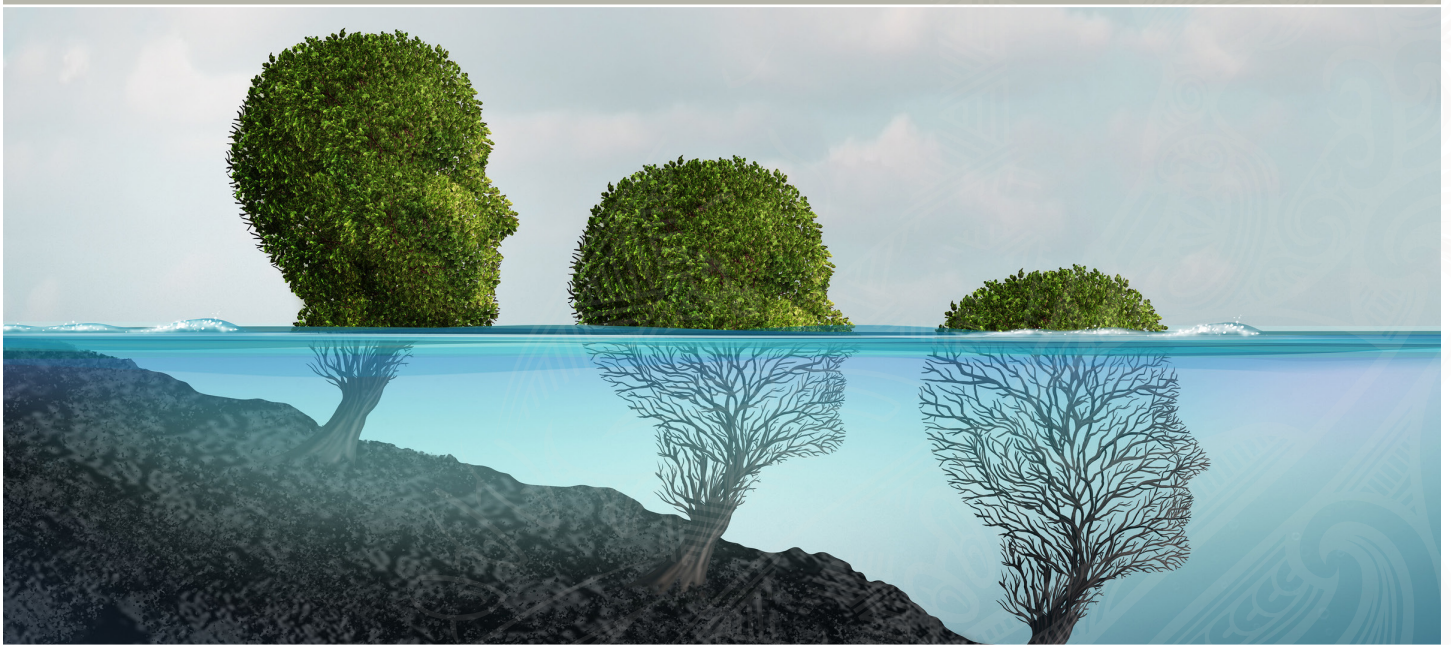


# WHĀRIKI

He Huarahi ki Mua | A Way Forward



## TE TAIRĀWHITI PUBLIC CONSULTATION MENTAL HEALTH AND ADDICTIONS

24 March to 18 April 2021



**Hauora**  
Tairāwhiti



## CONTENTS

---

<b>Mihimihi</b>	<b>4</b>
<b>Kia Tōtika Te Tū: Review of mental health and addictions</b>	<b>6</b>
Te ara oranga	7
<b>Making a submission</b>	<b>8</b>
Ways to make a submission	9
<b>Shared Vision: Whānau First 2040</b>	<b>10</b>
<b>What we have done</b>	<b>13</b>
<b>What we found</b>	<b>13</b>
<b>Karanga: A call</b>	<b>14</b>
<b>We heard when and where things are working well...</b>	<b>15</b>
<b>And not so well...</b>	<b>16</b>
<b>We heard that whānau...</b>	<b>17</b>
<b>Suggestions to improve</b>	<b>18</b>
<b>Kia Tōtika Te Tū: Summary of findings</b>	<b>20</b>
<b>A way forward</b>	<b>22</b>
Current and future state	23
Are our efforts whānau-centred?	25
Ways of working	27
Building strong foundations	28
<b>Standards of behaviour – Values and principles</b>	<b>30</b>
<b>Our priorities</b>	<b>32</b>
<b>Whāriki: Vision 2040</b>	<b>34</b>
<b>Next steps</b>	<b>37</b>

## MIHIMIHI

---

*Nā tō rourou, nā taku rourou, ka ora ai te iwi*  
*With your basket and my basket the people will thrive*

On behalf of Hauora Tairāwhiti, we are proud to announce the next phase of what has been a significant programme of work to review Te Tairāwhiti mental health and addiction services. This document marks the beginning of a formal public consultation process proposing a new way of working together to improve the way we support whānau and communities seeking help. We have brought together all of your feedback and are now presenting you with the result – a Whāriki<sup>1</sup> that outlines a shared vision and purpose, values and principles, and key focus areas to better organise and deliver mental health and addiction support. Before adopting this, we want to ensure we are on the right track.

