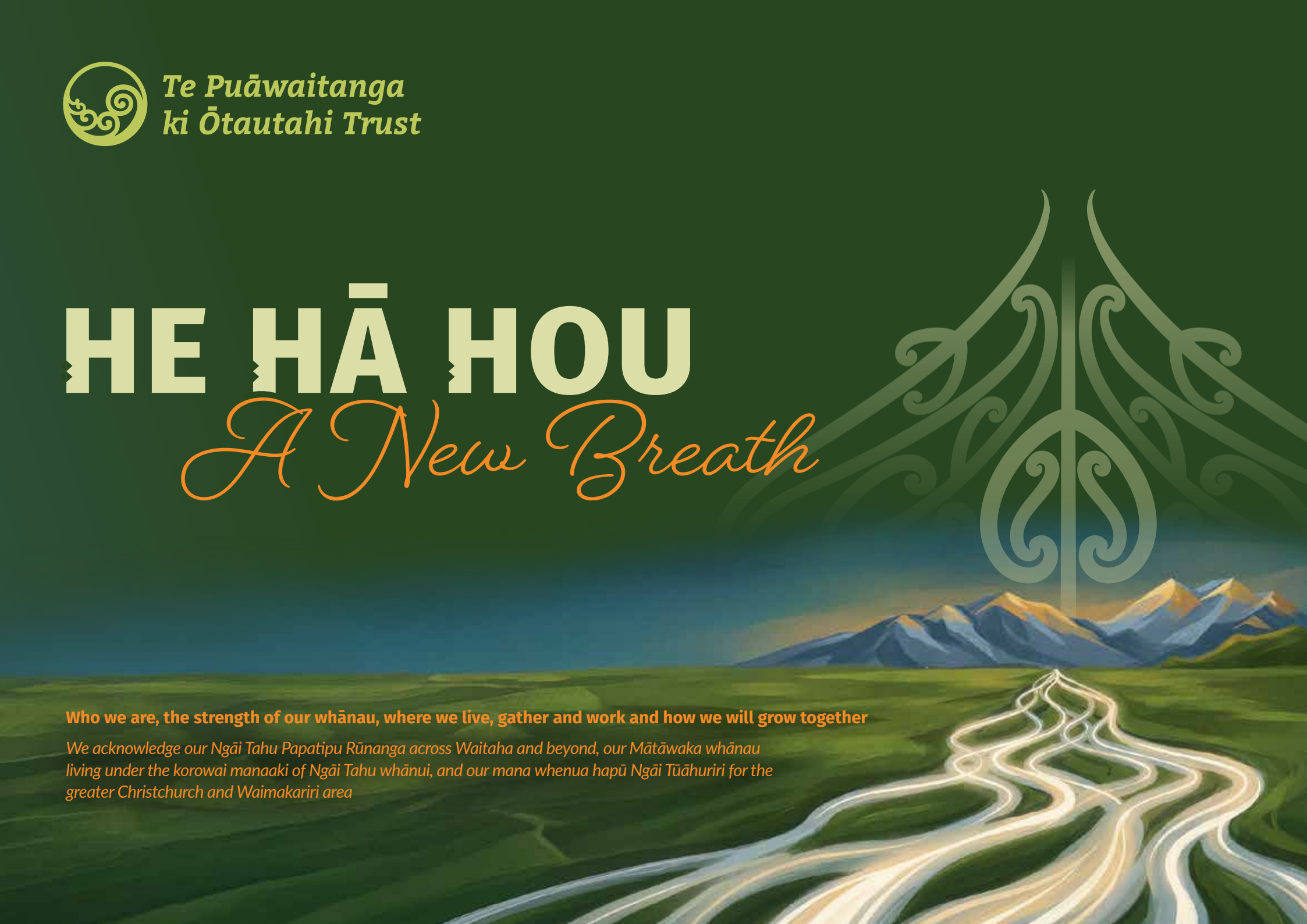
Te Puāwaitanga ki Ōtautahi Trust

HE HĀ HOU

A New Breath

Who we are, the strength of our whānau, where we live, gather and work and how we will grow together

