of our whānau. In recent times, RWO has developed further relationships with Te Puni Kokiri through a housing maintenance contract, and formed new relationships with Ministry of Business Innovation and Employment (MBIE) and Ministry of Housing and Urban Development (MHUD) specific to develop and expand a new stand alone services known as a Community Housing Provider (ChiP) with a focus on Papakainga and social housing. The relationship building strategy has provided the platform for whānau, hapū, iwi and the wider communities with greater choice in accessing numerous services that meet their needs and aspirations which is captured through RWO whānau referrals into services. The referrals capture the age groups accessing services, the communities in which whānau reside and the ethnicity groupings. The data represents the total investment in relationship building support, that is tailored to whānau specific to their gender, ethnicity and cultural needs of the hāpori (communities).



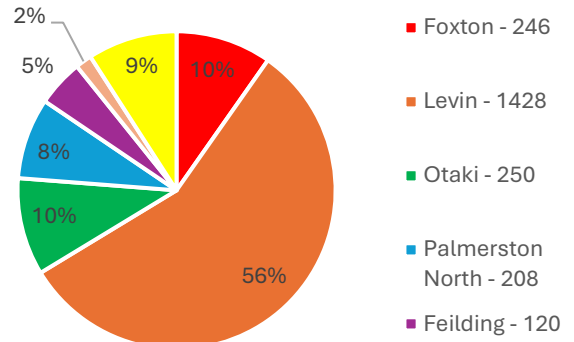
Referrals Accepted by Date 23 - 24



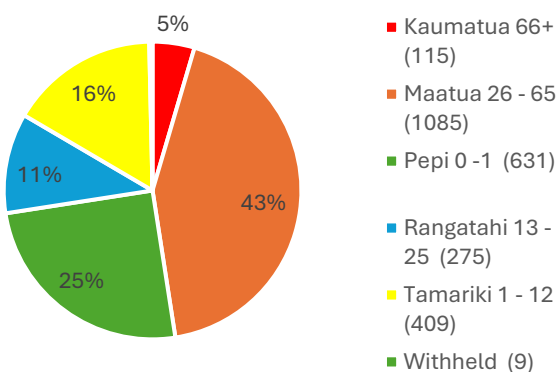
Referrals by Ethnicity 23 - 24



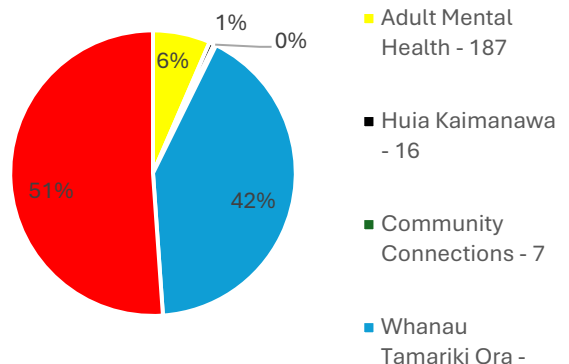
Referrals by Town 23 - 24



Analysis of Whanau Age Groups 23 - 24

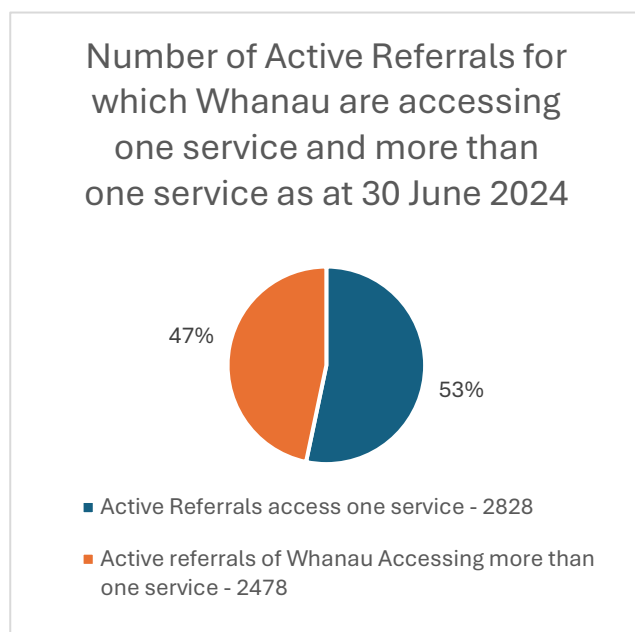
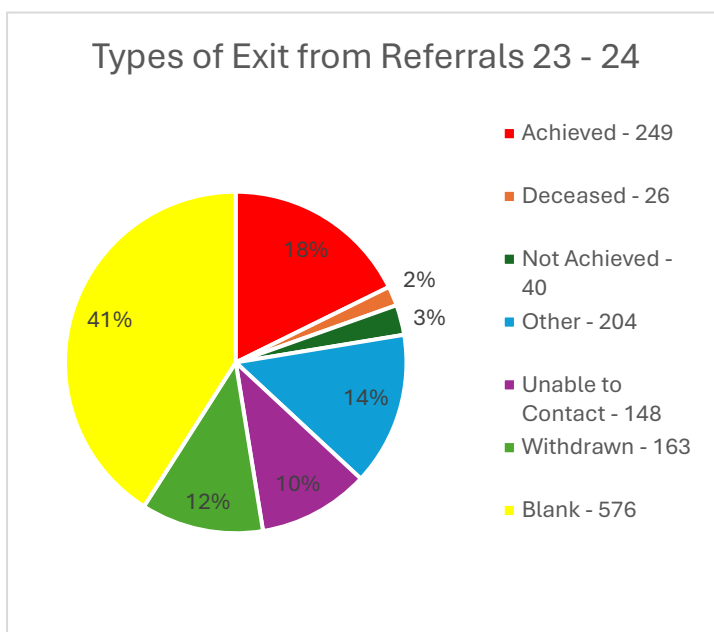
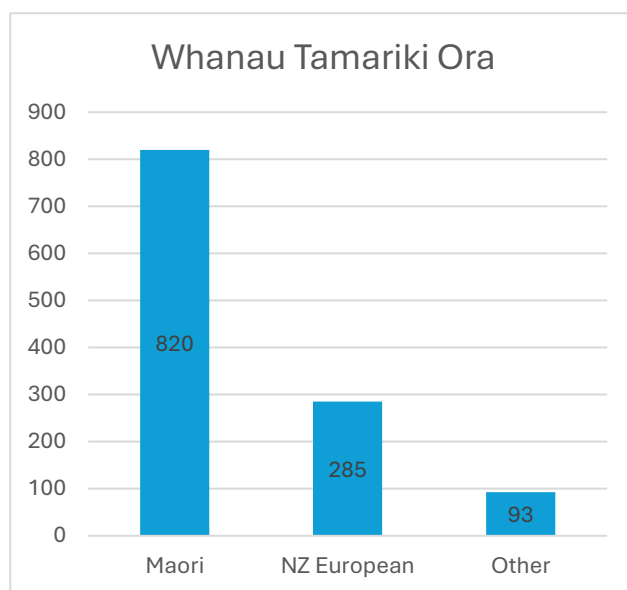
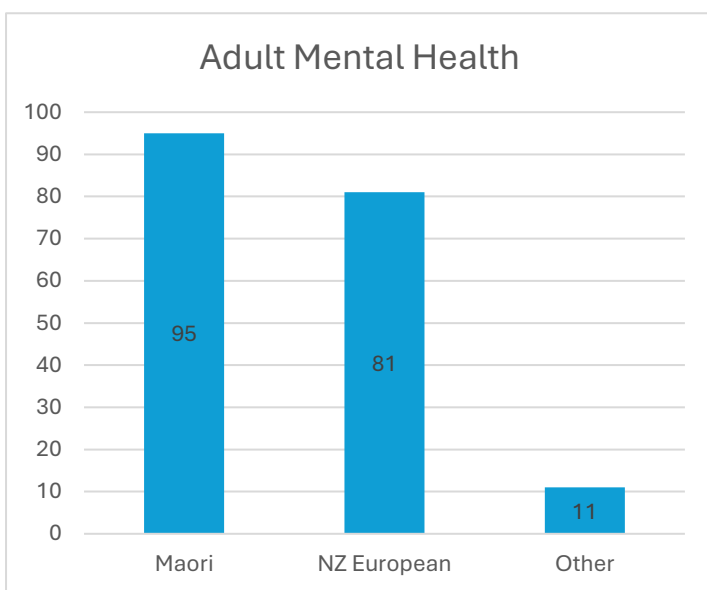


