

E ngā iwi, e ngā reo, e ngā karangatanga maha, o ia marae huri noa o te maunga Titōhea ā Rua Taranaki, tēnei te mihi manahau mō tēnei wā ki a koutou kia ora tātou katoa.



Rā whakanui o Tui Ora

Party and politics at Tui Ora celebrations

It was a birthday party that started early and finished late. There were laughs, people acknowledged, an insight into a Tui Ora programme and a strong sense of celebration.

Tui Ora, Taranaki's largest community based health and social services provider, turns 20 this year with the milestone marked in both South and North Taranaki.

The biggest event at Muru Raupatu marae on Thursday August 23 saw well over 120 people gathering for a function, which was due to start at 2.30pm but opened at 2.10pm as the Hon. Willie Jackson arrived early.

During an address that was political, humorous and congratulatory, the Minister noted that funding for Māori providers was often minimal, with many being forced to compete against each other.

Becky Jenkins, Taranaki District Health Board (TDHB) General Manager Planning & Funding and Population Health, congratulated Tui Ora on its achievements, noting it was an older organisation than the health board.

"In terms of longevity Tui Ora is well ahead of the TDHB... To endure the health sector for 20 years is no mean feat."

The DHB had worked in a positive partnership with Tui Ora in this time, collaborating on a shared purpose of Māori health. She acknowledged the role of Te Whare Punanga Korero (TWPK), the governance group representing the eight iwi of the region.

Tui Ora Board chairman Wayne Mulligan recognised many of the organisation's founders, early staff and board members. *"I'm honoured to have served on the board and thank all of those who had the foresight and belief to say, 'we can do better.'"*

Tui Ora had an economic impact on the region's households by employing many staff but in the future it wanted to double the numbers and increase wages.

After two decades the organisation had built up expertise, including financial capability and data analysis that it could share, as well as service and employment know-how.

Chief executive Hayden Wano said it was exciting to mark the 20th anniversary.

However, it not been without its challenges,

when the funding to the Te Kawau Māro (TKM) Alliance represented less than 2% of the total allocation of funds available to the province. The Alliance brings together TDHB as well as Tui Ora, Ngāti Ruānui and Ngaruahine, to address inequity for Māori in health.

"The question has to be asked about what was being done with the other 98% of funding allocation to address the inequalities."

He thanked the many Tui Ora staff involved in the celebrations and said there were amazingly talented – and young people – in the organisation. *"As I look to the future, I know that the organisation is in good stead."*

Hinenui Wano-Bryant and Charles Walters presented on the Tiki Toa project, providing one insight into the many Tui Ora staff who work at the coal face.

In Hawera on August 22 South Taranaki District Mayor Ross Dunlop praised the scope of Tui Ora services and its achievements.

"You get into difficult places and deal with difficult situations... it's great to know that there are people out there caring for the most vulnerable in our communities. It's acknowledged and appreciated by the wider community. Thank you, thank you for the good work that you do."

Mayor Dunlop also talked about the town upgrade in Hawera, noting that Māori names for the library/information/cultural centre and a laneway were being consulted on, with strong support already evident from councillors.

There were spin-offs to the broader aspects of health. *"It's about including everybody in our community. If everybody feels included they are more likely to feel healthier."*

Watch the video commemorating the 20th anniversary at <https://youtu.be/CY7BYmIQvMg>

Whakapotaetanga whiwhi tohu whānau ora

Graduation validates whānau studies

When Carmen and Markham (pictured) do their work well you don't notice them.

Whānau come to the front and Markham and Carmen – and others working in the Whānau Ora team – fade to the background.

They aim to empower individuals and families so they can find their own strengths and solutions to improve their health and wellbeing. Carmen and Markham's mahi has been further reinforced this year by the completion of a two-year Whānau Ora diploma through Wai Tech the tertiary training provider arm of Te Pou Matakana.

The Tui Ora employees were among 45 graduates who received their level 5 NZQA diploma in Whānau Ora. Two years of in-work study including

noho marae, distance learning and workplace tutoring culminated in the graduation in July 2018. Part of the learning included social work papers, information on laws relevant to their work, aspects of NZ and Māori history and an examination of their own beliefs.

"Now it's given us a tohu around what we are doing. It confirms our work and helps us to see that others around the country are doing similar things but in their own ways. We are all in it for the same reason," says Carmen.

Markham says it has caused him to reflect on his own upbringing and family. *"We discussed the core root of who we are and who we want to be. For me, that's about helping people."* It was also a reminder that little will be resolved if trusting relationships are not established, he says. Equally valuable will be the links made with Whānau Ora practitioners in other parts of Aotearoa.

"We are talking about not working in silos and this has opened up that possibility for us."



*Peter Hokopaura, a kaiāpai who works with Carmen in the Whānau Hāpai service and is employed by Ngāti Ruanui Healthcare in Hawera, is also working through the Whānau Ora diploma. Completing his training through Tipu Ora in Rotorua.



Kaitiaki anahera o tērā whakatupuranga

Curvy Angels guardians for next generation

For the Tamatea whānau getting healthy and fit has become a family affair.

The Opunake whānau of the late David Tamatea* is determined to live the best lives they can, and it's the aunties leading the way.

