



Raukawa Whānau Ora Ltd

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

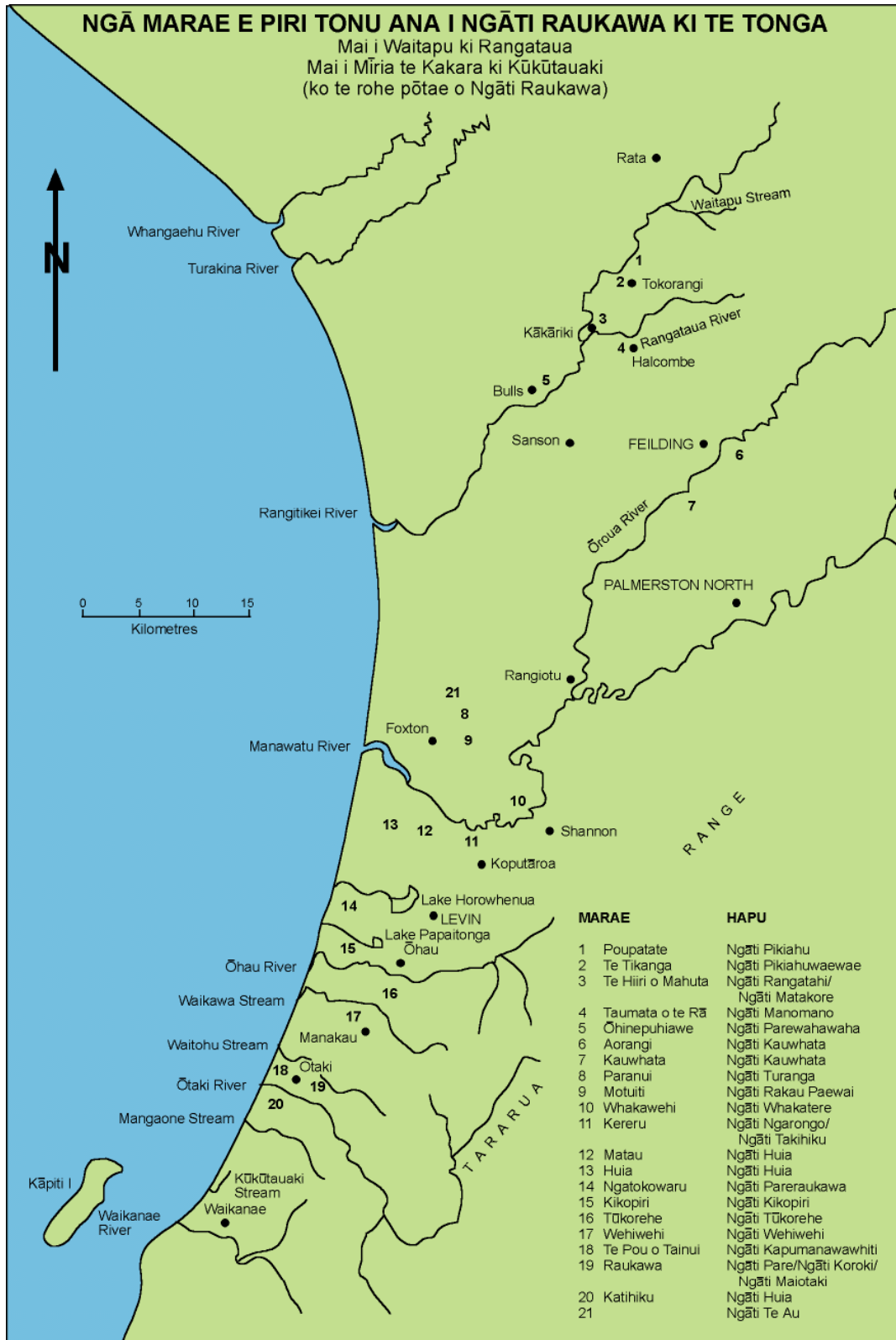


Annual Report 2023

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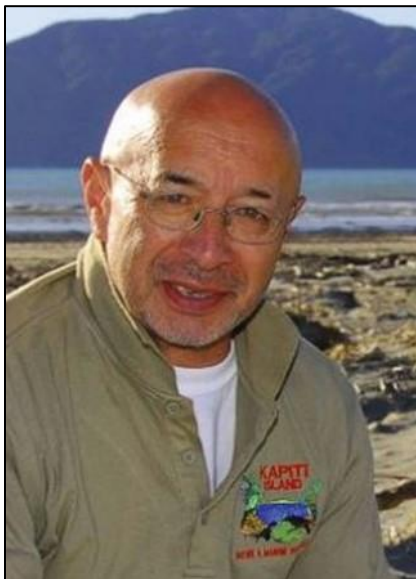
Raukawa Rohe



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.



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)

Ngāti Raukawa,
Te Āti Awa,
Ngāti Toa Rangatira

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 Tumatānui 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



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.*

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



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

Ngāti Raukawa ki te Tonga

Tumuaki Report

Introduction

I am pleased to report on the activities of Raukawa Whānau Ora Limited for the 2022-23 year.

Our Vision

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

Our Mission

To provide high quality integrated services to improve the wellbeing of whānau, hapū, iwi and communities. To promote the integration of kaupapa tuku iho in all Raukawa Whānau Ora activities to maximise our contributions to whānau, hapū, Iwi and communities.

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

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

The significant legacy of 2020-22 has been the serious and drawn-out impact of the Covid 19 pandemic. The impact has obviously affected all of us in one way or another. At Raukawa Whānau Ora, in addition to the dramatic change and flexibility required to enable our management and operational teams to deliver the services that were suddenly required, on top of what was already a very busy workplan, our kaimahi had to develop new and innovative plans and programs to deal with the most extraordinary of working environments.

New High levels of stress, anxiety, depression and mental health within our whānau, hapū and communities have created new and serious demands on our organisation. On behalf of the board, I mihi to our kaimahi for their collective efforts through a challenging time.

Our Board is full of admiration and pride in the way the teams and personnel went about their mahi, which saw them going above and beyond what would normally be expected.

The past 2 years has seen another major impact on the delivery of social services and health care provision across Aotearoa. Here in Raukawa, like everywhere else, we are finding the availability of trained and available staff is creating blockages and obstacles to delivery of some services. I know that further on in our annual report, the Manukura will make specific note of the issues and potential answers to firstly retaining, and also training new staff in the organisation.

Last year, I reported as a result of 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 to Ōtaki, against a backdrop of a rapidly changing working environment. The financial health of the organisation remains strong, thanks to the meticulous attention and prudential management by the Manukura and her team.

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

John Barrett

Tumuaki.

Manukura Report

Introduction:

Raukawa Whānau Ora 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.

During the year 2022/2023 Raukawa Whānau Ora continued to develop, engage and learn from, the lessons of some major events, like Covid 19 that today leaves huge vacancies in the health and Social Services sectors, the disaster of Cyclone Gabrielle that has left communities desperate for housing and the basic necessities to survive, the rising cost of living especially at the supermarkets, felt by our most vulnerable within our society, the high interest rates that have hit everyone financially particularly those with home mortgages increased rental and high petrol costs.

