



*Te Puawaitanga
ki Ōtautahi Trust*

Annual Report 2021 to 2022



Figure 1 – Coming together at North New Brighton Beach (Purea May 2022)

Board of Trustees

The Board is appointed by the Ōtautahi Branch of the Māori Women's Welfare League.

Dame Aroha Reriti-Crofts CBE, JP

Tiria Stewart

Lou McLeod

Cathy Sweet

Vicki Ratana (Chairperson)

Jamie-Lee Tuuta

Tribute to Dame Aroha



E te Kahurangi,

E te māngai kaha,

*He uri o Ngāi Tūāhuriri, o ngā wai o
Waimakariri, o Maukatere e tū ake ki
tēnei whenua.*

*E te Taua, Dame Aroha Crofts, kua
tukuna tō wairua ki te taha tūpuna,*

*Nō reira, whiua o tohu ki tai o te
moana,*

*Whakangaro atu ai taku kura ki au e,
taukiri te mamae!*

Figure 2 Dame Aroha Reriti-Crofts

It is with a heavy heart that Te Puawaitanga ki Ōtautahi Trust acknowledges the passing of our beloved kaumātua Taua Dame Aroha Reriti-Crofts.

Dame Aroha was a celebrated leader, a teacher, and a tireless advocate for change. We are grateful to Dame Aroha for establishing the Trust. Her vision of a better life for Māori women and their whānau will continue to be our source of inspiration.

Through the decades, Dame Aroha maintained a close relationship between the Trust and the Ōtautahi branch of the Māori Women's Welfare League. We are thankful for her role in our early years as the first manager of the Trust, and for the decades that followed, when she walked alongside us, coaching, and helping us blossom into the organisation we are today.

We will miss her dearly.

Ko tō tātou nei Taua, te whakatinanatanga o te whakataukī, "Me aro koe ki te haa o Hineahuone"

Moe mai, moe mai, moe mai rā e Taua.

Chairperson's Report



Kōtahi te kākano, he nui ngā hua o te rākau

A tree comes from one seed but bears many fruit.

As an organisation we acknowledge the huge loss of our wonderful Kahurangi Aroha Reriti-Crofts who sadly passed earlier this year. Dame Aroha established Te Puawaitanga as she saw a need amongst our people that was not being met by our 'mainstream' health and social services sector. She had a desire for our people not just to survive, but to thrive. Dame Aroha has left a considerable legacy behind. It is now up to us to cultivate the seeds she planted.

We also acknowledge those who have also passed within our community throughout the past year. *E rau Rangatira mā, e Pōua mā, e Tāua mā ka tini aitua, haere atu rā, moe mai rā i te ringa o te Atua. Rātou ki a rātou, tatou ki a tatou, koina, tēnā koutou katoa.*

It is a blessing to steward the Trust through these times of challenge and change. Again, this year, the challenges of the global pandemic are affecting us all in ways big and small. To meet the need, we have delivered new services, including the COVID in the Community programme, to respond when and where people need us – whether that is vaccination, kai, links to other services, or simply a kind and sympathetic ear.

Thank you to all our kaimahi for the manaakitanga you show our whānau whānui during a time that is both personally and professionally challenging.

The mahi of the Māui Clinic at the Hub Hornby made in partnership with Tangata Atumotu Trust had an incredible impact on reaching Māori and Pasifika in our community. Much of the work to set up the clinic, and promote the service was done in an accelerated fashion, we were able to act swiftly and nimbly leveraging our existing relationships within our community.

We are delighted to be able to expand our services to be more inclusive of some of the determinants of health. Our new Healthy Homes Initiative contract which will launch late 2022 in partnership with Tangata Atumotu Trust, will help remedy some of the shocking living conditions faced by our people. Whānau wellbeing is linked to many factors, including housing – and this is another opportunity for us to provide a wraparound service.

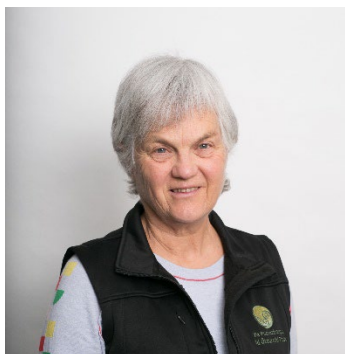
We also saw further progress and anticipate steps toward a more equitable health system for Māori with the establishment of the Māori Health Authority, Te Aka Whai Ora. We are hopeful that this new entity can create a system to support the wellbeing of tangata whenua.

Until then, I wish to thank our General Manager, Kaiwhakahaere, leadership team, and all our kaimahi for their dedication and commitment to Te Puawaitanga. Together with my fellow members of the Board we will continue to pursue Dame Aroha's dream of a society where Māori whānau and women can thrive.