Referrals of Whanau Engaged in RWO Services 23 - 24



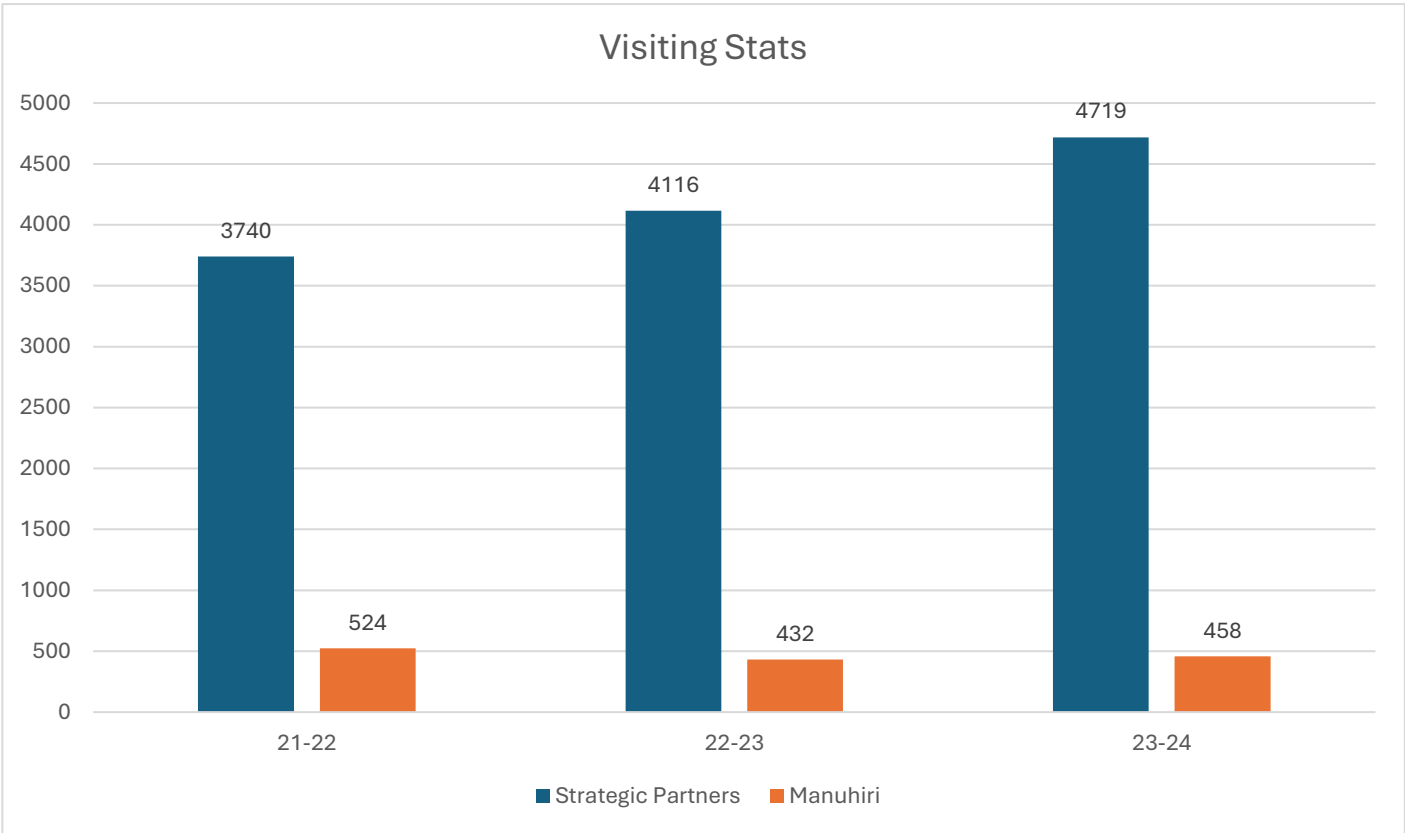
Pou - Rangatiratanga (build capacity and capability for whānau to achieve their aspirations): Achieving whānau ora goals to be self-managing, to have autonomy in all

areas of their lives. These different services are covered across a range of sectors, age groups and ethnicities, but are all integral to growth, well-being and success for whānau. These services reflect the ongoing pursuit of whānau aspirations. We consider the next four graphs to show RWO’s pursuit in assisting whānau to achieve their aspirations. These showcase the number of whānau engaging in RWO services by ethnicity, and the RWO scholarships awarded. (Exits from MedTech Whānau Tamariki Ora referrals are excluded as all services become inactive once they are above 5 years old or move to a different provider.)



Pou – Manaakitanga (ensure whānau are healthy, strong, safe, economically secure and connected to their aspirations):

These statistics reflect the number of whānau who engage with RWO and also give an indication of those engaging with our strategic partners at our main office in Levin. These strategic partners add further value to RWO services as they provide and enhance additional or complimentary services to our whānau. RWO can express manaakitanga through their ability to take care of all of the below manuhiri coming into our organisation - whānau and strategic partners alike. RWO kaimahi actively express manaakitanga in all their engagements to ensure that time spent in our offices is safe, warm, and welcoming, where we genuinely care about the well-being of others and the nurturing of relationships, but most importantly all manuhiri leave with their mana intact.



The above visiting statistics are taken from the Vistab sign-in tablet in our main Levin office. These disclosures are reliant on visitors correctly recording the reason for their visit.





Raukawa Whānau Ora Ltd

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

152 Bath Street, Levin 5510

Ph. 06 368 8678

www.rwo.iwi.nz