Firstly, we want to acknowledge all those who have helped us on the way – hardworking and dedicated people who provide clinical, community, NGO<sup>2</sup>, and Kaupapa Māori services. Most importantly, we want to acknowledge whānau who have shared, with courage and honesty, their experiences of mental health and addictions – so that we can better respond to your needs and those who may need support in the future. Thank you.

We have heard of services and support that are working very well – where and when you received quality and empathetic support. However, there are many whānau who are not getting the help you need. You have told us that services can be daunting and hard to access for many reasons including, not knowing where to go to get help, inconsistent treatment, discrimination and racism. You have also asserted what you need, to feel confident when engaging with services. This signals to us a need for a policy change to inform the way we plan and resource services, and then determine how services are organised and delivered.

We must consider the COVID-19 pandemic. It has demanded a different way of working together to ensure communities are safe, prepared, and supported. We had to rethink how we plan and deliver services and support, working with what we have; the strengths, skills and resources that we share. COVID-19, unprecedented in our living history, highlighted the collective strengths and commitment in Te Tairāwhiti. It is evident that our strengths begin with whānau and community to provide clear direction for our partnership relationships with iwi and the NGO sector; to reprioritise and mobilise valuable resource and to extend reach to diverse communities in need.

<sup>1</sup> A framework

<sup>2</sup> Non-Government Organisations

## MIHIMIHI

---

We are building on these strengths for mental health and addictions, and propose a shared framework to anchor our collective efforts. A way forward that places whānau wellbeing at the very heart and centre of all our activities so that everyone, no matter where or who you are, can confidently get help when needed. The aim is to ensure that whānau experience a consistent response to their health needs rather than having to navigate multiple systems and disconnected services.

We know it will take time and special effort to get all the moving parts to work as one. It is an enormous task, and one we cannot do alone. It is a task we believe this community is well-positioned to achieve. We genuinely want to hear from you to ensure our proposed way forward reflects the needs, aims and aspirations of all whānau and communities in Te Tairāwhiti.

### Ngā mihi maioha



Ki- Ngarimu.

**Kim Ngarimu**, *Hauora Tairāwhiti Board Chair*



**Jim Green** *Hauora Tairāwhiti Chief Executive*



# KIA TŌTIKA TE TŪ – Review of mental health and addictions

*Titiro whakamuri, kōkiri whakamua*  
*Looking back to reflect so that we can move forward*

Te Tairāwhiti is a distinctly diverse region that includes committed services providing different supports to whānau at different times. Being able to offer a range of services is necessary but it can be confusing. Furthermore, there is widespread agreement that the current service system is struggling to respond to increasing levels of whānau seeking help with mental illness and addictions.



In response, Hauora Tairāwhiti carried out a review of local mental health and addiction services – ‘Kia Tōtika Te Tū’. This involved extensive engagement with a broad range of community stakeholders and whānau with lived experience of mental illness and addiction. The aim of Kia Tōtika Te Tū was to help us find a better way to respond to complexity and ‘...assist the district to provide clear guidance in the direction of travel moving forward<sup>3</sup>’.

<sup>3</sup> Feedback from CEO/Boards of current mental health and addiction service providers

# KIA TŌTIKA TE TŪ – Review of mental health and addictions

---

## HE ARA ORANGA

Kia Tōtika Te Tū was timely as central government completed a national inquiry into Mental Health and Addictions in 2018. The national inquiry's final report, 'He Ara Oranga', provided us with strategic and practical insights of value to assist us with our local review. The findings and recommendations of Kia Tōtika Te Tū are consistent with He Ara Oranga. They are compelling and speak of a community seeking substantial change. We heard not so much about 'what' services are provided rather, when, where, and how services are delivered – by who and for who. We heard of a service system that is lineal and individualistic.

The purpose of this consultation is to ensure the proposed way forward provides a sound basis for those working in mental health and addictions services, to collectively give whānau the right help, when and where they need it. This will shape what, how, by, and for who, services are available. The following pages will outline our process to date – what we have done; what we have heard; and how we propose to work in the future.

## MAKING A SUBMISSION

We would like to invite you to make a submission between Wednesday 24 March to Sunday 18 April 2021. Your participation in this process is completely voluntary. You may choose to respond only to areas of relevance to you and your whānau. If so, that is okay. All submissions will be considered and respected.

To assist us with this process we would like to know more about you. Please be assured that your personal details will be treated confidentially. Identifying information will not be shared with any agencies, services and staff members outside of the core team managing this on our behalf. When the consultation is fully completed – identifying details will be destroyed.