We acknowledge our Ngāi Tahu Papatipu Rūnanga across Waitaha and beyond, our Mātāwaka whānau living under the korowai manaaki of Ngāi Tahu whānui, and our mana whenua hapū Ngāi Tūāhuriri for the greater Christchurch and Waimakariri area



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KO TE PUĀWAITANGA

We are Te Puāwaitanga

Te Puāwaitanga ki Ōtautahi Trust was shaped from this whenua, born from the Ōtautahi Māori Women's Welfare League and the enduring leadership of the late Kahurangi Aroha Reriti-Crofts of Ngāi Tūāhuriri, who advocated for the wellbeing of her people. As a Te Tiriti-based kaupapa Māori organisation, we walk alongside whānau from hapūtanga to kaumātua.

TIROHANGA WHĀNUI

Vision

Whānau puāwai, whakatupuranga ora

Flourishing whānau, thriving generations

ARONGA

Purpose

Kia whakakaha i te whānau

Empower whānau to embrace their strengths and spark positive intergeneration change



WHAKATAUKĪ

Me aro koe ki te hā o Hineahuone

Turn our heads to the breath of Hineahuone

TE TAKE
Why we must act

Every day, whānau do extraordinary things

Our whānau hold generations of knowledge, culture and aroha, and they care for one another through every season, often while facing barriers they did not create. Those barriers are real, and the evidence is shown here. But they are not the whole story.

BARRIERS WHĀNAU FACE

TAMARIKI

25.1% of tamariki Māori live in material hardship (2025)

WHARE HOUSING

23.3% of Māori live in crowded housing (2023 Census)

MAHI WORK

21.6% of rangatahi Māori not in work, education or training



WHĀNAU

KNOWLEDGE · CULTURE · AROHA · POTENTIAL

KAUMĀTUA

17.4% of people nationally are 65+ (22.5% in Canterbury by 2038)

COST OF LIVING

+4% living-cost rise for low-income households, year to June 2026

TE TIRITI

19 Acts in final review scope; seven provisions identified for repeal

Statistics as cited in He Hā Hou: *Stats NZ, EHINZ, MBIE, Ministry of Justice and NZ Parliament; latest data at June 2026.*

Every whānau holds the potential to flourish.

These pressures don't arrive one at a time, and whānau shouldn't face them one service at a time. So we are taking a new breath: He Hā Hou.

HE HĀ HOU
In Action

Four pou carry us forward

Our four strategic pou are how the new breath moves through everything we do. Like the whānau we serve, we build on our strengths, and as their world changes, we too are changing.

WHAKAŪ
Sustain

We will hold firm to what we do well.

Excellence in our core services as we plan our way to growth.

WHAKAHOU
Transform

We will renew how we work.

A new state and way of being, anchored in tikanga, as the world of our whānau changes.

WHAKAWHĀNUI
Expand

We will widen our reach.

More services for more whānau, with a focus on housing, training and kaumātua care.

WHANAUNGATANGA
Connect

We will walk together.

With whānau, mana whenua, iwi and partners, because none of us can do this alone.



NO WRONG DOOR; One whānau, one plan, one place

Many ways to reach us, with the organisation working around whānau, not whānau working around us.

INTEGRATED ACROSS

Health | Social | Cultural | Education | Justice | Housing

TE HAERENGA

Our Journey – 2026/27

Bringing He Hā Hou to life

During 2026/27, we will focus on a series of strategic actions that stabilise and align our foundations, improve outcomes for whānau, position us for future growth, and deepen our connections across our communities.

WHAKAŪ
Sustain

We will hold firm to what we do well

Actions

- Strengthening governance and accountability
- Enhancing quality, clinical and practice leadership
- Building workforce capability and wellbeing
- Improving service consistency and effectiveness
- Strengthening outcomes measurement

Result: *Excellence in our core services as we plan our way to growth.*

2027/28 – Build and deepen

WHAKAHOU
Transform

We will renew how we work

Actions

- Advancing our whānau-centred practice model
- Strengthening integrated service delivery
- Improving systems and ways of working
- Embedding innovation and continuous improvement
- Creating more seamless whānau experiences

Result: *A new state and way of being, anchored in tikanga, as the world of our whānau changes.*

2028/29 – Scale and embed

WHAKAWHĀNUI
Expand

We will widen our reach

Actions

- Extending support to more whānau
- Building capability for future growth
- Exploring new opportunities and partnerships
- Strengthening pathways to wellbeing and independence
- Positioning for emerging community needs
- Housing, aged care, and vocational education.

