

Mahitahi Trust

Ma te mahi tahi ka whiwhi ora
People together nurturing wellness



2016 ANNUAL REPORT

TE AWA AO HOU

- 1** The koru on top of the logo represents **Wairuatanga** – acknowledgement of the beginning and end of all things and the intimate connections to environments.
- 2** **Manaakitanga** – allowing the journey to develop and to be nurtured in mana enhancing ways.
- 3** **Rangatiratanga** – representing the empowerment of individuals to determine their own pathway.
- 4** The smaller koru shows **Te Ahi Kaa Roa** – that which keeps the home fires burning aha koa te aha, ko matou tera, nga kaimahi.
- 5** The current that flows through this symbol represents **Whanaungatanga** that of which is not limited to whakapapa but extends to establishing and maintaining relationships to a wider set of acquaintances.
- 6** **Kaitiakitanga** – ensuring the active practice of responsibility with Tangata Whaiora, whanau and communities.
- 7** **Matauranga** – holds the korero “Ma te mahi tahi ka whiwhi ora” and represents the flow of knowledge from all directions as depicted by all the open connections between the koru.
- 8** The smaller koru **Mahi Ngatahi**, working together to achieve outcomes.



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BELO
A PLA
TE AHI
BELONGING
AHI KĀ ROA

TIHEI MAURI ORA!

**KO TE MIHI TUATAHI KI TE ATUA KEI RUNGA.
TUARUA – HE MIHI KI NGĀ TINĪ AITUA,
HAERE KI NGĀ MATE HAERE KI TO TĀTOU MATUA
NUI I TE RANGI, HAERE, HAERE, HAERE ATU RA.**

FROM THE CHAIRMAN

E mihi tenei ki te kiingi Tūheitia, tae noa atu ki te wbanau kabui ariki, tena koutou. No reira, ki nga kaitautoko o te kaupapa, ko nga whaiora me nga kaimahi boki. No reira, tena koutou, tena koutou, tena koutou katoa.

It is with great pleasure that we present our combined annual report for this 2016 AGM. Firstly I wish to acknowledge the commitment of all of the members of the Board of Trustees. We have worked together with our Chief Executive Officer, Raewyn Allan, to fine tune our organization into an efficient and effective health and social service provider. Our Chief Executive Officer and her management team actively promote our services so that we enjoy a reputable place in the sector.

Mahitahi Trust is renowned within the sector for its efficient and effective systems and processes and these are maintained always cognizant of the integrity of our tikanga, of the people we serve, of the community that supports us and of the mana of all concerned. Finally the board wishes to acknowledge all of the Kaimahi who contribute to the welfare of all of the Tangata Whaiora who find their way to us. Our shared efforts are making a difference in people's lives.

Ma te mahi tahi ka whiwhi ora

TĒNĀ KOUTOU

**ON BEHALF OF THE MAHITAHİ TRUST CHAIRMAN,
THE BOARD OF TRUSTEES AND I, WE WOULD LIKE TO
WELCOME YOU TO OUR 2016 AGM REPORT.**

FROM THE CEO

It has been a very challenging year but also a year of great achievements. Incorporated in this report will be an overview from each Manager around the key milestones that have been achieved within each of their services.

It is hoped that this annual report goes some way toward realizing the dreams and aspirations of those that have been before us, they must be acknowledged for the significant contribution they have made to what has become the Tikanga and Kaupapa of Mahitahi Trust. It is also hoped that the content of this report will further reinforce those dreams and aspirations as Mahitahi Trust embarks on a very exciting future.

I would like to begin this report by acknowledging our Kaumatua Tamati Ngerengere. After much consideration, Tamati retired this year. While we were so happy for Tamati, it came with great sadness for the Mahitahi Whanau. Tamati had been our Kaumatua for 9 years and his shoes are certainly

going to be very hard to fill. I would like to thank Tamati for the passion, commitment and dedication he has shown to our Tangata Whaiora, Kaimahi, Mahitahi Trust and the community during his time with us. He brought great knowledge of all things Tikanga Maori and was loved and very well respected among the hundreds of people whose lives he touched over the last 9 years. We wish you well with your retirement Tamati and hope that you are not busier now than you were before your retirement.