Kā nui te mihi

Nā Vicki Ratana

General Manager's Report



Whāngaia ka tupu, ka puawai

That which is nurtured, blossoms, and grows

It is a privilege to start my report with this whakatauki which references the significant growth our organisation has undertaken this past year.

We have gone from 50 to 75 kaimahi during the year. Each working towards our mission to enhance the health and wellbeing of Māori/women and their whānau.

With our added support roles – in HR, Communications, and IT – we are better poised to support the additional number of contracts and kaimahi as well as streamline the way we work. During the year we have placed administrators into service delivery teams. This allows team leaders to focus on clinical and leadership duties.

With all this growth, our ongoing search for suitable premises became urgent. We started the calendar year in new premises in Papanui – a bright open plan office on the third floor with sweeping views of the city, hills and maunga. This represents an important steppingstone to fulfilling our aspirations of a whare of our own where we will one day welcome client whānau as well as serve the day-to-day needs of our kaimahi.

It is heartening that client whānau can enter any one of our services and then according to their goals can access across the range of our 17 services.

The pandemic has left its mark on our community, and for us, has taken our beloved Dame Aroha. We will miss her many attributes, in particular her plucky enthusiasm to get the job done – whether that is packing kai boxes, promoting our vaccination mahi or leading discussion at our Board meetings. Our loss is great.

Indeed, even as I write this, we continue to navigate the uncertain waters of the global pandemic with over 13,000 community cases across the country. The COVID mahi has come with both challenges and opportunities, but the gift it has given is the clarity of what is important – that we create safe, healthy, stable, and connected whānau for generations to come. In fact, this is our vision.

In the year to come, as we continue to evolve as an organisation, we look forward to watching and shaping our health care system and the opportunities for equity these changes present.

Ngā mihi

Alison Bourn

Services

Oranga Team

Our Oranga Team provides health and wellbeing services to whānau who are hapū or have recently had a pēpi.

Whānau Mai antenatal education programme provides an important connection to Te Ao Māori and traditional birthing practices .

The programme covers the journey through pregnancy, childbirth, the early weeks of parenting, and wellbeing while hapū, breastfeeding, labour, birth, and after pēpi is born. These hands-on classes enable hapū whānau to weave their own muka cords, mould a clay ipu whenua and create their own mirimiri oil and kawakawa balm.

Due to COVID restrictions, Whānau Mai was moved online, and a resource box was created and delivered to registered whānau. During this time, 21 resource boxes were delivered, and education was delivered through online wananga.

Throughout the year, we had 89 hapū māmā attend with 34 whānau members over 18 classes. Of these māmā, 58 identified as Māori, five identified as Pasifika, 22 identified as European and four identified as other.

“I just wanted to take this time to thank you for your knowledge and sharing your experiences with us today. I loved how comfortable and at home I felt and the different kōrero. It was helpful information and good to be reminded.”

“I came home feeling full from the beautiful and healthy kai and this has supported my hapū daughter to understand more about what pregnancy involves. She came home happy and sharing what she has done and learned. Thank you for allowing her to be part of Whānau Mai. We will definitely be at the next one.”

Breastfeeding Advocacy is about helping to remove the barriers to breastfeeding that whānau experience. This can involve working to establish appropriate accessible support groups where women can get advice and by talking to other breastfeeding parents, helping whānau to access breastfeeding friendly childcare, working with early childhood education centres to create policies that support breastfeeding and chest feeding, and helping create whānau and breastfeeding-friendly paid workplaces.

Some whānau have more barriers to breastfeeding than others. Aotearoa breastfeeding statistics indicate that Māori and Pacific Island and young whānau have shorter breastfeeding periods for various reasons. Working towards removing the barriers to starting and continuing breastfeeding for these groups, and others across the whole Canterbury community is very important.

In 2021, we were unable to run external wānanga. However, given many of our services at the Trust work with client whānau from priority populations, we offered three internal wānanga for kaimahi exploring their roles in supporting whānau on their infant feeding journeys. We also certified Te Omeka (The Justice Precinct) which houses offices of The Department of Corrections, Fire and

Emergency NZ, Ministry of Justice, NZ Police, St John, Ministry of Civil Defence and Emergency Management and Christchurch City Council as a breastfeeding-friendly workplace.

We undertook a project showcasing local whānau breastfeeding journeys as an online photography exhibition. We increased our newsletter audience to over 400 people. There were 12,334 views on the Canbreastfeed website. We worked as part of the Waipounamu Breastfeeding Working Group to identify requirements for improving equitable breastfeeding outcomes across the South Island and developed a breastfeeding programme to offer to kaimahi working with whānau at risk of not breastfeeding.