- |   |                 |
|---|-----------------|
| <b>1 Did you participate in the engagement activities in 2019 and 2020?</b>                 | <b>Yes / No</b> |
| a. If yes, did you receive a copy of the information of the hui you attended?               | Yes / No        |
| b. If no, do you want a copy?   | Yes / No        |
| c. If you would like a copy, please provide your contact details.                           |                 |
| <hr/> <hr/> <hr/>   |                 |
| <b>2 Do you work in mental health and addiction services?</b>                               | <b>Yes / No</b> |
| a. Could you please clarify the type of service or services provided in your place of work? |                 |
| <hr/> <hr/> <hr/>   |                 |
| b. Please state your role in this service: (e.g. counsellor, support worker, manager)       |                 |
| <hr/> <hr/> <hr/>   |                 |
| <b>3 Do you have direct experience of mental illness and/or addiction?</b>                  | <b>Yes / No</b> |
| a. Have you used mental health and addiction services?                                      | Yes / No        |
| <b>4 Does a member of your whānau have a mental illness or struggle with addiction?</b>     | <b>Yes / No</b> |



# MAKING A SUBMISSION

## WAYS TO MAKE A SUBMISSION

### 1 Online survey

**[www.hauoratairawhiti.org.nz/awayforward](http://www.hauoratairawhiti.org.nz/awayforward)**

The online survey provides a range of questions for your response including areas for additional comment if you choose.

### 2 In writing

You may choose to complete the questions in this document or provide a detailed written submission. You can send this to:

#### **A Way Forward**

C/- Te Puna Waioira  
Hauora Tairāwhiti  
Private Bag 7001  
Gisborne 4040

### 3 Attend a Hui

We will be facilitating 5 (five) hui in town and outlying rural districts. You are welcome to attend any of the following hui:

#### **Providers of mental health and addiction services are invited to hui:**

<i>Wednesday 24 March 2021</i>	<i>9am-12pm</i>	<i>Te Tini o Porou, Huxley Road</i>
<i>Wednesday 24 March 2021</i>	<i>4pm-8pm</i>	<i>Te Tini o Porou, Huxley Road</i>

#### **All are welcome to hui:**

<i>Monday 29 March 2021</i>	<i>4pm-7pm</i>	<i>Te Rau College, Temple Street, Gisborne</i>
<i>Wednesday 31 March 2021</i>	<i>9am-12pm</i>	<i>Te Tini o Porou, Huxley Road, Gisborne</i>
<i>Thursday 8 April 2021</i>	<i>9am-12pm</i>	<i>Scout Hall, 55 Station Road, Te Karaka</i>
<i>Thursday 8 April 2021</i>	<i>4pm-7pm</i>	<i>Scout Hall, 55 Station Road, Te Karaka</i>
<i>Tuesday 13 April 2021</i>	<i>4pm-7pm</i>	<i>RSA, 1864 Tuparoa Road, Ruatorea</i>

### 3 Email

You can also submit your submission directly to **[awayforward@tdh.org.nz](mailto:awayforward@tdh.org.nz)**

A summary report of the submissions and resulting amendments will be published on the Hauora Tairāwhiti website in July 2021. If you would like to receive a copy directly please provide your details.

Your participation and feedback is vital in supporting us to provide our best response now and into the future. We look forward to hearing from you.

Thank you.

## SHARED VISION 2040: WHĀNAU FIRST

*Titiro whakamuri, kōkiri whakamua*  
*Looking back to reflect so that we can move forward*

We have been told that **“Health and happiness is a meaningful life where everyone feels connected and worthy, where everyone has a purpose to get up in the morning.”** This is a powerful statement that speaks of our shared humanity no matter who you are or where you live. It goes straight to the heart of wellbeing from the perspective of whānau. It speaks of whānau aims and aspirations, kindness and empathy, respect, dignity and belonging.

The call from community is for Whānau-Centred<sup>4</sup> community led and developed services and facilities; dedicated addiction services; more Kaupapa Māori services; and increased support to outlying rural communities. Especially, increased investment in preventative and early intervention programmes. This is encouraging as it reinforces previous decisions to address some of these issues. This includes secured funding from the Ministry of Health for a new purpose built facility, increased Kaupapa Māori support, increased investment in addiction services, and addressing service gaps in outlying western rural and coastal communities. We are on our way, as part of a long-term commitment, to make real change with a firm focus on whānau and community wellbeing.

We propose a future focussed and aspirational vision to 2040 - Whānau First. A vision **that places whānau wellbeing at the very heart and forefront of everything we do – at every level - from policy, to planning, to delivery.** This vision coincides with the 200 year anniversary of Te Tiriti o Waitangi, and the need for a continued partnership with local iwi in Te Tairāwhiti to succeed. The purpose is to ensure whānau experience ‘one system of care’ and consistent standards of behaviour at every level of mental health and addictions services, irrespective of who is providing support.

There are many providers in Te Tairāwhiti, made up of dedicated professionals who are responsible for ensuring good practice standards specific to the services they offer. We are proposing a values-based approach to underpin this work; to provide clear parameters for engagement and decision-making without detracting from individual providers’ unique characteristics and professional practice standards. This approach will assist us to work together to develop local solutions to local issues, that are more responsive to the needs and aspirations of the whānau and communities we serve.

<sup>4</sup> Te Puni Kōkiri (Ministry for Māori Development) define whānau-centred as a ‘culturally grounded, holistic approach focused on improving the well being of whānau and addressing individual needs within a whānau context’

# SHARED VISION 2040: WHĀNAU FIRST

## YOUR THOUGHTS?

We have presented a vision and future focus - Whānau First, to set the direction for a Whāriki – a shared framework to help anchor our efforts.