You will notice on the front of this report that Mahitahi Trust has a new logo. This tohu was designed by Irohia Mahia, a Kaimahi employed by Mahitahi Trust. While the tohu was not launched during the reporting period, it must be mentioned in this report because it is now being displayed on our documents. The tohu is significant to Mahitahi as it incorporates Nga Pou E Waru, our 8 pou.



FROM THE EXECUTIVE TEAM

**TŌKU TOA,
HE TOA RANGATIRA**

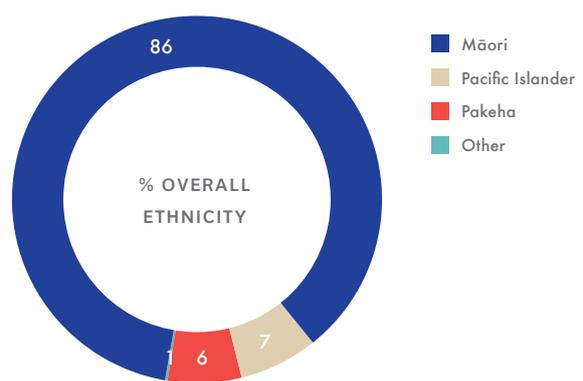
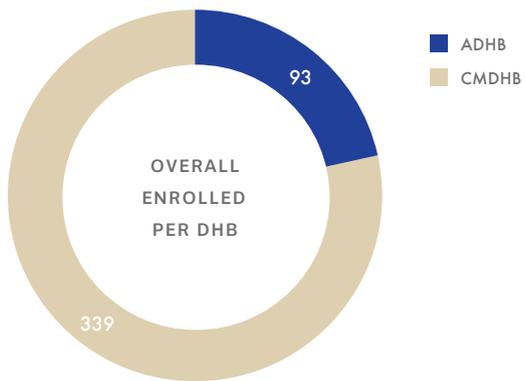
My bravery is inherited from my ancestral chiefs