All these factors combined have seen unprecedented increases in cases of anxiety, depression and mental health, across all age groups, but notably more so within our younger population, and continues to provide ongoing challenges to services that are already stretched to capacity.

These challengers have guided Raukawa Whānau Ora to look at new solutions to the growing needs of our whānau/clients into new spaces such as, the process of becoming a Community Housing Provider (CHiP) with a focus on Papakāinga and Social Housing, securing external contestable funding to increase services in the maternity and early years programme, working smarter by forming alliances with like-minded organisations that has seen the creation of a new mental health alternative acute services soon to be opened within the Horowhenua.

As we conducted our risk assessments across these and other factors, we identified strategies that would assist Raukawa Whānau Ora in providing robust and sustainable service delivery in an already challenged space. The decreasing workforce in both Health and Social Services as a direct result of the enforced mandates applied through COVID 19, identified there was no existing solutions currently, which forced Raukawa Whānau Ora to focus on creating our own Workforce Development Strategy, alongside developing a mental health alternative acute service and investigating becoming a Community Housing Provider. These decisions are driven by our commitment to ensure Raukawa Whānau Ora, continue to maintain our workforce capability and capacity, in providing the highest standards of service delivery to all the communities we serve.

Workforce Development

Mātauranga Māori Graduates:

Raukawa Whānau Ora have been proactive in researching initiatives in seeking solutions to the growing issue, of a skills shortage, and based on the findings from the research have developed a Workforce Development Strategy, focused on the education eco-system from Kura to Tertiary, providing a pathway to addressing the skills and experience shortages in Health and Social Services.

The effects of Covid 19 today have seen many long serving health workers leaving the industry in large numbers, creating a specific skills shortage across a wide range of disciplines. Raukawa Whānau Ora recognised the opportunity of providing mātauranga Māori graduates with cultural skills and experience, paired alongside health-specific training, as a solution to providing a unique type of skill set, that when combined with experience, would create a range of clinical and non-clinical roles, that would not only address the shortage of skilled professionals, but would also provide an enhanced cultural service delivery model.

Kura/Schools:

In collaborating more strategically with local kaupapa Māori kura, career planning and decision making can be explored at an early age, with many senior students making subject choices that impact what courses they are eligible to study at a tertiary level.

This relationship would also create an opportunity for Raukawa Whānau Ora to work alongside the Kura/School and support the kaupapa of these development initiatives. It is important to note that this initiative is a long-term solution based on (5-10 years).

Tertiary study:

Engaging with Māori tertiary students in relevant fields is a critical component of the workforce pipeline. Māori students that reside in the region, studying at Massey University, UCOL, Te Wānanga o Raukawa, Horowhenua Learning Centre or other providers, in Health or Social Service-related fields represent the future Māori health workforce. Entry level recruitment of graduates will provide several benefits, including the opportunity to mentor and develop staff into senior and leadership roles in the organisation. Developing relationships with tertiary students early, well before they complete their study, is critical to success.

There is still much work to be done in this space and Raukawa Whānau Ora are excited to take the journey to ensure our workforce working alongside our communities are well equipped, well-resourced and are well supported.

Community Housing Provider:

We have undertaken a mammoth task in applying to becoming a Community Housing Provider (CHiP). The process to date has taken approximately 9 months as the Community Housing Authority reviews our application thoroughly. The time taken has provided written questions from the Authority and written answers provided by Raukawa Whānau Ora. The detail of information sought from the Community Housing Authority to be able to reach the five standards to becoming a CHiP is extremely detailed. The 2 key focuses for Raukawa Whānau Ora in its direction to become a CHiP is supporting hapu with their papakāinga aspirations on local marae within Raukawa Iwi and secondary to this is pursuing the development of social housing. At the time of writing this report, we are at stage 4 of 5 stages, and we look forward to achieving registration.

Summary:

With Matariki now being recognised as a national celebration Raukawa Whānau Ora has enjoyed as an organisation learning and celebrating our successes and challenges together.

The continued journey for Raukawa Whānau Ora is to increase our footprint in Fielding, establishing a stand-alone business with the focus on Papakāinga and Social Housing, building relationships with new strategic partners and maintaining existing ones, implementing our Workforce Development Strategy, enhancing the relationships with Mātauranga Māori Graduates, Kura Kaupapa Māori/Schools, Tertiary Providers to address the shortfalls in the Health and Social Services Sectors.

Today, Raukawa Whānau Ora, like all Māori health providers, faces a major challenge to meet the increasing health and wellbeing needs of our Māori community. In order to fulfil the aspirations of our Iwi and community it is vital that we nourish and expand our kotahitanga (collaboration) with our strategic partners, implementing our strategies to building a new work force, enhancing our capacity and capability balanced against ensuring parity and equity with mainstream and all other providers. Raukawa Whānau Ora has in place experience and knowledge that provide the solid foundations on which to grow the business, it is willing to embrace proactive ideas, that provide the flexibility to pivot in any direction, to meet the current and future needs of our whānau, hapū, iwi and our wider hapori.

Toiora Whānau / He Hikinga Manawa

Te Pae Oranga:

The Te Pae Oranga is an approach which holds offenders accountable and through the use of Te Ara Whānau Ora (TAWO) helps them address problems they are facing. Te Pae Oranga assists those people who have committed low level crimes and is an alternative to going through the court system. It is mainly for people who have underlying issues and need help to get their lives back on track. This includes helping them overcome problems such as addictions, abuse, financial stress, difficulties getting employment or education. It is a tikanga and kaupapa Māori alternative resolution practice focussed on mana restoration as opposed to consequence. One of our kaimahi is already working closely with the newly appointed Te Pae Oranga Police Officer as well as whānau who have been identified as benefitting from this restorative justice pathway.

Covid response since the beginning of the year and ongoing:

RWO is still responding to the needs of whānau affected by covid although it has slowed down considerably.

Whānau in need – Kai support:

This kaupapa has risen dramatically for whānau. We get on average 30 requests for kai parcels each week. This will be ending very shortly as funding ceases.

Trainings:

There have been a number of trainings provided for kaimahi this year.

- 2x kaimahi attended Family Harm training called Risk assessment in the context of Intimate Partner Violence – IVP)
- All kaimahi attended the internal Kaupapa Tuku Iho (KTI) one day training at Tukorehe marae
- 15x kaimahi trained in BARS and Rongoā over 4 separate sessions
- 2x Family Start kaimahi attended a one day Sexual Violence training
- Te Korimako legal education one day course was attended by 20 kaimahi
- 2x kaimahi are studying the Kaitiakitanga post graduate tohu at Te Wānanga o Aotearoa. This is a course around Bicultural Supervision
- The 2nd KTI training is due to be held on 15 & 16 June

Completed Training:

2 kaimahi completed the Kaitiakitanga post graduate tohu training in 2022 and graduated in May.