- 1

Do you agree a shared framework will support providers of mental health and addiction services to present a more consistent approach to whānau seeking help?

Yes / No

a. If not, can you please explain the reasons why?

- 2

Do you have other suggestions that we should consider?

We have drawn the following statement directly from whānau feedback to represent our vision. **“Health and happiness is a meaningful life where everyone feels connected and worthy, where everyone has a purpose to get up in the morning.”** We feel it captures wellbeing from the perspective of whānau.

### 3 Do you agree with the proposed vision statement?

Yes / No

a. If not, we welcome your suggestions:

**4 Do you agree with a Shared Vision to 2040 to coincide with the 200 year anniversary of Te Tiriti o Waitangi?**

Yes / No

a. If not, would you like to offer further comment or suggestions?

## WHAT WE HAVE DONE

---

*Mā whero, mā pango, ka oti ai te mahi  
With red and black, the work will be done  
(when we work together, the work will be complete)*

To carry out this work, we partnered with local mental health and addictions service providers. We want to thank them for their leadership and hard work. Most importantly, their advocacy on behalf of the whānau and communities they represent. Their contributions highlight genuine dedication and commitment to improve how we all support whānau in need.

We carried out a systematic assessment of the existing services to identify the strengths, challenges, and areas to improve. The assessment included looking at:

- **Public policy and research material relevant to mental health and addictions**
- **Services and support offered in Te Tairāwhiti, including rural and coastal communities.**
- **Local data and statistics identifying where and when whānau access services.**

We also spoke with administrators, practitioners, clinicians, and especially hardworking frontline staff working directly with whānau in communities.

We needed to hear what is working and not working for them.

## WHAT WE FOUND

---

Our assessment has highlighted that despite significant effort and investment from service providers and their teams – services are disconnected and disjointed. We heard that services are struggling to effectively respond to the increasing levels of whānau need and distress.



## KARANGA: A CALL

---

*Kī mai ki ahau, he aha te mea nui o te ao?  
Māku e kī atu, he tāngata, he tāngata, he tāngata.  
If you asked me, what is the most important thing in the world?  
I would say, it is people, it is people, it is people.*

To understand the initial findings from the perspective of service users, we put out a call to whānau. We wanted to hear from whānau who are grappling with mental illness and addiction. We wanted to hear, what is working, what is not working, and what we need to do to improve our response to whānau and community need.

We structured our discussions around five key themes.

- **Health and happiness** – wellbeing from the perspective of whānau and communities
- **Lived experience** – what is good and not good about your experience
- **Whānau support** – what has helped you get the support you needed or got in the way of getting support
- **Improvement** - ideas on how we can improve our response when whānau members are distressed or unwell
- **Whānau-centred** – what would whānau-centred mental health and addiction services look like for you, and what matters to you about how our staff work alongside you and your whānau.

We held hui:

- **in town and rural and coastal communities**
- **across the broader service sector.**

We offered options to contribute by email and through an online questionnaire. We ensured young people were provided opportunity to share and contribute. Most importantly, we invited users of services and their whānau to attend hui and share their experiences with us. We had 722 responses (individual and group) from schools, urban, rural and coastal communities, from across all cultures, population groups, and age groups living in Te Tairāwhiti.

We are both humbled and inspired by the stories shared. We want to acknowledge the courage of all those who took the time to meet with us. We value your suggestions on how we can improve to make the system better for you and those that may need support in the future.

## WE HEARD WHEN AND WHERE THINGS ARE WORKING WELL...



*'A couple of the nurses were amazing people. Getting out in the garden with the nurses was a healing'*

*'...specialist Māori staff that understand manaaki'*

*'being able to express myself without fear of judgement, having my feelings re-explained to me to make it easier for me to understand'*

*'Framework [Māori framework] was fitted to me and what I needed'*

*'...I can tell that the services help, but more importantly, family and loved ones have [a] more positive impact'*

*'Ward 11 staff were very friendly and supportive. Free family counselling was appreciated'*

*'Genuine care from Mataora [Kaupapa Māori service]'*

*'Emerge Aotearoa and Community Mental Health are both really helpful. ...I felt like they had a genuine interest in me'*

*'I took my mum to Te Kūwatawata [Kaupapa Māori service]. I liked how easy it was to visit and access support there'*

*'Listened to by: Māori Service, Māori People, Māori Staff'*

*'Local GP was good – local mental health worker present'*



The photos on this page and the following are of staff from Te Kupenga Net Trust, Tairāwhiti's mental health and addiction peer support and advocacy service that is whānau led. The staff feature in a video reading verbatim feedback from the Kia Tōtokia te tū review. Go to [www.hauoratairawhiti.org.nz](http://www.hauoratairawhiti.org.nz) to see the video.

