



## What is the Whānau Hāpai Service?

Hāpai means to lift up, shoulder or support. This service does that in a practical way.

It focuses on whānau who have high and complex needs and are caring for children aged between 0-5 years. It wants to foster healthy, engaged whānau so pēpi and tamariki have the best start in life.

Empowering whānau to set goals, actions and make long-term change is at the heart of the service. They are encouraged to plan their own steps for a better future. Whānau Hāpai recognises that this is a journey, called a Comprehensive Pathway, with many points along the way.

Traditionally services and providers have determined how things work and whānau have had to fit in, regardless of what else is going on in their lives. Whānau Hāpai wants to change that – its staff called kaihāpai support and navigate people along their pathway.

The first of its kind in Taranaki, Whānau Hāpai is a collaboration between health providers Tui Ora, Ngāti Ruanui and Ngaruahine who are part of a Taranaki Māori health alliance called Te Kawau Mārō (TKM) which also includes Taranaki District Health Board.

### Whānau Hāpai is for:

- ✓ Whānau who are caring for a child aged 0-5 years.
- ✓ Those currently enrolled with a Te Kawau Maro (TKM) health provider (Ngaruahine, Tui Ora, Ngāti Ruanui)
- ✓ Whānau assessed by TKM services as having needs not met by the usual health and social services.
- ✓ Whānau being seen by multiple services with a reoccurring situation(s.)
- ✓ Whānau negative about their experiences of services to date.
- ✓ Whānau who show willingness to make change and better their situation.
- ✓ Whānau prepared to participate in planning that identifies their goals and aspirations.

### Whānau Hāpai is not suitable for:

- ✗ Whānau who are not caring for a child aged 0-5 years. (The service is currently specific to this client group)
- ✗ Whānau not ready to make long-term change or take part in planning.
- ✗ Whānau who have immediate, one-off or short-term needs e.g. help with accessing a government agency, help with transport to an appointment.

## What is different about this service?

Our three organisations have been working together for some years; however, this is the first time we have run a cross-provider service that includes co-ordinated systems, procedures and ways of working.

The service is staffed by kaihāpai who are part of a multi-disciplinary team managing the recommended (referral) care

of whānau. They assess whānau, help them plan, co-ordinate services and empower them. Health services for Ngāti Ruanui are in Hawera, Ngaruahine operates its health services from Manaia and Tui Ora has offices in New Plymouth and Hawera meaning there is regional coverage.



# Meet the Kaihapai team



**Peter Hokopaura** works from the Ngāti Ruanui office and says the kaihapai job spoke to him straightaway. "When I saw it advertised it ticked all my boxes."

He is driven by a need to work alongside people. "Often they are in a place where they are struggling to move forward and this role really helps them. And if there's something I can't help with, I use my networks to find someone who can."

Over the years, he has built up community connections and knowledge through jobs as a freezing worker, a police officer, youth worker, mentor and a Probation Officer at the Department of Corrections. A job with Kaponga-based START Taranaki as a case leader saw him working alongside at-risk teenagers in a range of settings.

A similar wrap-around approach propels the Whānau Hāpai service. "I am seeing changes in people. They know there is someone they can go to as a first port of call."

Peter likes an organised yet relaxed approach. He asks whānau about dreams, goals and values; getting people to think where they are now, where they could be stronger and identifying roadblocks, as well as feelings. He is supporting whānau to 'tick some of their boxes' so they can see a positive path forward – and doing what he is passionate about. Helping others.

**Julie-Anne Barney-Katene**, based at Ngaruahine health services as a kaihapai, brings many passions to her role. She has worked alongside whānau in a Manaia-based kohanga reo and community playgroup, and loves being creative and making her own resources.

In her 'spare' time, this nana is also the Taranaki Kaiarahi Rangatahi for the Te Taha Māori division of her Methodist church. "I like to work with youth, and try and get them motivated." There is a crossover to the kaihapai job in terms of working alongside families to get them engaged and understand how change can happen.

"So far feedback has been positive. There is a need out there for an extra advocate for a family. Part of it is a trust issue and working out where we can put down a relationship between whānau and an organisation."

The plan she works on with whānau involves a picture of the maunga with dreams and values written at the top. Moving to a new home might be one of the goals that will help someone move closer to the top. Getting there requires practical steps such as sourcing a trailer and a car or redirecting rent. It is a process but along the way kaihapai like Julie-Anne are there to sustain momentum.



**Carmen O'Carroll**, working at Tui Ora as the kaihapai, says it is an extension of a job she first held as a kaiāwhina working alongside mothers and babies.

Carmen says it is important to recognise the strength and capability of whānau to achieve better outcomes in areas such as parenting, education, housing and employment. Individuals don't live in isolation but as part of family groups and

communities – whānau centred services recognise that.

"It is very rewarding to work with whānau, to help them receive the quality care they need and deserve. My task as a frontline kaimahi is to ensure they are achieving their aspirations. Part of that is making sure people are well informed and we have considered all the avenues."

She says whānau who are ready to change their lives and take steps to overcome issues are ideally placed to use the service. It might be a Mum wants to start tertiary training but needs a drivers licence to get to her course, help with literacy and untreated health issues. In partnership with the whānau, Carmen plots steps to overcome the obstacles. Her work humbles her and she's grateful for the ongoing knowledge she is developing. "Not a day passes by that I do not learn something new."

**\*Fill out a Whānau Hāpai recommendation (referral) form if you think a whānau might be suitable. Please provide as much detail as possible and ensure whānau know you have referred them. Any one of the three providers can accept a referral.**

**To find out more or refer whānau please contact:**

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