Breastfeeding education is provided within Whānau Mai antenatal education programme.

Māmā-2-Māmā breastfeeding peer counsellors are trained to provide breastfeeding support and basic breastfeeding information to mothers and breastfeeding parents.

Peer counsellors have graduated from a programme based on the Le Leche League Aotearoa programme and have completed 24 hours of education. Breastfeeding peer counsellors are advocates for breastfeeding in their communities. Through the education they receive, the programme aims to increase the number of pēpi who start breastfeeding, improve exclusivity of breastfeeding, and improve the duration of breastfeeding. We held three programmes across this period, training 26 breastfeeding peer counsellors from various ethnic and social backgrounds. The nine māmā on the programme as of the 30th of June have all experienced significant barriers to complete the training but will do so on 8 July. Due to whānau illness and other challenges one of the māmā joined three cohorts to complete the programme.

Ūkaipō is a weekly māmā and pēpi breastfeeding group that highlights the importance of connection to parenting and breastfeeding. Each week during the school term, the group explores various health and education topics that are relevant to māmā with pēpi and their whānau.

Māmā have been pleased to have their group running face-to-face again following COVID restrictions in term 2. This group is supported by our facilitator Breastfeeding Peer Support Counsellor, supporting eight face-to-face sessions with an average of three māmā and four pēpi in attendance weekly. Community illness has affected attendance this term with some whānau still cautious due to winter ailments and COVID-19.

Sessions included whakawhanaungatanga, the making of kawakawa balm, car seat safety, heuristic play, mirimiri with pēpi, cloth nappies, waiata Māori with pēpi, baby wearing, physio – the pre/postnatal body, taonga pūoro. Each session is attended by a speaker that specialises in that area of discussion. Attendance has been 29% Māori, 12% Pasifika, 35% European and 24% other.

Sudden Unexpected Death of an Infant (SUDI) Prevention focuses on supporting the protection of our pēpi by placing wahakura and pēpi pods into the home of whānau, giving pēpi a safe sleep space. During the year, we provided 453 safe sleep devices, 376 of which were wahakura and 77 of which were pēpi pods. During level four lockdown, 59 wahakura were delivered contact-free to whānau who needed them.

We have commenced a pēpi pod recycling scheme to protect Papatūānuku from the impact of more plastics entering our environment.

Because of COVID restrictions in 2021, we did not hold an in-person event for Te Rā Mokopuna however we donated a wahakura pack to Lisa Kahu, Te Tai o Marokura, to gift to a whānau in her Kaikoura community. We held an online draw for young parents of a wahakura prize pack. We also had a design created by local rangatahi to put on to baby onesies that we distributed to whānau who birthed on the day of Te Rā Mokopuna (3rd December).

In 2021, our kaimahi attended Polyfest to raise awareness of SUDI prevention and wahakura. We held a Matariki session for midwives to support them in knowing about the services across the Trust to support their mahi.

A new development, Te Rerenga Hapūtanga will see whānau being supported to engage with midwifery care and our services as early as possible in their pregnancy journey,

Wahakura Wānanga is an opportunity to learn how to make a safe sleeping space for pēpi. While we had planned to run eight sessions during the year, due to government lockdown restrictions related to COVID-19, we made the difficult decision not to hold wānanga. Considerations included the difficulty of maintaining a 2-metre distance while weaving, and the health and safety of hapū māmā, our Kaiako Taua Daph and weavers. Interest remains high and we look forward to running wānanga again in the coming year. Our team of weavers made 376 wahakura that were distributed across Canterbury.

Whānau Whakapuawai is a Kaupapa Māori maternal mental health pilot designed with a braided river approach to incorporate both mātauranga Māori and Western clinical approaches to provide holistic healing for māmā who are experiencing mental health distress. The programme receives internal referrals through Tamariki Ora and Whānau Mai.

Clinical sessions include mental health assessments, psychoeducation, and individual and whānau therapy sessions. Cultural tautoko includes the development of a whānau plan, tautoko in areas of te reo Māori, tikanga and whakapapa.

Forty-five women were referred of whom 26 are on the waitlist and 34 enrolled. Enrolled women were 76% Māori, 5% Pasifika and 19% NZ European. The demographics of the waitlist are 86% Māori, 14% NZ European (with 100% of pēpi being Māori). The need for additional clinical roles was identified with a midwife and social worker employed. Two Clinical Psychologists also provide support.