## ... AND NOT SO WELL...

---



*'...being told it is not bad enough'*

*'We have two sons who suffer from mental illness. They have struggled. The system is too slow in reacting to the seriousness of their issues when they need help'*

*'Whānau are left to pick up the pieces and I feel we are forgotten about after [our whānau member has been] diagnosed'*

*'Impersonal – when I voice concerns about my family member I feel ignored'*

*'Terminology used to diagnose is unfriendly – stigma'*

*'Terrible not knowing who to turn to. Would like to see good health and happiness in our whānau'*

*'Your [services] could let us know where you are or at least a phone number'*

*'The system has changed, it feels like you're just a number and not about you as a person'*

*'Haven't had good experiences in the health system!'*



## WE HEARD THAT WHĀNAU...

- are not accessing help prior to escalation and crisis
- are turned away because they don't meet the 'criteria' of different services
- feel whakamā<sup>5</sup> when engaging with service providers
- are frustrated by long waitlists and 'wrong door' experiences
- have to repeat their stories to different workers and service providers.

*'Whānau have been excluded from hui with our whānau member...'*

*'They don't listen and just pass off the problem'*

*'There are too many incidents – murders, suicides – that should be prevented with appropriate intervention before clients breakout'*

- **Complexity** - a disconnect across different parts of the service system that hinders timely and relevant support, including help with related issues such as family violence.
- **Inconsistent treatment and response** from clinicians and specialists who 'know best' and do not listen to whānau.
- **Social and environmental issues** such as lack of housing, lack of transport, unemployment, poverty, and lack of food, adding to whānau distress, isolation, and ill-health.
- A workforce that feels **ill-equipped, under-resourced and unsupported** to respond to the levels of need and distress present in the community.
- The prevalence of **racism and discrimination** at all levels of the system that hinders whānau uptake of safe, relevant and quality health care and support.

*Ahakoā ngā uaua, kia toa, kia kaha, kia manawanui.*

*When things are difficult, stand strong, stand tall and be courageous!*

<sup>5</sup> Embarrassed or ashamed



## SUGGESTIONS TO IMPROVE

---

Whānau and communities have emphasised the importance of...

# WHĀNAU

## SOCIAL BELONGING

and participation in community

## IDENTITY

ethnicity, culture, age, gender, sexual orientation,  
religion, ability, and capability



## BEING TREATED WITH RESPECT,

understanding,  
and empathy

## ACCESS

to affordable health care and support  
to skilled workers when you need them  
to housing, employment, educational,  
and vocational opportunities

## JOINED UP SERVICES

not having to tell your story to  
different services and agencies  
over and over again