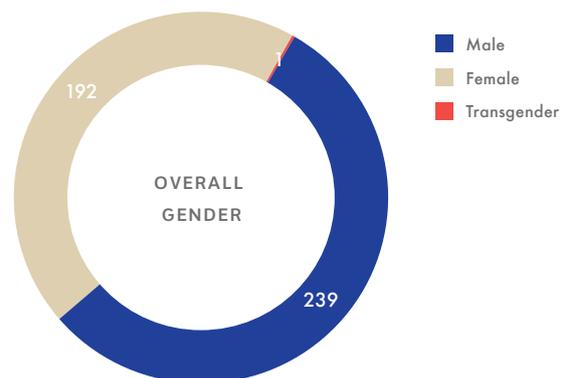
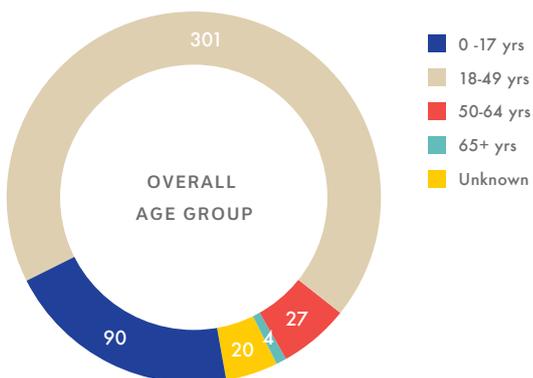
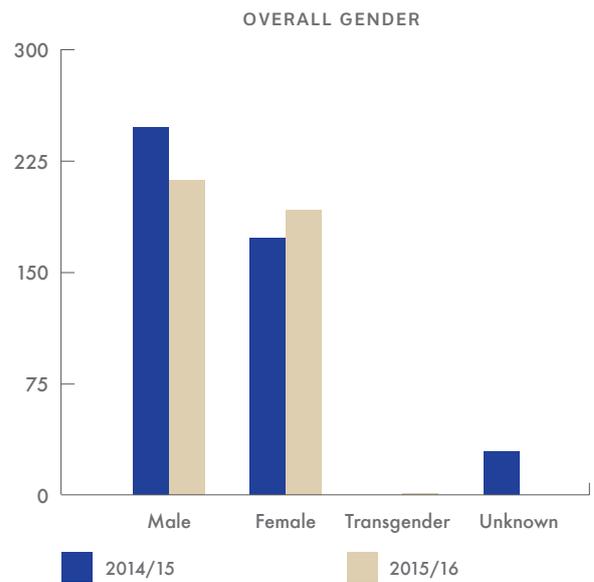
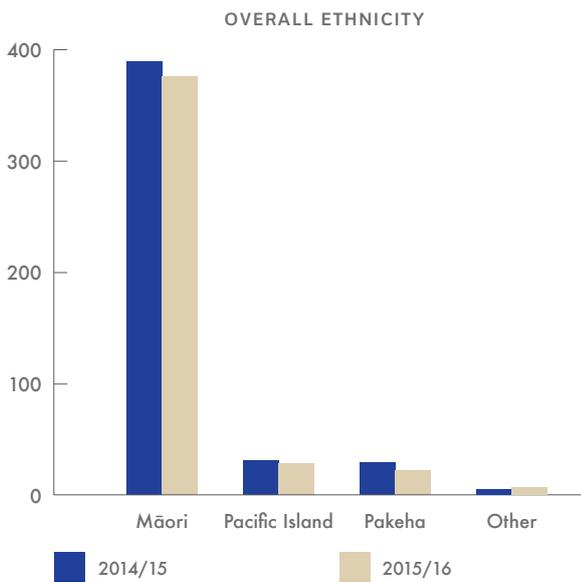
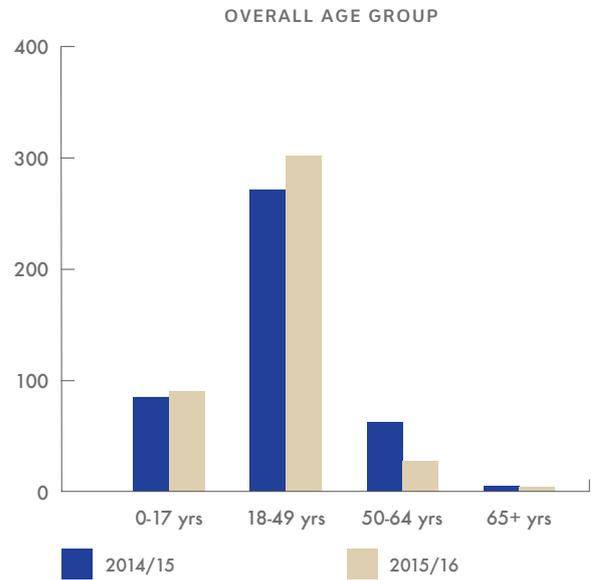
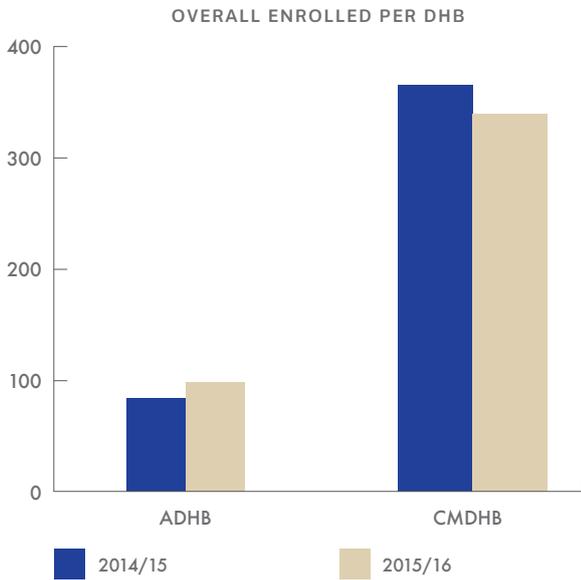
ORGANISATIONAL STATISTICS