Our response to the high demand has been to offer a non-clinical group that supports connections, we are trying to mitigate the implications of sitting on a waitlist. Rākau Mauri Ora group has now increased to twice weekly. We are experiencing increased attendance as the COVID-19 context is a bit more 'settled.'

Rongoā supports whānau using traditional Māori healing. Rongoā uses a holistic approach to health encompassing all aspects of wellbeing – Te taha whānau, te taha tinana, te taha hinengaro, te taha wairua. This is achieved with the use of ngā taonga pūoro (traditional Māori instrumental sonic healing), mirimiri and romiromi (bodywork), and whitiwhiti kōrero and karakia.

We procured our own set of taonga pūoro instruments to support our delivery of this traditional form of healing.

This year, our Rongoā practitioner had 330 appointments with clients of whom 75% were Māori and 17% Pasifika. Service breakdown Mirimiri 53%, Karakia 85%, Whitiwhiti Kōrero 8% and Taonga Pūoro 25%. Many clients have more than one service at their appointments.



Figure 3 - Stunning taonga pūoro for our Rongoā service

Building Whānau Futures is a prison parenting programme. Due to COVID restrictions, our kaimahi has been unable to deliver the programme at the prison this year. She has used the time to further develop the curriculum and its resources. She has facilitated the programme inhouse with our kaimahi.

Tamariki Ora Team

Tamariki Ora Well Child service is provided free to whānau and tamariki from birth to five years. All well-child checks were provided in the client home and timed so key developmental milestones for age and stage are monitored. Together with whānau we kōrero about how pēpi is growing and developing, how the whānau are enjoying the journey of parenthood and work through any pātai or concerns.

Clients are referred by their midwife with 870 pēpi under one year of age referred during the year. As of 30 June 2022, 3,138 tamariki enrolled, 82% of our clients are Māori and 7% are Pasifika, which meant over 550 monthly visits for our nurses or 7,294 total visits through the year.

Visits provide an important opportunity to check health and wellbeing of māmā and pēpi. We do a top-to-toe check for congenital hip deformity, vision loss, ear infections, hearing loss, undescended testes, the presence of family violence, abuse or neglect, maternal post-natal depression, smoking status, growth, safe sleep, breastfeeding support, oral health, parenting support and immunisation status.

“What an amazing place, making a positive difference in people’s lives. I went to a breastfeeding course and also see our Tamariki Ora nurse through there.”

We are very fortunate to have a special group of wahine as our Tamariki Ora team. Their flexibility, tenacity and professionalism has meant that despite the uncertainty that is living during a global pandemic, some of our most precious taonga – our māmā and pēpi – had the manaakitanga of this important service.

Hauora Team

Stop Smoking Practitioner provides free support to people who are wanting to stop smoking. The journey to stop can be tough, so the service aims to make it as easy and fun as possible by understanding what will motivate everyone – whether it’s cultural, health and wellbeing, whānau or social. Two hundred referrals were received, with 102 of clients enrolling, 29 were hapū women.

In addition to providing one-on-one support, this service also supports Te Haa Waitaha (Smokefree Canterbury) with smoke-free events and initiatives. In the past year, the Stop Smoking Practitioner has run clinics for wahine Māori, health promotion events, smoke-free events and created the Community Voices videos capturing people’s lived experience with tobacco and its availability through retailers. The service is supporting the Cancer Society in gathering submissions for the Smoke Free 2025 bill, which is currently open for public consultation.

Whānau Ora Navigator’s support whānau to plan for now, and into the future to access opportunities that help them achieve their goals. This can include day-to-day needs such as accessing accommodation, ensuring warm, dry housing, clothing, kai, power, health care and whānau safety. It also includes help striving toward goals necessary to achieve longer term aspirations such as attaining a driver’s licence, parenting skills, legal or financial literacy, supporting

children's education, training, and securing employment, and whānau health management. This year, the programme has supported 120 clients, of whom 62% were Māori, 20% were Pākehā and 2.5% were Samoan. Women comprised 80% of the clients.

"I'll take this opportunity to say thank you so much for your service from the day one till now you help us a lot. To be honest, I don't want to let you go, we are going to miss your beautiful smile and your humble heart, and everything that you do for my little family. From the bottom of our heart, we want to say thank you, thank you so much. Faafetai Faafetai tele lava. May God bless you and give you strength and wisdom to do your job. We love you."

Early Childhood Education Support tautoko Māori and Pacific Island whānau with tamariki three to five and a half years old to enrol into an appropriate early childhood education centre and maintain attendance. By combining the strengths of the education and social work sectors, this programme works alongside whānau to plan, visit centres, help with culturally appropriate choices, to maintain regular attendance, and to assist whānau with understanding the benefits of early education.