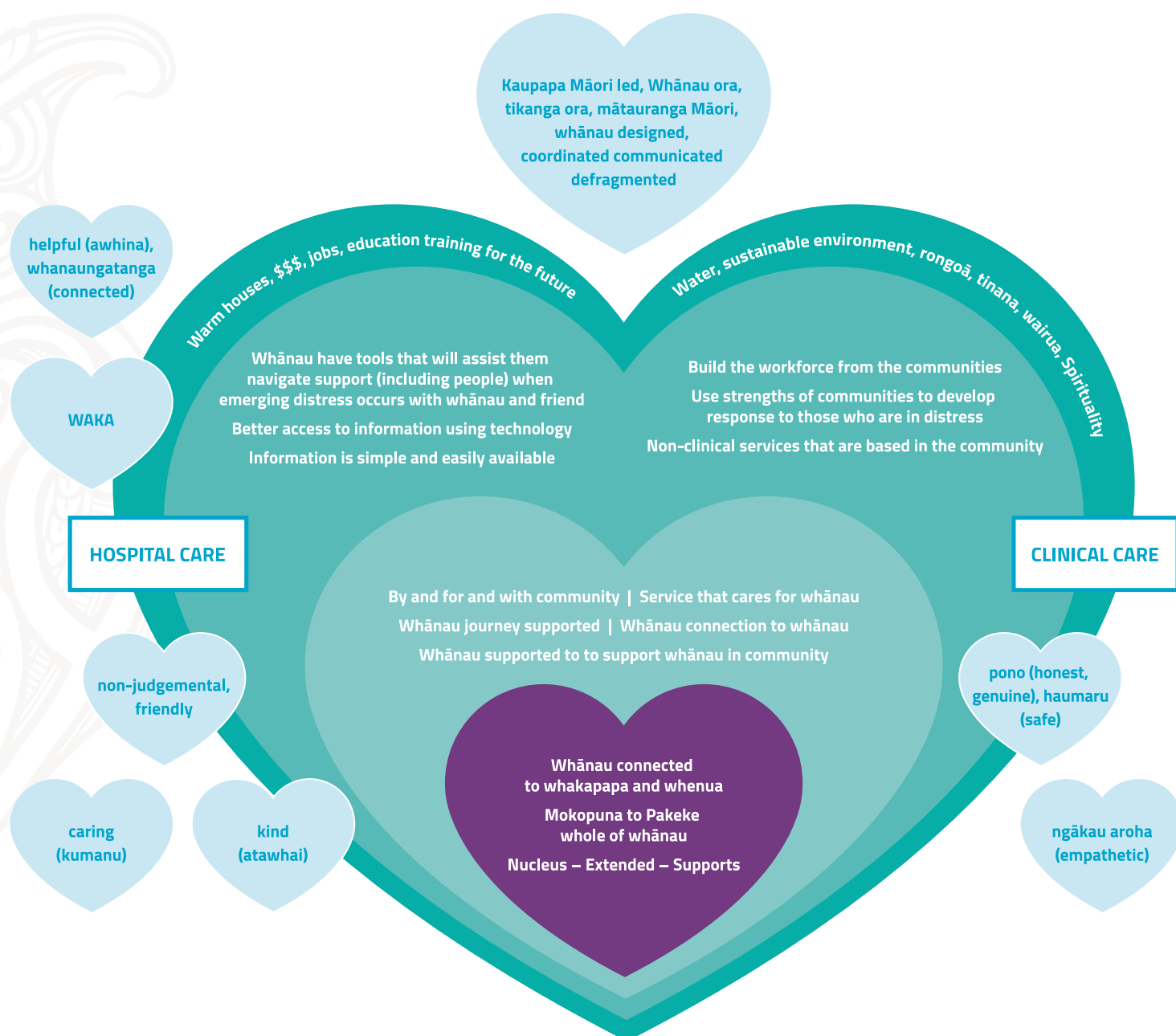
## CULTURE

language, safety,  
and belonging



## SUGGESTIONS TO IMPROVE

*He oranga ngākau, he pikinga waiora*  
Positive feelings in your heart enhance wellbeing



# KIA TŌTIKA TE TŪ: SUMMARY OF FINDINGS

## YOUR THOUGHTS?

We have drawn together the findings from ‘Kia Tōtika Te Tū’ and summarised these into key themes to assist our current and future planning activities.

**1 If you participated in the review, do you think this summary accurately represents your feedback?**

a. Are there areas we have missed?

b. Are there important issues that we need to consider?

c. Do you have further comment?

# KIA TŌTIKA TE TŪ: SUMMARY OF FINDINGS

If you did not participate in the review, we welcome your thoughts and suggestions. We would like to know if this summary represents what you know or understand of mental health and addictions.

**2 If so, in what way? For example, you may want to highlight areas that you feel are working well – exemplars of good practice.**

---

---

---

---

---

---

---

a. If not, could you please explain?

---

---

---

---

---

---

---

b. Do you have further comment?

---

---

---

---

---

---

---

## A WAY FORWARD

---

*Tē tōia, tē haumatia.*

*Nothing can be achieved without a plan, a workforce, a way of doing things.*

What we have heard is resounding.

We have heard what is working, what is not working, and importantly - what that looks like for whānau. The table on the next page outlines seven areas to help us move from the current state towards our shared vision and purpose. These areas are inter-related and cannot be addressed in isolation of each other. They will inform the development of a shared monitoring framework to foster transparency, collective ownership, and shared accountability for improvements across the system as a whole.

## A WAY FORWARD

### CURRENT AND FUTURE STATE

CURRENT STATE	FUTURE STATE
Disconnected and disjointed – whānau are expected to adapt to multiple service criteria and systems	Line of sight – Joined-up health care with clear and easy access to people, information and support
Lineal – treats individual symptoms	Holistic – services working together to support whole well-being
Individualistic – works with individuals without their whānau or community support	Whānau-centred – focussed on addressing individual needs within a whānau and community context
Discriminatory and racist – treats people differently based on ethnicity, gender, age, economic status, health status (mental illness)	Culturally inclusive and safe – responsive to all whānau irrespective of difference
Inconsistent treatment	Shared standards of behaviour – whānau experience timely, appropriate, and empathetic treatment at every access point of the service system
Inequitable – different health provision (resource, treatment, priorities) to different communities reinforces disparate health outcomes between identified population groups	Equitable – Explicit commitment, time and resource to ensure communities experiencing poor health outcomes have unhindered access to timely, appropriate and good quality health care and support
Clinicians ‘know best’ – services and their specialist staff are the ‘experts’ that know best what whānau need for their health	Whānau ‘know best’ – services including their specialist staff are flexible and responsive to whānau experience, needs and aspirations





## A WAY FORWARD

### ARE OUR EFFORTS WHĀNAU-CENTRED?

We have proposed the development of a shared monitoring framework to track progress and make improvements. We need to know if services are having a positive health impact, that what we do is effective and relevant to whānau – is whānau-centred. To assist this work, whānau emphasised what they need to feel confident accessing support for mental illness and addiction.

We recommend six whānau level indicators to maintain focus on service responsibilities to whānau and communities. The intent is to ensure that what we measure is effective and relevant to whānau irrespective of the type of service provided.

#### SIX PROPOSED WHĀNAU LEVEL INDICATORS

- 1 Whānau access timely and relevant support
- 2 Whānau broader needs are identified and addressed
- 3 Whānau make well-informed choices and decisions
- 4 Whānau access culturally safe and competent health care
- 5 Whānau lived experience is valued and respected
- 6 Whānau know best – are the experts in their own recovery journey

[illegible]

## A WAY FORWARD

### WAYS OF WORKING

To achieve our shared vision and purpose, we need to revisit how we approach our work. Within this, how we work with key stakeholders and providers, to plan, resource, and deliver whānau-centred health care. We have heard that an explicit commitment to the approaches outlined below will further strengthen and assist our future efforts.