Community Mobilisation Too:

E Tū Whānau is a movement for positive change developed by Māori for Māori. It's about taking responsibility and action in your community and supporting whānau to thrive. Alongside E Tu Whānau kairangahau, kaimahi have been supporting them to develop a community mobilisation tool. This tool will be used in communities to assess the current level of community mobilisation. To support communities to focus efforts for greater impact and assess change in community mobilisation over time by completing future assessment. Kaimahi in the Social Services sector alongside E Tū Whānau have collaboratively worked together to design the tool. Once the design is finished, it will be distributed to communities throughout Aotearoa. E Tū Whānau is situated within the Ministry of Social Development.

Whānau Resilience:

Whānau Resilience continues to be delivered in a marae setting and is noho based. There have been 2 noho run in 2023. The BARs/Rongoā training that some kaimahi undertook will be incorporated into future noho. One of the aims of this training was that kaimahi would be able to introduce it to whānau and marae-based service delivery is an ideal environment within which to introduce it to whānau.

Kaimahi from other services continue to support the Whānau Resilience kaimahi during noho. A noho planned for 25-27 June will be fortunate to have some of the Super Māori Fullas join the whānau attending to speak with them about respectful relationships. The Super Māori Fullas support the White Ribbon Campaign that supports the elimination of Family Harm as well as the Green Ribbon campaign which aims to combat Youth Suicide.

SWiS:

The SWiS service continues to support tamariki and their whānau through individual services and programmes. The schools have been very understanding around the SWiS service, recognising how difficult it is to recruit social workers at present.

All Principals are aware of other Raukawa Whānau Ora services they are able to refer to until a SWiS is assigned to their school.

Kaiwhakaaraara:

One of the kaiwhakaaraara have been working alongside four rangatahi who were referred by Police. They were struggling with direction and since engaging they have made meaningful change. One is now in full time work, one is in an apprenticeship to become a builder. Some have found housing and are doing some really positive things.

One kaiwhakaaraara is already engaging with Te Pae Oranga referrals and working alongside the whānau.

A very hard to reach whānau is now engaging well.

The whānau in Ngā Tini Whetū are all doing really well. Most of them will have achieved their moemoeā and will be exited very soon.

Family Start:

The Family Start team continues to support their whānau as well as supporting new kaimahi who have recently joined the team.

Hauora

Introduction:

We have 14 contracts with Midcentral Health and three subcontracted under Think Hauora, requiring a variety of professionals. Together we have a dynamic team of Registered Nurses, an Alcohol & Other Drugs clinician, Smoking Cessation Quit Coach, Social Workers and Community Support Workers.

We focus on delivering holistic services driven by kaupapa tuku iho, from pepe through to kaumātua, working collaboratively with our internal Toiora Whānau and Hikinga Manawa/Family Start teams to provide wrap around services, in addition, other external health professionals to serve the best interest of the whānau. Te Roopu Hauora provides accessible, quality health care for the whole whānau, utilising the Whānau Ora concept (empowering whānau to take responsibility for their own wellbeing). Our area of coverage is from Te Horo in the South to Manawatū/Palmerston North and Bulls in the North. This includes all outskirts of these areas. Delivery of services is in the homes, marae, any one of the office bases (Feilding or Levin) or any other venue deemed appropriate.

Whānau/Tamariki Ora Well Child Service:

This service is well health providing well child growth and developmental assessments (0-5 years) as per the National Well Child Schedule, and immunisations; and includes assessment of other whānau members if requested. We currently have approximately 1200 clients with 700 of these clients being Māori and the other 500, Taiwi, Pacific Islander & others.

Service delivery is provided by Registered Nurses who have completed additional training, Postgraduate Certificate in Primary Health Care Specialty Nursing – providing specialty in the field of well child and family. We currently have 2 FTE nurses and 3 part-time nurses working in this service.

Success Story:

Our numbers for the Whānau Tamariki Ora service continue to increase in the rohe of Raukawa which is Feilding/Palmerston North/Bulls, Horowhenua & Ōtaki. The exceptional quality of service and remarkable accomplishments achieved by the kaimahi are clearly evident in this context.

Mother & Pepe Support:

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

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

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

Our 3 FTE kaimahi have extended the service to provide immunisation support to the nurses as the first aid assistant; the provision of wahakura and pepi pods (sleeping baskets), car seats – mothercraft skills, immunisation advice and preventative care and advice for 'sudden unexpected death of an infant (SUDI)'.

Success Story:

The kaimahi of this service are essential and valued team members in supporting the Registered Nurses of the Well Child service. They provide additional services to our whānau in all aspects of well child.

Immunisation Service:

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

In addition to the Well Child service, the Registered Nurses are supported by the Mother and Pepe kaiāwhina to provide immunisations within the homes or in the clinic. Home visits are convenient for most whānau for one reason or another. They find that the pepe and mama are more relaxed within their home environment.

Success Story:

The outreach service serves as a highly appreciated incentive among parents due to its remarkable convenience. Its implementation has enabled the nurses to reach and immunise clients who are typically difficult to access, particularly when it comes to ensuring immunisation of their Tamariki. The service specifically caters to whānau with limited knowledge about the immunisations and helps them build confidence by offering a service tailored to their needs.

Lay-By Scheme:

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

We are fortunate to get our car seats from the retailer at a reduced price due to bulk buying. They are good quality, secure car seats.

Adult Mental Health:

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

to ensure the individual is central and recognised within the context of their whānau and the wider community:

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

Success Story:

The dedicated kaimahi of this service tackle intricate challenges and consistently go the extra mile to provide comprehensive support to individuals. This entails addressing various social issues, such as housing and assistance from Work and Income New Zealand (WINZ) before focusing on the mental health aspect. The holistic approach taken by the kaimahi ensures that the individual's overall well-being is taken into consideration, laying the foundation for effective mental health support.

Both the kaimahi and whānau involved in the process find it immensely gratifying when whānau regain their confidence and sense of independence, allowing them to manage their day to day lives more

effectively. This progress marks a significant positive transformation for the whānau, who may have previously faced challenges in coping with daily living before engaging with the service. The shared sense of accomplishment and empowerment motivates the kaimahi and reinforces the invaluable impact of their work on the lives of those they support.

Alcohol & Drug Clinical (AOD):

This service offers community support for those of any age affected by alcohol and/or drugs.

Each individual client is supported to access interventions that are appropriate according to assessed need in terms of their drug and alcohol use, related problems, and readiness to change. They are then provided with the appropriate treatment/therapy and if required, referred to the appropriate services.

Currently, this service is overwhelmed with referrals, but slowly getting through these with the assistance of other wrap around services.

Success Story:

The Alcohol & Other Drugs Service represents an ongoing struggle for certain individuals; however, it transforms into a success when they admit there is a problem, and they need help. Some clients have made positive life changes and have re-engaged back into the workforce.

Alcohol and Drug for Community Probation:

This contract sits alongside Community Probation. Referrals are processed through 'Single Point of Entry' and then allocated to the appropriate provider or location. Referrals can only be received by those clients who are engaged with Community Probation.