At a practical level some of the kaimahi supports included tautoko throughout the enrolment process, support to apply for WINZ childcare subsidy, navigating misplaced immigration concerns, building trust, providing information about school zoning, emergency housing and supporting whānau through legal situations including tenancy, healthcare costs and more. Across the year 64 client whānau were supported.

Poipoia te Mokopuna supports whānau to develop the skills to learn and play alongside their tamariki. Delivered in the whare with visits in community spaces, such as libraries, museum, beach, for Māori whānau with pēpi until the age of three. This service supported 40 tamariki/client whānau across the year. This kaupapa aims to encourage parents as first teachers, understanding how best to support their tamariki learning, as well as preparing for transition to Early Childhood Education.

Kā Au Kahuraki is a collaborative project jointly led between the Ministry of Education and the New Zealand Police. The primary objective is engaging with early childhood education centres (ECE) to reduce crime within the community, and to better access health and social services by working together with early childhood education centres. Our three Kaitiaki provided 25 ECE's with support across the year.

Supports included ongoing regular community connection initiatives, referral support into existing social organisations and relief provision in the form of necessities, such as kai, clothing. Specific programmes the Kaitiaki have facilitated to support community connection include:

- Koha distribution (kai/clothing)
- Neighbourhood hubs – Early childhood centre communities convene to connect and grow a sense of community identity and belonging through sharing kōrero and identify common issues.
- Coffee carts – whānau are provided free coffee and can request support of the Kaitiaki.
- Create and connect online community cooking kaupapa
- Support in the creation of circular economy with centres providing clothing, kai, and learning resources to neighbouring centres that may be struggling.

"We all love our Kaitiaki enthusiasm for the centre. They are a great listener. They provide us with the right guidance and adore our children when they visit the centre. Our Kaitiaki has supported our whānau with kai parcels, often giving the centre extras to hand out when they can, including clothes and shoes, financial support, family support and a listening ear when they need it. Our team and whānau all appreciate the love and support our Kaitiaki gives to our centre".

Legal Literacy is a wraparound support for whānau who need help understanding and navigating the legal system. Our kaimahi specialises in Family Court and Oranga Tamariki processes. Clients' needs range from medium to high with critical clients experiencing high levels of poverty, family violence, gang related troubles, and various complexities. Through the programme, whānau achieve amazing results including the confidence, situational comprehension, behavioural reflection and growth, circumstantial empowerment and changed relationships between the different agencies involved. The Legal Literacy Initiative offered support to 57 whānau of whom 64.9% were Māori, 22.8% were Pākehā (though most with tamariki who whakapapa Māori). We received a referral for one Pasifika whānau and one Latin American whānau.

After engaging with our programme 83% of clients felt confident and organised to attend hui and keep a schedule. Half had a strengthened cultural connection. All attendees felt confident to attend court, had an adequate understanding of the legal process, knew how to make their voice heard in the process, could undertake self-care planning, were confident to ask questions, were connected to a lawyer or confident to self-represent, had emotional support, and had a working relationship with a lawyer and Oranga Tamariki.

Mātauranga Team

Family Start is an intensive home visiting programme that focuses on improving tamariki health and development. It supports whānau who have challenges or problems that may make it harder for them to care for their pēpi or young tamariki. Whānau work with a Whānau Awhina / Family Support Worker to strengthen and improve parenting skills for the benefit of the child as well as to achieve whānau goals.

We work with about 80 client whānau each month, a total of 120 whānau were engaged across the year.

When I started with Family Start, I was nervous and excited because I was going to have someone on my side to help me and my child, help me to reach my goals and grow as a mum. My Whānau Awhina is easy to be around and talk with. I trust her and I always look forward to our weekly visits. She listens well and answers my questions with understanding. I feel that Family Start is a welcoming programme and I would encourage other mums to join.

Te Tamaiti Te Puawai provides support to mothers with babies in Christchurch Women's Prison, or who are hapū in prison. The service undertakes planning with māmā and then supports the achievement of the goals. Support is able to continue post release. Thirteen māmā were supported.

Incredible Years Parenting Programme provides positive step-by-step strategies and tools to parents of three to eight-year-olds to help whānau handle everyday situations. This encouraging and supportive learning environment helps parents manage challenging behaviours through a 14-session course that runs once a week for two and a half hours. Due to COVID being active in the community, we were able to run one programme, adapted to be delivered online in this year, we had 16 enrol with six whānau completing the programme.

"The programme reminded me to be calm and to teach my children. Topics were well covered, and group discussions were beneficial."

"This programme has given me a new perspective on parenting. I feel I have the tools and strategies to improve. It also reminded me to have fun with my kids."