- **Partnering with communities**  
To ensure whānau broader needs are identified and addressed
- **Workforce**  
Supporting a strong, supportive and skilled workforce so that they are equipped to effectively respond to whānau in need at any and every entry point into the system
- **Local Leadership/Local Solutions**  
The solutions are found in Te Tairāwhiti, beginning with our strengths and what we have
- **Lived experience**  
Acknowledging that whānau experiencing ill health and/or distress 'know best' what works or doesn't work for them – are the experts in their own recovery journey
- **Flexibility**  
Ensuring our services are agile and responsive to diversity. We are not all the same. We have different needs, resources, and aspirations.

### YOUR THOUGHTS?

We have identified specific ways of working together to support how we plan, resource and deliver health care and support.

#### 1 Are there other activities we should consider?

---

---

---

---

---

---

---

---

## A WAY FORWARD

*Ka whāngaia, ka tupu, ka puāwai*  
*That which is nurtured grows, then blossoms.*

### BUILDING STRONG FOUNDATIONS

A solid foundation will reinforce services, access to the tools, skills and resources needed to give effect to this work. We have identified three essential criteria to ensure the foundations are strong, so that services are enabled to progress with confidence.

#### TE TIRITI O WAITANGI

Co-leadership with our Iwi partners including Māori providers – a partnership that reflects the shared history, communities, and aspirations of Te Tairāwhiti

#### STEWARDSHIP

Fair and transparent, decision making that is relevant and responsive to all population groups living in Te Tairāwhiti

#### EQUITY

To ensure all proposed solutions are responsive to whānau needs and aspirations, irrespective of gender, ability, ethnicity, culture, religion, age and sexual orientation – whānau-centred.



## A WAY FORWARD

### YOUR THOUGHTS?

We have proposed three essential criteria to ensure the foundations for this work are strong. This includes co-leadership as encapsulated in Te Tiriti o Waitangi; fair and transparent stewardship; a firm focus on equity so that we can work together to positively influence the conditions for whānau health and well-being – whānau-centred.

**1 Are there other criteria that should be included to ensure the foundations for this work are strong?**

---

---

---

---

---

---

---

---

---

---

**2 Do you have further comment or suggestions?**

---

---

---

---

---

---

---

---

---

---

## STANDARDS OF BEHAVIOUR – Values and Principles

*He aroha whakatō, he aroha puta mai.  
If kindness is sown, then kindness will grow and be returned.*

Current policy and research literature suggests that values-based approaches help to establish shared standards of behaviour. We consider this has merit within a system made up of multiple service providers and professionals who offer distinctly different but equally valuable contribution to whānau wellbeing. The aim is to establish the standards of behaviour that we expect of ourselves, each other, and the way support is provided to whānau. Whānau have emphasised the importance of caring, partnership, respect, lack of judgement, empathy and kindness. We have mapped these to Hauora Tairāwhiti WAKA values to anchor this work firmly in the local health context. The WAKA values were developed in consultation with community to give effect to a uniquely Te Tairāwhiti history and community.

We have drawn directly from whānau feedback to determine the principles that will govern the way we express our values, in our work with each other, and more importantly, the whānau and communities we serve.

OUR VALUES			
WHAKARANGATIRA ENRICH	AWHI SUPPORT	KOTAHITANGA TOGETHERNESS	AROHA COMPASSION
Enriching the health of our community by doing our very best.	Supporting our turoro/patients their whānau/ families, our community partners and each other.	Together we can achieve more.	Empathy, we care for people and people want to be cared for by us.
OUR PRINCIPLES: whānau-led/informed; culturally safe, accessible, flexible, inclusive, empathetic, equitable and coordinated			

# STANDARDS OF BEHAVIOUR – Values and Principles

## YOUR THOUGHTS?

We propose a values-based framework is needed to establish the standards of behaviour we expect of each other, ourselves, and the way we work with whānau. To reinforce this, we have drawn from the voices of whānau to identify the principles that will govern this work.

- 1

We have proposed Hauora Tairāwhiti WAKA values. Do you think these fully capture the values required to carry out this work?

Yes / No

a. If not, can you please explain why?

- 2

Would you like to offer suggestions on the principles selected to govern the way this work is progressed?

- 2

Do you have further comment or suggestions?

## OUR PRIORITIES

*Ehara taku toa i te toa takitahi, ko taku toa he toa takitini.*

*My strength does not come from within me alone.*

*My strength comes from the multitudes that surround me.*

We have heard about what is working and what is not working for whānau in mental health and addictions services. This has helped to identify where and when services are working well, and where improvements are needed. We propose five priority areas to focus our efforts. Whānau and community feedback, alongside current health policy and research literature, suggests that focussing our efforts across these areas will have the most positive impact today and into the future.

### **1 Equity**

To ensure all whānau and communities are treated with respect, and are fully supported to uptake services and support.

### **2 Cultural safety and competency**

To ensure all whānau and communities can confidently uptake services and support without fear of discrimination or racism.

### **3 Cross-sector relationships**

Working cross-sector with social service agencies to assist whānau to access the full range of supports available to them.

### **4 Workforce development**

Strategies to ensure the workforce is fit for purpose, feels supported and is well informed. Most especially, front line staff working directly with whānau in communities.

### **5 Measuring success and accountability**

A shared monitoring framework to ensure all contributing partners and stakeholders, including Hauora Tairāwhiti, are clear of our responsibilities to whānau and communities, and can measure progress.