Result: *More services for more whānau, with a focus on housing, training and kaumātua care.*

2029/30 – Lead and sustain

WHANAUNGATANGA
Connect

We will walk together

Actions

- Deepening relationships with mana whenua and iwi
- Strengthening community and sector partnerships
- Elevating whānau voice
- Enhancing stakeholder engagement
- Supporting collective impact initiatives

Result: *With whānau, mana whenua, iwi and partners, because none of us can do this alone.*

2030/31 – Thrive, review and renew

OUR FIVE-YEAR PATH

2026/27	2027/28	2028/29	2029/30	2030/31
ROOTS	GROWTH	SPREADING	BLOSSOMING	SEEDING
Preparing the ground	New services take hold	Reaching more whānau, in more places	Standing strong and leading	Preparing the next generation

Whānau and Community
Tell us what matters to you

Mana Whenua and Partners
Walk alongside us

Funders and Investors
Invest in strong foundations

Help shape what grows next
reception@tepuawaitanga.maori.nz

MAURI ORA

Flourishing Together

This year: holding firm, preparing for the shift

Before we plant, we prepare the ground. This year is about strengthening our foundations, listening to whānau and planting the first new seeds.

WELLBEING
Whānau thrive at every age and stage

IDENTITY
Cultural connection and belonging

LEARNING
Whānau engage and achieve at every stage

RESILIENCE
Strong, connected communities

WHAT TE PUĀWAITANGA BRINGS

- Trusted, intergenerational whānau relationships
- Kaupapa Māori, mana-enhancing practice
- Integrated delivery across health, social, cultural, justice and education
- Founded through mana whenua leadership: Kahurangi Aroha Reriti-Crofts of Ngāi Tūāhuriri
- A Board-approved strategy and FY27 plan

WHAT WORKING TOGETHER ENABLES

- Reach more whānau in more locations
- Investment in workforce, systems and sites
- Co-designed pathways: early years, tamariki, kaumātua care and housing
- Shared research, data and evidence of impact
- Greater impact and social return on investment

Mō tātou, ā, mō ngā uri ā muri ake nei | For us and for those who will come after us

This journey belongs to all of us. We invite you to breathe life into it with us.

Ka whakarongo, ka whakaute, kia hāpai te mana tāngata | We listen, we respect, and we uphold people's mana

NAU MAI!

Come and connect with us

We welcome you to come and connect with us at any of our locations.

WHAKAPĀ MAI!

Get in touch with us

OUR LEADERSHIP

Geoff Milner
Manahautū / Chief Executive
geoffm@tepuawaitanga.maori.nz

Karen Coutts
Tiamana / Board Chair
karenc@tepuawaitanga.maori.nz

GENERAL ENQUIRIES

Waea mai / Call us
0800 66 99 57

Īmēra mai / Email us
reception@tepuawaitanga.maori.nz

Poutāpeta / Post
PO Box 5357, Papanui

PAPANUI

Te Puāwaitanga Main Office
7 Winston Avenue
Papanui, Christchurch 8053

Monday to Friday, 8.30am – 5.00pm

LINWOOD

Eastgate Shopping Centre
Eastgate Mall, Level 1
Buckleys Road, Christchurch 8062

Monday to Friday, 9.00am – 5.00pm

PHILLIPSTOWN

Phillipstown Hub
39 Nursery Road
Phillipstown, Christchurch 8011

Monday to Friday, 9.00am – 3.00pm

ADDINGTON

He Pikinga Waiora Premises
81 Jack Hinton Drive
Addington, Christchurch 8024

Monday to Saturday, outside normal hours
A joint collaboration

Te Puāwaitanga ki Ōtautahi Trust

tepuawaitanga.maori.nz