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

Child Adolescent & Youth Service:

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

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

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

Day Activities:

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

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

The service contributes to the following outcomes:

- improved participation in the community
- development and maintenance of work skills and routines
- greater stability of lifestyle
- increased social connectedness and sense of belonging

Success Story:

Through active participation in the Day Activities program, clients have experienced a significant boost in their self-esteem. They have had the opportunity to develop their curriculum vitae and acquire valuable work-related skills, which in turn has provided them with the confidence needed to re-enter the workforce.

Māori Mobile Nursing:

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

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

The nurse provides monthly clinics in Ōtaki, Levin and Feilding. These are usually well attended with numbers of 14-20 clients per clinic, however, more recently, covid has impacted on these numbers. In addition, home visits are also provided.

Māori Disability Support Service:

To assist those with a disability particularly nga kaumatua (50 year and over) to access Needs Assessment Service Coordinator (Support links). Includes advocacy and liaison.

The purpose of this service is to ensure whānau with disabilities have an improved level of quality of life and independence. This requires integration of external services, Support Links, to assist with resources.

We work collectively with the OPAL team at Horowhenua Hospital.

Cancer Control Coordinator:

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

Success Story:

Certain whānau lack local support due to relatives living overseas, out of the region or there is family dynamics. The kaimahi provides support that goes over and above of what is required and ensures they have all services in place to ensure every aspect of their needs is met. In addition, connecting whānau is an essential priority.

Cervical Screening:

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

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

We currently have one smear taker in the Southern rohe, and this role is inclusive of their core role. We will train more of the Registered Nurses.

Podiatry/Foot Care:

This is a free service to whānau registered with our Disability Support Service and Māori Mobile Nursing services. Priority is given to diabetics and those with vascular problems. These clinics are provided once a month in Ōtaki and Levin, of which are well attended by whānau with no or minimal cancellation from clients. These appointments are very precious, like gold. There is usually a waitlist, so in going forward we are hoping to increase resources to provide extra clinics. Discussions are in progress.

Success Story:

For our whānau with diabetes and vascular problems, the circulation to the feet is not always good, specifically if there is a cut or sore. This creates a slow healing process, or it does not heal at all. This is when medical attention should be accessed, but sometimes whānau do not know the importance of this. The service has provided life-saving events more by accident rather than from a planned strategy, for example, a whānau may have attended the clinic and the early intervention has prevented a leg or foot from being amputated. These have been first-time clients who have called for help over the phone not realising the urgency or a nurse has recently engaged with them in the community and prioritised them for a clinic appointment. Continued education will continue to be given to whānau so that they are better informed of signs and symptoms and when in doubt, see the nurse or doctor.

Toitu Ohu Auahi Mutunga (Smoking Cessation):

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

Health Promoter:

The role of the health promoter is to effectively facilitate the implementation of health promotion initiatives, with a primary objective of enhancing the overall health and well-being of the communities within our designated rohe.

The health promoter plays a pivotal role in planning, coordinating, and executing various health promotion projects, designed to address key issues and promote positive behavioural changes among the target population. Through strategic collaboration with relevant stakeholders, Māori/Iwi providers, community leaders, and health organisations, the health promoter ensures the seamless integration and execution of evidence-based health promotion strategies.

The health promoter assumes the responsibility of identifying specific health needs and priorities within the rohe, conducting comprehensive needs assessments, and formulating tailored interventions accordingly. These interventions encompass a wide range of activities, including health education workshops, community outreach programs, awareness campaigns, and capacity-building initiatives.

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

The Kaiwhakapuaki Waiora will work with Whānau Māori, Raukawa Whānau Ora and Te Ara Rau - Access & Choice (Think Hauora) team to promote and provide whānau centred support whereby whānau dreams and aspirations are achievable. This is through a collective team associated with an Integrated Family Health Centre (IFHC – GP Practice – Te Waiora) and the above named, to provide the best possible outcomes for the whānau.

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

The clinician associated with this service is adept at engaging with whānau to address any factors that may be affecting their overall health and wellbeing. Drawing from their wealth of experience, the clinician is proficient in facilitating discussions with whānau, enabling them to thoroughly explore the various issues they may be facing. The clinician offers valuable guidance on potential approaches to tackle these challenges, assisting whānau in making informed decisions to effect the necessary changes.

By fostering an open and supportive environment, the clinician endeavours to understand the unique circumstances of each whānau, recognising that personalised solutions are essential to achieving positive outcomes. With empathy and professionalism, the clinician empowers whānau to navigate their individual situations and navigate a path towards improved health and wellbeing.

New Initiatives

Tu Tono Mai Horowhenua:

Tu Tono Mai Horowhenua collective consists of five alliance members, Raukawa Whānau Ora, Muaūpoko Tribal Authority, Mana O Te Tangata, Whaiora Trust and Emerge Aotearoa. The service provided involves acute respite care for up to five clients simultaneously. For this purpose, a dedicated facility (whare) was acquired, and currently, efforts are underway to develop and optimise the space. To ensure round the clock coverage, ten kaimahi are being employed to work in shifts within the whare.

Kahu Taurima – Maternity and Early Years:

Kahu Taurima – Maternity and Early Years contract represents the pioneering “First 2000 Days” (0 - 5 years) Te Ao Māori Model of Care Service Delivery. It entails the establishment and execution of a service delivery model focused on locality-based, integrated, and interprofessional care.

This comprehensive model incorporates Planned Early Pathway Initiatives (PEP) within the critical first 2000 days, encompassing maternity, child growth and development, and health care, as well as social supports for whānau. The overarching goal of this model is to promote “pae ora” (holistic well-being) for both mokopuna and whānau, fostering a nurturing and thriving environment for their collective health and prosperity.

Raukawa Whānau Ora has achieved success in securing a contract for lactation consultants, birthing educators, and mama and pepi services. The implementation and development of these positions are currently in progress and will begin at the earliest opportunity.

Covid /Flu Service:

This report provides an overview of the community health services provided by our organisation, with a specific focus on the vaccination clinics for COVID-19 and seasonal flu. The report aims to highlight the uptake of these services, the demographic composition of attendees, promotional activities, and challenges faced in delivering these services. Additionally, it outlines the efforts made to enhance vaccination accessibility and the progress towards authorizing nurses as vaccinators.

Overview of Services:

Our organisation has been offering community health services, particularly vaccination clinics for COVID-19 and the seasonal flu. These clinics are conducted on a weekly basis every Thursday from 9:30 AM to 2:30 PM. Over the course of the current quarter, the number of attendees has varied, ranging from 6 to 20 people per clinic.

Vaccination Uptake and Demographics:

The uptake of our vaccination services has fluctuated, influenced by various factors. Initially, during the beginning of the quarter, we observed a surge in attendees due to the unavailability of appointments at local pharmacies until months ahead. Towards the end of May, there was another increase in attendance, as some individuals reported that anti-vaccinators had booked out all available appointments at the pharmacies in Horowhenua. Most attendees are of European descent, comprising 85 percent of the participants, while 15 percent are of Māori ethnicity. Notably, most individuals seek COVID-19 vaccinations, partly due to being informed by general practices that they need to return for a COVID-19 vaccine, or that the focus of general practice is primarily on flu vaccines. In response, alternative clinics offered by community pharmacies or Raukawa Whānau Ora were suggested.