"The programme helped me realise that I am a good parent, and that I already implement some good strategies."

Rapuora Team

Māui Clinic @ The Hub Hornby was an initiative of the Trust, Tangata Atumotu Trust, and the Life Pharmacy, Hornby Hall. Before the Hub closed its doors on 13 May 2022, the clinic vaccinated over 42,000 people.

“A big, big thank you to you and the wonderful staff operating the Māui Clinic @ The Hub Hornby. I have now completed my two vaccinations. How refreshing and relaxing the Māui Clinic is with the excellent layout, the well-placed information boards, the plants, the comfortable seating, the great atmosphere, the décor, especially the lovely pictures. But this is complimented by the wonderful, friendly, happy, and gentle staff. Congratulations. Please keep up the good work. This operation should be a template for the rest of New Zealand.”

“I visited the Hornby Māui COVID-19 vaccination clinic today and I wanted to say how incredibly impressed I was with all the staff and my experience. Every single staff member was so friendly, warm, and welcoming and really made me feel at ease especially under the level 4 conditions. They were all professional and had great systems in place to adhere to the level 4 conditions. I thought the staff were exceptional role models for our Māori and Pasifika communities. Very impressed. Keep up the mahi!”

“First time for our family who have had vaccinations at other clinics but today was for our sons’ getting their last vaccination this time at the Maui Clinic and wow it was the best experience! Staff were absolutely brilliant, welcoming, and informative right from arriving and to the very end. We will definitely be highly recommending this clinic to all!!!”



Figure 4 - Partners of the Māui Clinic with Hon Prime Minister Jacinda Ardern

Mobile and in-home vaccination is provided free to protect whānau from influenza and COVID-19. The Rapuora team supports the delivery of national immunisation programmes to whānau Māori. A key aspect is to deliver these programmes in a manner that is appropriate, respectful, and timely to whānau within a kaupapa Māori environment.

Mobile - our mobile 'pop-up' vaccination clinics proved to be very popular within our Māori community. Providing a holistic approach to vaccinations, our team, ensures our core values of manaakitanga, whakawhanaungatanga and rapuora lead the mahi we provide for and with our communities.

We have and will continue to collaborate with the Canterbury District Health Board, Tangata Atumotu Trust, Purapura Whetu, He Waka Tapu and the Māori, Indigenous Health Institute (MIHI) to take our vaccination events to parts of the community in Ōtautahi that have low rates of vaccination who are asking for our support.

Our Rapuora Team (Te Rōpū Nēhi o te Hapori) have also responded to community need by holding 'pop-up' vaccination clinics at organisations such as various kohanga reo, tertiary institutes, sports associations, alternative education programmes, various kura, secondary health services and primary care providers. We supported community events such as a Matariki Whānau Day.

"Today I had the privilege of three young beautiful wahine do a home visit to administer my booster vaccine. Their approach, professional presentation and diligence was exceptional. Because I have worked in the health industry, I have a real appreciation of the mahi you do so well. Thank you, it was above and beyond."

"Tēnā koutou ngā kaimahi o Te Puawaitanga ki Ōtautahi Trust,

Rongomātāne mauri tau! kia ū, kia tau!

Rongo i te whiwhia,

Tū ki te whiwhia,

Kia mau ki te kupu,

Kia tipu ai te kupu,

Ki tōna iho matua,

Rongomātāne mauri tau, kia ū, kia tau!

Whakatau wairua.

Ko te pou tuawha o ngā kōhanga katoa: 'Ko te hauora o te whānau me ngā mokopuna' – 'Health and wellbeing for the whānau'.

HUGE HUGE HUGE mihi for yesterday. No words can describe the feelings in our whare, manaakitanga, whanaungatanga are just a few. I thank you for showing up and doing the do because a lot of whānau are sceptical about the system and have been let down too many times to count. Our whānau that received vaccinations yesterday have good kōrero about the whole experience.

Ngā mihi manaaki, ngā mihi aroha."

"Yesterday morning my daughter took me to the clubhouse to receive my follow up booster shot. The service, staff and professionalism is a credit to your dedicated team and could you please convey my sincere regards. The kai was also greatly appreciated. May I wish your organisation continued success for the excellent mahi you all carry out."

“My wife went in for her third jab, booster, and my two oldest boys for their first. Easily the best vaccination space I’ve ever seen. Friendly and informative, welcoming, manaakitanga and relatable kaimahi, and clear communication, professional with process. Kids were put at ease because it was a whānau feel, and there was very little anxiety from the boys or Mum, as they might experience when going into a serious clinical doctor space. My wife who is Tongan also said it was the best she’s ever experienced from her own perspective.”