## OUR PRIORITIES

### YOUR THOUGHTS?

We have proposed five priority areas to focus our individual and collective efforts.

- 1 Do you think the priority areas selected are the right areas to support future development and improvements?** **Yes / No**

a. If not, can you please explain why?

---

---

---

---

---

---

---

---

---

---

- 2 Are there other areas that we should consider to support positive improvements and impact?**

---

---

---

---

---

---

---

---

---

---

# WHĀRIKI: VISION 2040

*Ko te whāriki i rarangahia i roto i te tika, i te aroha, ka mau mō te wā roa.  
That which is woven correctly and with love will endure.*

## VISION 2040 – WHĀNAU FIRST

### SHARED VISION

Health and happiness is 'a meaningful life where everyone feels connected and worthy, where everyone has a purpose to get up in the morning'

#### INDICATORS OF SUCCESS

WHĀNAU ACCESS  
TIMELY AND  
RELEVANT SUPPORT

WHĀNAU BROADER  
NEEDS ARE  
IDENTIFIED AND  
ADDRESSED

WHĀNAU MAKE  
WELL INFORMED  
CHOICES AND  
DECISIONS

#### PRINCIPLES

WHĀNAU-LED/INFORMED | INCLUSIVE | ACCESSIBLE | FLEXIBLE

#### VALUES

##### WHAKARANGATIRA

Enriching the health of our community by doing our very best

##### AWHI

Supporting our tūtoro/patients, their whānau/families, our community partners and each other

##### BARRIERS – CURRENT STATE

- Complexity – fragmented and siloed services
- Provider/clinician-led services - 'clinicians know best'
- Systemic racism and discrimination

##### ENABLERS

- Te Tiriti o Waitangi: Co-leadership is the key requisite to an equitable health care system
- Whānau-centred: all proposed solutions, strategies and actions are informed by and responsive to whānau needs and aspirations
- Stewardship: equitable and transparent decisions and resourcing



# WHĀRIKI: VISION 2040

## SHARED PURPOSE

A seamless system of care for mental health and addictions that delivers equitable health outcomes to all whānau in Te Tairāwhiti

WHĀNAU ACCESS  
CULTURALLY SAFE  
AND COMPETENT  
HEALTH CARE

WHĀNAU LIVED  
EXPERIENCE IS  
VALUED AND  
RESPECTED

WHĀNAU KNOW  
BEST – ARE THE  
EXPERTS IN THEIR  
RECOVERY JOURNEY

## FOCUS AREAS

EQUITY

CULTURAL SAFETY  
AND COMPETENCY

CROSS SECTOR  
RELATIONSHIPS

WORKFORCE  
DEVELOPMENT

MEASURING  
SUCCESS AND  
ACCOUNTABILITY

CULTURALLY SAFE | EMPATHETIC | EQUITABLE | COORDINATED

### KOTAHITANGA

Together we can achieve more

### AROHA

Empathy – we care for people  
and people want to be cared  
for by us

### FUTURE STATE

- Local Leadership – Local Solutions
- A strong and supportive workforce
- Partnering communities
- Consumer and whānau-led services - 'whānau knows best'

## WHĀRIKI: VISION 2040

We have proposed a values-based framework that outlines a shared vision and purpose; fundamental enablers; the way we intend to approach our work; priority areas to focus our efforts and resources; and success measures to improve over time. Whāriki outlines how these elements will work together towards a shared vision and purpose. Before adopting and finalising this work, we want to ensure we are on the right track.

### WHAT DO YOU THINK?

**1 Do you agree with the overall concept and approach proposed? Yes / No**

a. If not, can you please explain why?

---

---

---

---

---

**2 Are there aspects of the proposed framework that needs further work and refinement?**

---

---

---

---

---

**3 Do you have further comment or suggestions?**

---

---

---

---

---

---

## NEXT STEPS

---

*He iti te kopara kai takiri ana kei runga rawa o te kahikatea.  
The little bellbird is plucking berries from  
the topmost branches of the kahikatea tree  
No matter how humble our beginnings,  
we can achieve success if we strive.*

- 1 There are a range of options to make a submission. The submission process closes on Sunday 18 April 2021.**
- 2 All submissions will be given genuine consideration.**
- 3 Your feedback will help us incorporate improvements to finalise the whāriki. All identifying details will be removed.**
- 4 We will collate the submissions and resulting decisions into a summary report. The report will be published on the Hauora Tairāwhiti website July 2021.**
  - a. If you would like to receive this directly please provide your contact details.

---

---

---

---

---

Getting to this point has been an enormous task, but one shared with dedicated professionals working across mental health and addiction services in Te Tairāwhiti. Their dedication is indicative of a community well-positioned to uptake the challenges ahead to progress and succeed.

Your contributions will help us to further refine a way forward towards an integrated and whānau-centred service system.

## WHAT DO YOU THINK?

If you would like to make any further comments or suggestions, please feel free to do so here.

## WHAT DO YOU THINK?

If you would like to make any further comments or suggestions, please feel free to do so here.

---

421 Ormond Road  
Gisborne  
[www.hauoratairawhiti.org.nz](http://www.hauoratairawhiti.org.nz)  
06 867 2049



**Hauora**  
Tairāwhiti