Promotional Efforts:

To raise awareness about our vaccination clinics, we employed various advertising methods, including Health point and Facebook. Additionally, our dedicated kaimahi promoted the clinics through word-of-mouth.

Moreover, we successfully utilised a Mobile van to reach vulnerable populations such as the elderly residing in kaumatua flats and villages, ensuring that those without transportation were not excluded.

We successfully acquired a range of promotional resources to support our ongoing initiatives. Among our acquisitions was a marquee, teardrop flags, water bottles, petrol vouchers, and food vouchers. These valuable assets played a pivotal role in bolstering our promotional efforts and enhancing brand visibility.

Community Engagement:

In a bid to expand our reach, we collaborated with the Foxton Rugby Club, on 20 June 2023, providing promotion and offering flu and COVID-19 vaccinations. Though the turnout was relatively low, the event presented an opportunity to conduct blood pressure, BMI and diabetes tests, which were well received by attendees. Moreover, we extended our services to a local roadwork construction business, providing early morning vaccinations at 7.30 am to accommodate their work schedules.

Support Services:

Our commitment to the community extends beyond vaccinations. During times of isolation due to COVID-19, we have offered support to our clients, including advice and information via phone, provision of oximeters for monitoring health, and distribution of food vouchers and packages to ease the burden of isolation. Unfortunately, the Border Clinical Management System (database) has now ceased and the only way we know that whānau need support is when whānau access assistance directly or through anyone of our services.

Infrastructure and Licensing:

We encountered challenges during the cooler months when weather disruptions threatened the integrity of the immunisation fridge. In response, we invested in a generator to maintain the appropriate temperature for vaccines when needed. Additionally, while provisional licences for immunisers expired on 30 June 2023, one nurse holds a valid licence until September, making her the only available immuniser. However, there has been an extension granted for provisional licences until June 2024.

Authorisation of Nurses as Vaccinators:

Ensuring adequate staffing for vaccination clinics has been a priority, leading us to pursue authorisation for our nurses as fully authorised vaccinators. Unfortunately, this process has proved difficult and frustrating, as Think Hauora remains the sole provider for assessing nurses in the Mid Central region. Despite the challenges, one nurse is nearing authorisation, while four others attended an immunisation course in New Plymouth on 25 July 2023. Successful authorisation of our nurses will enable us to provide immunisations in the Well Child Tamariki Ora Service, increasing our ability to deliver vaccinations in the homes of our whānau once again.

Conclusion:

In conclusion, our community health services have seen varying uptake of COVID-19 and flu vaccinations, driven by factors such as appointment availability, awareness, and the influence of anti-vaccination sentiments. Despite challenges, our dedication to providing accessible vaccination services has been evident through targeted promotional efforts, community engagement, and support services for those in isolation. Moreover, progress is being made towards authorising nurses as vaccinators, and enhancing our capacity to meet the community's health needs. As we move forward, we remain committed to improving vaccination rates and overall outcomes for our diverse community.

Raukawa Whānau Ora Limited

Financial Summary for the year ended 30 June 2023

Statement of Comprehensive Revenue and Expense for the Year Ended 30 June 2023	2023 \$000's	2022 \$000's
Revenue		
Revenue from Operations	8,634	8,003
Investment Income	95	16
Other Income	30	38
Total Revenue	8,759	8,057
Expenses		
Operating and Administration Expenses	6,530	6,570
Total Expenses	6,530	6,570
Surplus for the Year	2,229	1,487
Other Comprehensive Revenue and Expense	0	0
Total Comprehensive Revenue and Expense for the Year	2,229	1,487

Statement of Changes in Net Assets/Equity for the Year Ended 30 June 2023	2023 \$000's	2022 \$000's
Balance at 1 July	4,557	3,105
Distributions	(36)	(36)
Total Comprehensive Revenue and Expenses	2,229	1,487
Balance at 30 June	6,750	4,557
Comprising:		
Share Capital	100	100
Contributed Capital	124	160
Accumulated Revenue and Expense	6,526	4,297
Total Net Assets / Equity	6,750	4,557

Statement of Financial Position as at 30 June 2023	2023 \$000's	2022 \$000's
Current Assets	5,359	5,016
Non-Current Assets	2,982	1,491
Total Assets	8,341	6,507
Current Liabilities	1,548	1,913
Non-Current Liabilities	43	37
Total Liabilities	1,591	1,950
Net Assets / Equity	6,750	4,557



Cash Flow Statement for the Year Ended 30 June 2023	2023 \$000's	2022 \$000's
Net Cash Inflow from Operating Activities	2,092	1,385
Net Cash Outflow from Investing Activities	(1,432)	(1,343)
Net Cash Outflow from Financing Activities	(36)	(39)
Net Increase in Cash and Cash Equivalents	624	3
Cash and Cash Equivalents at the Beginning of the Year	3,177	3,173
Cash and Cash Equivalents as at the End of the Year	3,800	3,177

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 28 September 2023.

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.





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 Tahi (client management systems) the application of Kaupapa tuku iho.

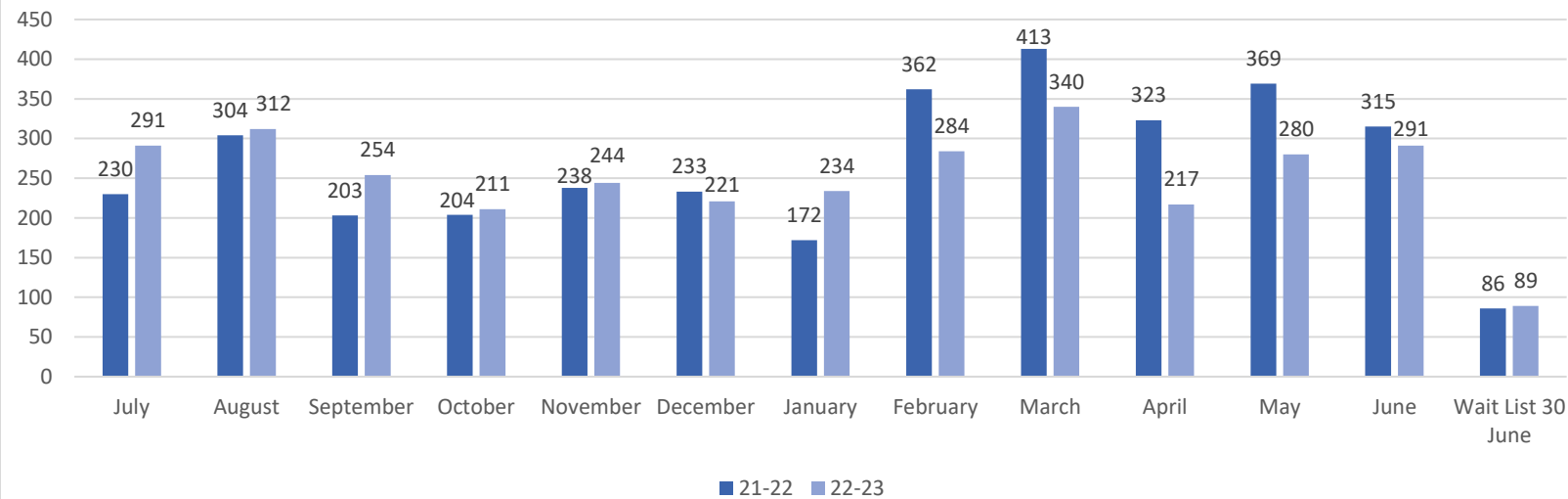
The overall goal of our strategic plan is to empower whānau to take control of their own health and wellbeing, through the integration of Kaupapa tuku iho that features in all services offered. We focus on key pou: Whānaungatanga, Kaitiakitanga, Rangatiratanga, and Manaakitanga. These inform and guide 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.