In-home vaccination –ensures whānau who are unable to get to their GP or local vaccination clinic are still protected against COVID-19 and influenza. Between 19 January and 15 March 2022, we completed 77 in-home vaccinations. For our home visits, we send two kaimahi consisting of a Nēhi and Kaiwhakapuawai. Once again, whānau, manaakitanga, whanaungatanga and rapuora are at the forefront of the delivery of this service.

COVID Care in the Community is run by our Rapuora Mobile Team to support Māori whānau who are unwell with COVID-19 or are isolating due to COVID-19 being in their whare. Once we know a whānau is isolating we kōrero with them to find out their immediate needs and put support in place as soon as possible. This stop-gap service fills the immediate needs of whānau while other supports are being organised. Some of the areas we help with are kai, nappies, collecting medications, providing mobile phones and phone credit, organising respite care, linking to Ministry of Social Development (MSD) for financial support, help registering with a medical centre, nurse phone assessment and nurse home visits.

Our kai parcels contain the ingredients and recipes to make two substantial meals. We also include everyday basics like bread, milk and toilet paper. Depending on the whānau need we can include items such as nappies, cat or dog food, or allergy specific kai. We are starting to see an increase in whānau needing kai parcels, especially with the increased cost of living putting pressure on many in our community.

The number supported by our programme since 22 March 2022 includes 241 whānau, 460 adults, and 388 tamariki/pēpi. Ninety percent of whānau we tautoko are Māori representing many iwi across Aotearoa, including Ngāi Tahu, Ngāti Tūwharetoa, Tuhoe, Ngāti Maniapoto, Ngā Puhi, Ngāti Porou, Ngāti Kahungungu and Ngāti Raukawa. Referrals come from a variety of organisations including Canterbury Hauora COVID Hub, Piki Te Ora, CDHB, Ōtautahi Sports Association, Aranui Community Trust (ACTIS), other community NGOs and self-referrals. We also receive internal referrals from the Trust’s kaimahi.

Whānau are recognising that our community care team can help them in a variety of ways and not just with kai or RAT/isolation advice. We have been helping whānau register with medical centres, providing clinical advice for multiple health conditions (such as eczema and asthma) and helping them with their MSD applications. We have also found that when we are out in the community at vaccination events, whānau have been coming to us asking us for medical advice. As a result of this, when we go to our community vaccination events, we are taking medical supplies, so we are ready to help whānau in a range of ways.

“This email is to provide you and your team my feedback to the call I received earlier today from one of the Rapuora Mobile COVID response kaimahi.

I received a call from my GP this morning (welfare check-in) and was offered extra supports through Te Puawaitanga Rapuora Mobile COVID Response team, which I accepted.

Within two-hours I then received a call from your kaimahi. I found your Kaimahi was non-intrusive, she was very warm and thoughtful of how I may be feeling (mauiui). She asked how many whānau were at my whare and if they had tested positive and if there were any supports needed for them as well.

She was detailed with regards to her role and the actual supports your team can offer (interim supports only, especially heading into the weekend).

What I also appreciated was she said what type of kai would be in the kai pack for a couple of meals including recipes (devilled sausages and pasta meal). Why I appreciated that level of detail, was that if my whānau didn't eat that type of kai (i.e., allergies, picky eaters, etc.) I could decline this wonderful offer so the kai wouldn't go to waste.

Your kaimahi stipulated the timeframe the delivery would be made and kept within the timeframe (very impressed!).

The package itself was truly appreciated, extra tissues (as that was really what I needed today) as well as a pulse monitor thingy that the kaimahi picked up from my GP for me.

To the kaimahi that dropped our package and your team, I know this is just what you do! But for whānau who are unable to access these types of services at a time that is crucial to not only the mauui but the whānau who are also isolating we can't thank you all enough.

*Aku mihi nui ki a koutou te whānau o Rapuora Mobile COVID response.
Ngā manaakitanga”*

“My girls and myself would like to thank you for the awhi we received after testing positive on Sunday 1st May. My daughter contacted Urupare Tuatahi on my behalf, as she had used the Service some three weeks before. Your prompt contact and kōrero was very much appreciated. By Monday afternoon we had a delivery of food and essentials. Also, the follow up phone calls on how we were doing was wonderful. I'm 63 was worried about catching COVID however being fully vaccinated I believe this lessened my reaction, which was very mild in comparison to others. With that in mind, my daughters and myself are grateful for your support. Thank you once again.”

Rapuora Mobile Nursing Service supports whānau to understand and manage their health conditions. They work with whānau, 18 years and older, who are at risk of heart disease, diabetes or respiratory disease. Visits typically take place at the client's whare. Together with the client the team develops a hauora care plan, liaises with other health care professionals, and supports whānau to navigate the health system.