An all-female fitness group that call themselves the Curvy Angels, is just one of the initiatives the Tamatea whānau has come up with.

Aunty Jean Jost opens her house to whānau every fortnight. Family members from four households gather to discuss their health hikoi.

They share ideas, training plans, nutrition tips, recipes and inspire each other to walk a healthier path. Every month they are joined by Leanne Matuku from the Tui Ora Oranga Hāpori team who motivates them to keep on track and do even better.

Aunty Jean explains: *"In 2015 we had a family reunion and Sport Taranaki came along and talked to us about reducing the sugar in our diet and leading a healthier lifestyle. That's where it all started really, and then we got in touch with Leanne and that's when it really kicked off."*

Whānau are now involved in Get Fit in Opunake, have taken to the swimming pool and are participating in the Taranaki Toa

triathlon series.

"We are really trying to set a good example for the younger generation. We have three children in our group and they are all learning good habits," says Jean.

The Tamatea whānau has a predisposition to bowel cancer and some members will undertake genetic testing to understand who carries the gene.

The family is working closely with Tui Ora Cancer Navigation Service kaiāwhina Joyleen Connell, to educate them about the disease.

"We are in a much better place as a whānau. We are all positive and working hard to make a difference for ourselves and our kids and mokos."

"We've had to make some big changes but they're good changes. We are making a difference," Jean says with a grin.

*David Tamatea was a long-time advocate for Māori health and social services in Taranaki who received a QSM for services to disability and Māori.

Whakarekareka nga kaimahi i roto i te rohe

Kaimahi engage in wider community

Tui Ora kaimahi are always active in the community. Members of the Oranga Hāpori team are frequently out and about, taking part in a range of activities and programmes.

In September they spearheaded the Paint the Town Yellow promotion to mark World Suicide Prevention Day.

Hundreds of dollars were raised for the Taranaki Retreat on the outskirts of New Plymouth, a place that accommodates individuals and whānau dealing with suicide and other related issues. The day was organised by the Taranaki Suicide Prevention Group with Sue Martin at Tui Ora taking a leading role.

Among those who signed up to 'paint' their workplaces yellow were the Department of Corrections, South Taranaki District Council, Fitzroy Engineering, Pinnacle Health, Downers Construction, Supporting Families with Mental Illness and some GP clinics as well as the Zumba crew Team Azucar.

At Tui Ora, staff wore yellow for a day, sizzled sausages and did a street collection in the middle of New Plymouth's CBD.

During Mental Health Awareness Week October 8-14, kaimahi from the Oranga Hinengaro team staffed a stand at the Taranaki Mental Health Expo at the New Plymouth District Council.

The evening event, open to the public, saw over 20 health and social services providers gathering to provide information about services and programmes.

The theme of the week was Let Nature In, so staff also organised a disc golf open day, organised for their clients to cook for others and handed out free plants grown in the New Start community gardens.

Manaakitia o nga whānau

Taking prime care of whānau

Three nurses, one kaiāwhina, years of experience, expertise and empathy – it adds up to a winning combination in the Primary Care Nursing team at Tui Ora.

There are three services under the primary care nursing banner: Asthma Support, Cancer Navigation and Long-Term conditions, which is diabetes, cardiac and lung conditions.

They prioritise Māori and high needs clients who face barriers to receiving adequate service.

Registered nurses – Jo Bertrand, Caroline Weterings and Deb Penn – provide clinical expertise while kaiāwhina Joyleen Connell is a navigator, supporting people in a variety of ways, particularly around issues related to social services.

Many clinicians – rightly so – focus on a cancer diagnosis and treatment and who is responsible for the treatment pathway, says Deb.

A person's mental wellbeing may take second place, despite the fact many people feel their

life is falling apart with a cancer diagnosis.

"We want to support people early – clinically and socially. A lot of it is fear-based and people don't understand what is going on, or what might happen next".

Says Joyleen: *"I understand the clinical approach and why it's necessary, but in this role, I'm quite passionate about the non-clinical support that's needed".*

Long-Term Conditions nurse Jo Bertrand says being responsive and having the flexibility to go into homes is vital – and makes the Tui Ora services unique.

"Someone else is cooking the food, someone else is buying the groceries and we can see that in a home. When you see someone in a clinic you don't get that background about their personal circumstances."

Jo works with clients who have a pre-existing condition of diabetes, cardiac and/or lung disease.

Some can be disengaged from mainstream services. *"They need more individual support, more flexibility and greater consideration of*

their lifestyle. The service is grounded in best practice guidelines but we adapt the care plan to work with what the person needs and can realistically deal with."

Asthma Support Service nurse Caroline Weterings makes up the third strand of the team, and offers the same mobile, affordable and accessible care. She spends a lot of time educating people and breaking down misunderstandings.

"There's a misconception that it's just asthma, but for some it can be life threatening and needs to be taken seriously. There can be confusion, for example, around inhaler use without seeking further understanding and information. Getting that right is important."

To refer yourself or another person email intake@tuiora.co.nz including name, date of birth, contact phone numbers, address, reason for referral and any other relevant information.

Contact the nursing team by phoning 06 759 4064 or Asthma Support (027 567 8823), Cancer Support (027 809 9348), Cancer Support Kaiāwhina (027 208 7812) or Long-Term Conditions (027 4570185).