Kaupapa

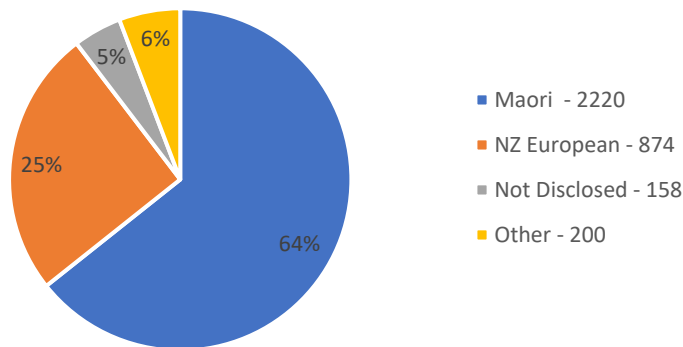
Pou – Whānaungatanga (endeavour to build strong and sustainable relationships):

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).

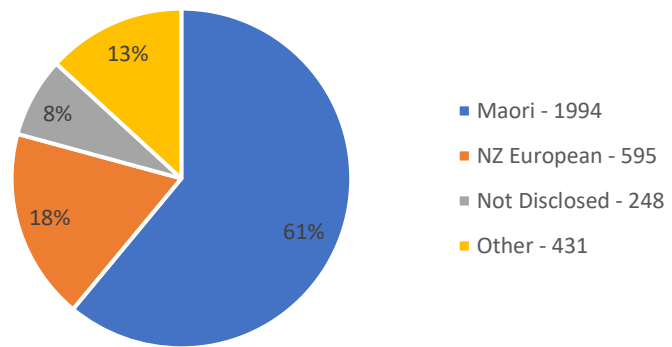
Referrals Accepted by Date



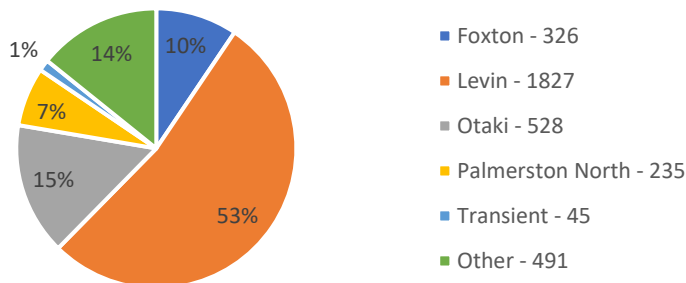
Referrals by Ethnicity 21-22



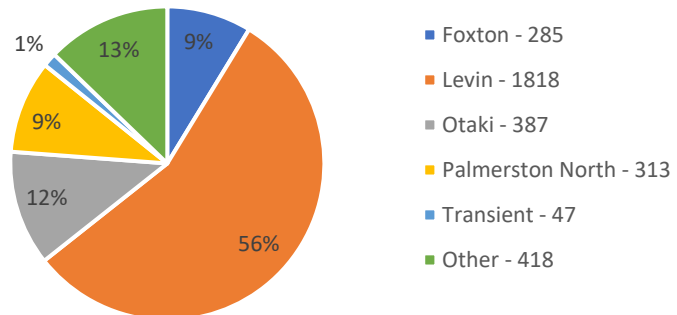
Referrals by Ethnicity 22-23



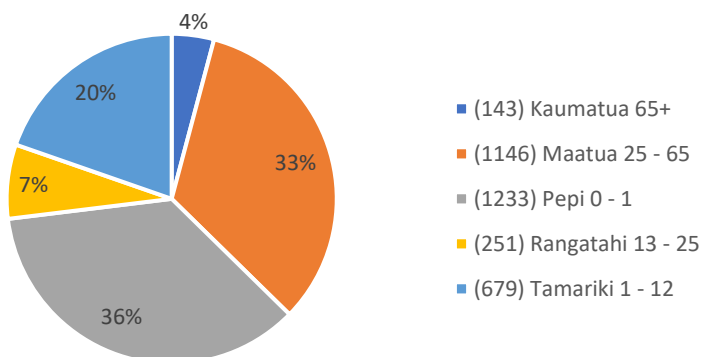
Referrals by Communities in which Whānau Reside 21-22



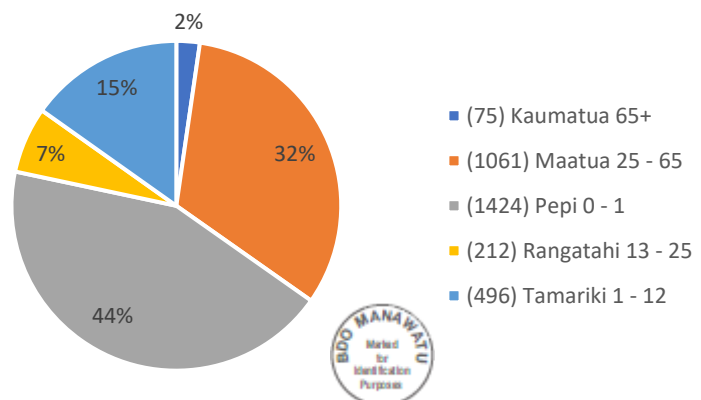
Referrals by Communities in which Whānau Reside 22-23



Analysis of Whānau Age Groups 21-22



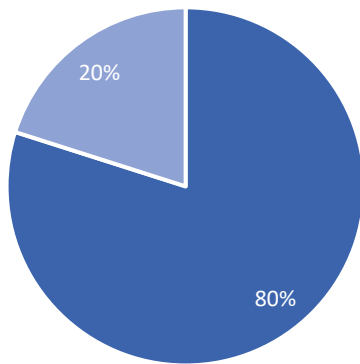
Analysis of Whānau Age Groups 22-23



Pou – Kaitiakitanga (empowering whānau to take control of their own health, wellbeing):

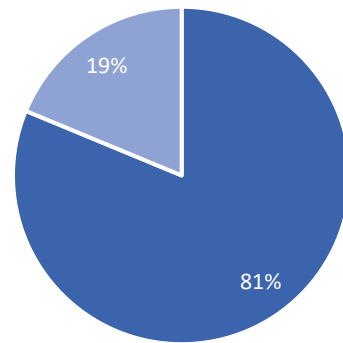
When whānau have the opportunity to build their skills across areas of their lives through engagement across all RWO services. The figures below are an indication of the meaningful change occurring for whānau within our hāpori through access to several services during their journey with us.