Throughout the year 258 people were enrolled, 91% of whom were Māori, 1% of whom were Pasifika.



Figure 5 - Staff and kaumatua preparing manaaki boxes

Healthy Day at the Pā, a monthly event at Tuahiwi Marae, has been facilitated by Dame Aroha Reriti-Crofts for over a decade. Speakers provide health information and whakawhanaungatanga followed by a shared lunch. Unfortunately, due to COVID-19 lockdowns and changes in the national traffic light settings we have not been able to hold Healthy Day at the Pā since 25 June 2021. We are currently in discussions with Te Ngāi Tūāhuriri Rūnanga on intentions to carry this service on.

Rōpū Tautoko

Rōpū Tautoko provide a varied and indispensable support to our kaimahi. With extraordinary effort, we started the new calendar year in new premises. A blessing ceremony welcomed kaimahi back from summer vacation into Level 3, 7 Winston Avenue, Papanui. This is our administration hub, with our community-based services continuing to be delivered in the home or from leased facilities in Linwood and Phillipstown. This bright welcoming space with impressive views of Ōtautahi is a very welcome change from our previous base.



Figure 6 - Blessing our new whare at 7 Winston Ave

Increase in staff numbers, services and referrals has an impact on the workload of the support services. New roles have included ICT, Communications, Human Resources and Finance. Data entry continued to increase, but the Tamariki Ora Well Child manual paperwork entry will change to the digital platform Ara Whānui on 1st July 2022. Likewise, the mobile nursing team will transition to Medtech Evolution late in 2022. The changing nature of our work together with increase in services means our structure and workforce need to transition. The number of vehicles in our fleet increased to 38 and fleet management software is now under investigation.

Our certified car seat technician provides advice, support, and installation services to ensure whānau are protecting the safety of their tamariki while travelling in their waka. During the year, 16 car seat installations were done. During the COVID restrictions this support was made available over the phone.

Acknowledgements

Supporters and funders

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Māori Provider Development Scheme (MOH)

Oranga Tamariki – Ministry for Children

Te Aka Whai Ora - Māori Health Authority

Te Tāhuhu o te Mātauranga - Ministry of Education

Ara Poutama Aotearoa - Department of Corrections

Te Pūtahitanga o Te Waipounamu

Te Puni Kokiri – Ministry of Māori Development

Rata Foundation

Te Tari Taiwhenua - Department of Internal Affairs

Kieran Scott Photographer

Volunteers

Nicola Wilmott

Trevor Jocelyn

Thank you to Nicola and Trevor for their years of service to the Trust. At present, the Trust is pausing our volunteer mahi due to our move to new premises and changing traffic light settings during the COVID-19 pandemic response.

Weavers

Taua Daphne Pahi-O'Connell

Ida Anderson

Rebecca Tavendale

Aly Kavermann

Judith Bremner

Nicole Erickson

Scott Erickson

Mihi Adams

Kaimahi

Anthea Abbott	Rhonda Hira	Pam O'Brien
Diane Adams	Indiah Iri	Raewyn Pasene
Roana Archbold	Samantha Iri	Aroha Pedersen
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Alison Bourn	Mahina Kingi-Kaui	Leiani Reardon-Hepi
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Kirstie Carpinter	Jordan Kirkham	Jennifer Riley
Lucy Chabara	Rica Larkin	Rachel Ritchie
Aleni Chapman	Natasha Lidgett	Kirsty Sol
Fiona Clark	Kiri Manihera	Jo Susan
Candice Cleave	Quest Manihera	Paula Tait
Gemma Cocks	Benjamin Masara	Rachel Taniwha
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Hanatia Costigan	Cara Meredith	James Tawa
Christina Daly	Julia Metcalfe	Mel Taylor
Kelly Dorgan	Patricia Mitchell	Jaime Te Kani
Elaine Dunlop	Melanie Morete	Waipounamu Te Karu
Laura Dunlop	Sam Murray	Lesley Te Maiharoa-Sykes
Maria Dyksma	Jo Nicholas	Jaimee Thomas
Rebekah Eagle	Kate Nicoll	Charene Tuala
Justine Elton	Renee Noble	Hannah Verheul-Cane
Karena Findlay	Tia Noble	Aliesha Whiunui
Amanda Gee	Kowhai Noble-Williams	Tenika Wikatene
Sian Gibbons	Moira Nogat	Jonelle Wiki-Arapeta
Laura Hall	Dianne Oakley	Sarah Wills
Donna Hillier	Bethana Oberoi	