Number of active referrals for which Whānau are accessing one service, and more than one service, as at 30 June 2023



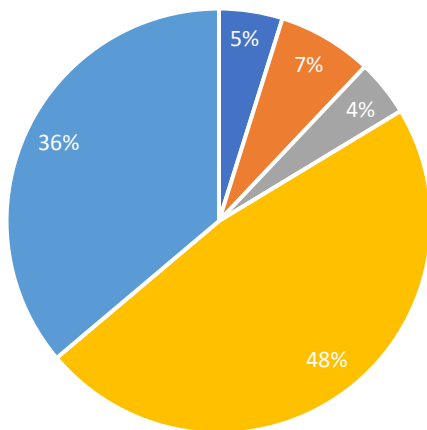
- Active referrals accessing one service - 513
- Active referrals of Whānau Accessing more than one service - 144

Number of active referrals for which Whānau are accessing one service, and more than one service, as at 30 June 2022



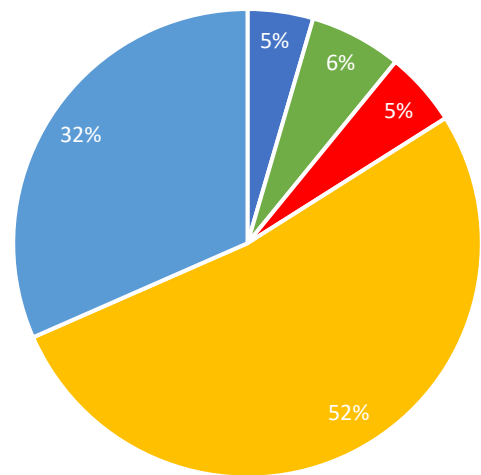
- Active referrals accessing one service - 260
- Active referrals of Whānau Accessing more than one service - 60

Referrals of Whānau Engaged in RWO Services 21-22



- Adult Mental Health - 167
- Community Connections - 249
- Huia Kaimanawa - 148
- Whānau Tamariki Ora - 1640
- Other - 1248

Referrals of Whānau Engaged in RWO Services 22-23



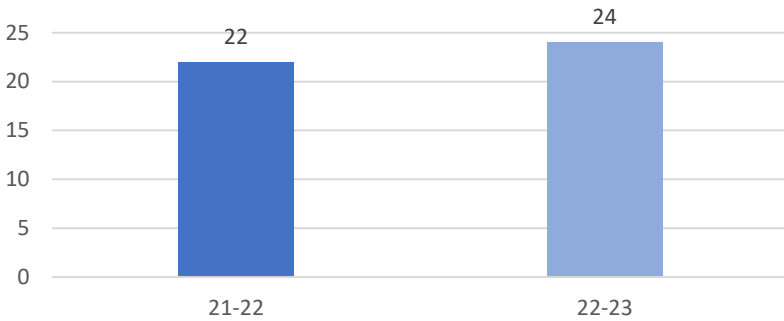
- Adult Mental Health - 148
- Community Connections SIQ - 208
- Te Muka Whānau - 168
- Whānau Tamariki Ora - 1712
- Other - 1032

Please note that community connections and community connections SIQ are distinct separate services provided by RWO.

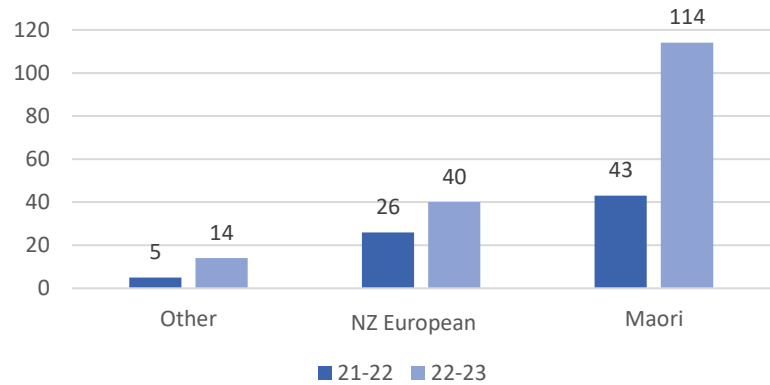


Pou - Rangatiratanga (build capacity and capability for whānau to achieve their aspirations): Achieving whānau ora goals to be self-managing, to have autonomy in all areas of their lives. These different services are covered across a range of sectors, age groups and ethnicities, but are all integral 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.)

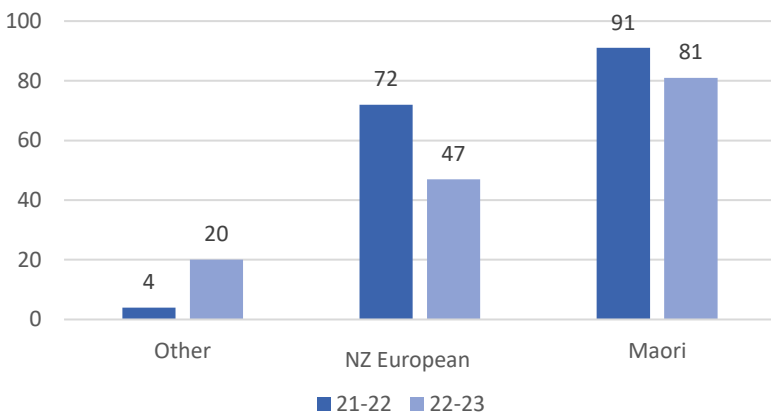
RWO Scholarships Awarded for Degrees In Teaching



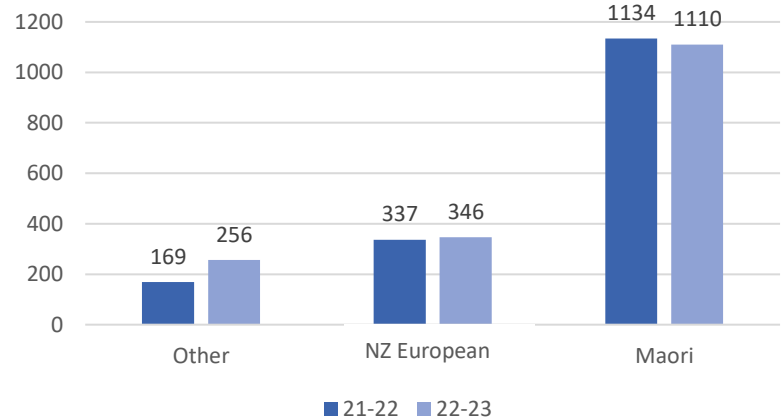
Te Muka Whānau



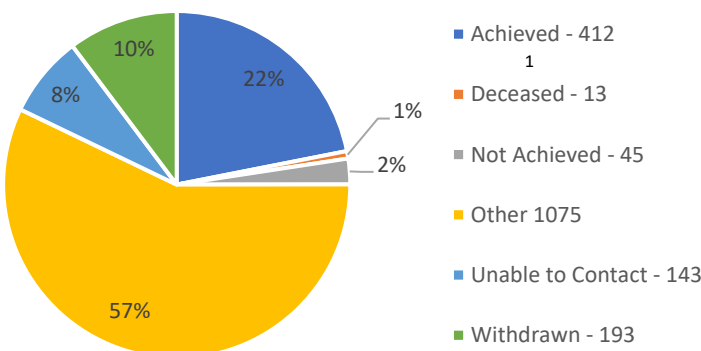
Adult Mental Health



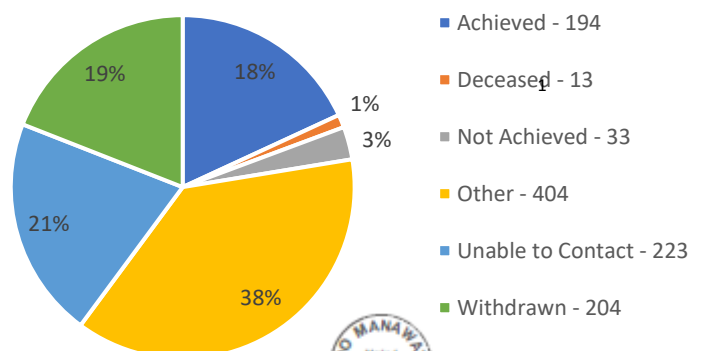
Whānau Tamariki Ora



Types of exits from referrals 21-22

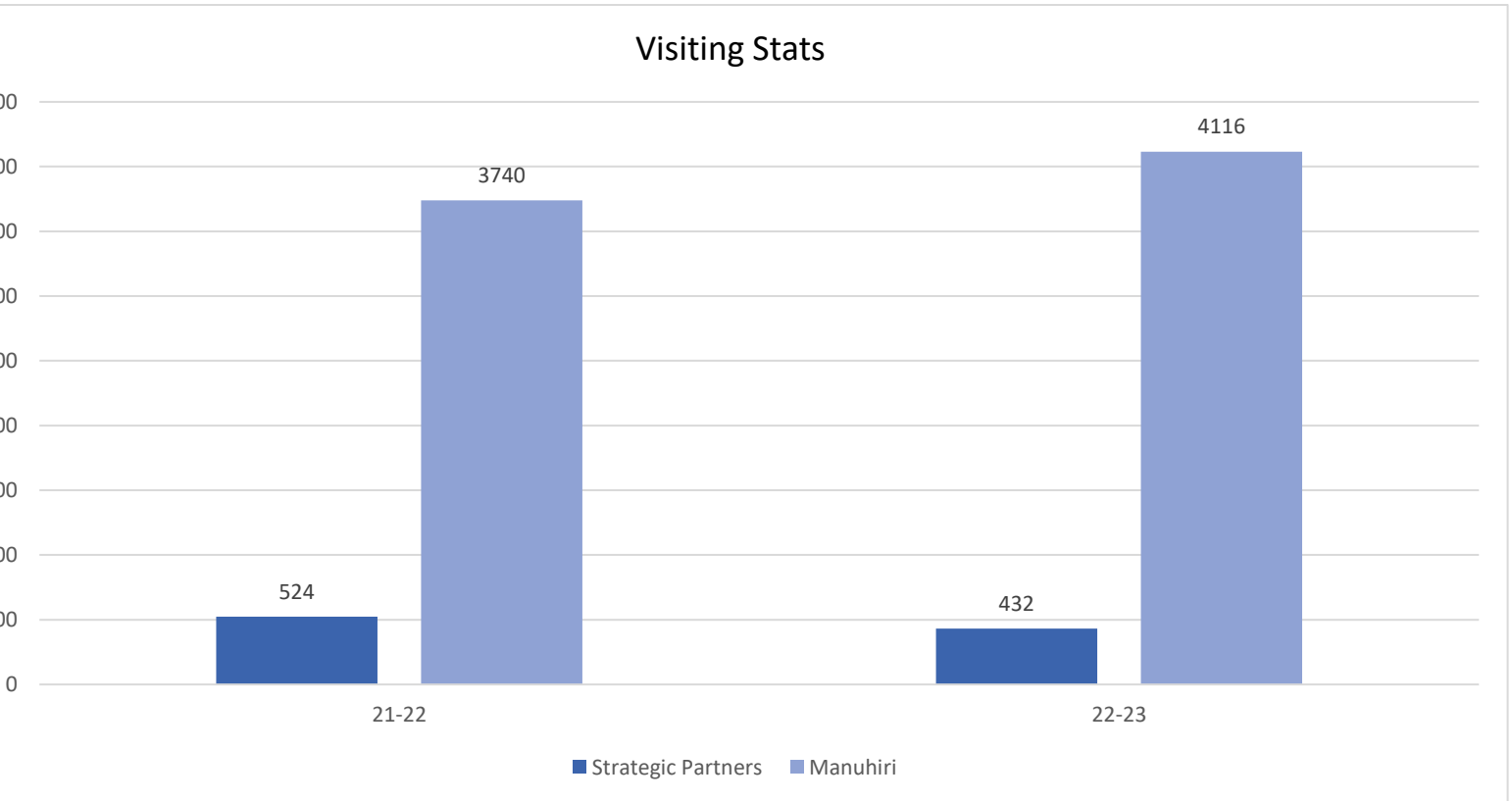


Types of exits from referrals 22-23



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.



REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS TO THE SHAREHOLDER OF RAUKAWA WHĀNAU ORA LIMITED

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2023, the summary statement of comprehensive revenue and expense, summary statement of changes in net equity, summary cash flow statement, and statement of service performance for the year then ended, and related notes, are derived from the audited financial statements of Raukawa Whānau Ora Limited (“the Company”) for the year ended 30 June 2023.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, in accordance with PBE FRS-43: Summary Financial Statements issued by the New Zealand Accounting Standards Board.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Public Benefit Entity Standards Reduced Disclosure Regime (“PBE Standards RDR”). Reading the summary financial statements and the auditor’s report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor’s report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 28 September 2023.

Directors’ Responsibility for the Summary Financial Statements

The directors are responsible on behalf of the Company for the preparation of the summary financial statements in accordance with PBE FRS-43: Summary Financial Statements.

Auditor’s Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), Engagements to Report on Summary Financial Statements.

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

Who we Report to

This report is made solely to the Company’s shareholder. Our audit work has been undertaken so that we might state those matters which we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company’s shareholder, for our audit work, for this report or for the opinions we have formed.

BDO Manawatu
Palmerston North
New Zealand
28 September 2023



PARTNERS: Ross Hadwin Billie Stanley

BDO New Zealand Ltd, a New Zealand limited liability company, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms. BDO New Zealand is a national association of independent member firms which operate as separate legal entities.



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