During the reporting period, Mahitahi Trust provided services to a total of 432 Tangata Whaiora. This is slightly down for the same period last year where we provided services to 450 Whaiora. The Managers reports combined, may reflect more than this but this is because some of our Whaiora may be enrolled in more than one service. For example, a person in our residential service may also be enrolled with one of

our community services during a transition phase towards independent living. It is pleasing to see that 87% of enrolled Whaiora are of Maori descent, this is slightly above our commitment to maintain at least 80% Maori enrolments. The majority of our Whaiora are aged between 18 and 49 years old. We have had a big increase in the number of Whaiora aged between 0 and 17 years old, which we now have 71 tamariki/rangatahi accessing our youth services. The other age groups show a slight increase. The unknown age group shown in the 'overall age group' graph, are the clients enrolled in the Whanau Advocate service. Because these are Whanau members, age is not required. Currently there are 47 more males than females enrolled across the services.





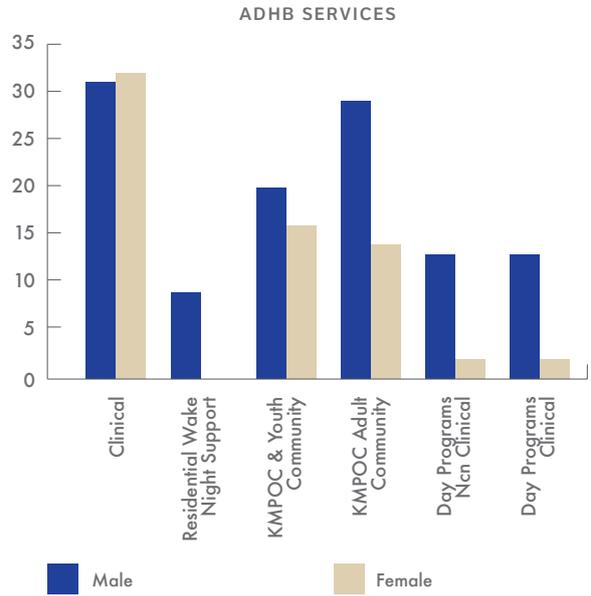
TE AHO RANGI REPORT

by Rachel Morris

This report outlines the activities for Te Aho Rangi (ADHB services) for the period 01 July 2015 – 30 June 2016.

ADHB Demographics

This year Te Aho Rangi provided mental health services to 93 whaiora residing in ADHB, this was an increase from the 84 whaiora who received support in 2015. A proportion of the whaiora receive more than one service within Te Aho Rangi. This year we have seen an increase in female referrals with 57% of all referrals being male and 43% female. Pleasingly 98% of whaiora had identified as Maori and 2% as Pacific Island. We have also seen an increase in Child and Youth referrals from the Kari Centre, which has resulted in 40 % of whaiora aged 0-17 years, 53% aged 18-49 and 7% aged 50-64.



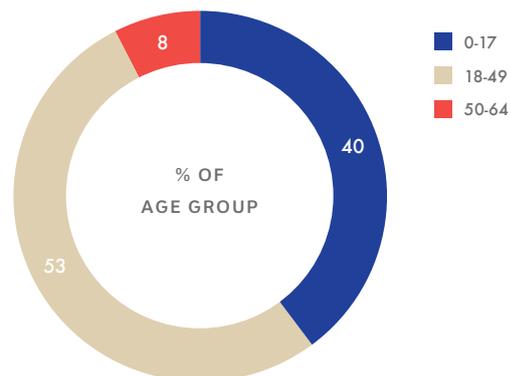
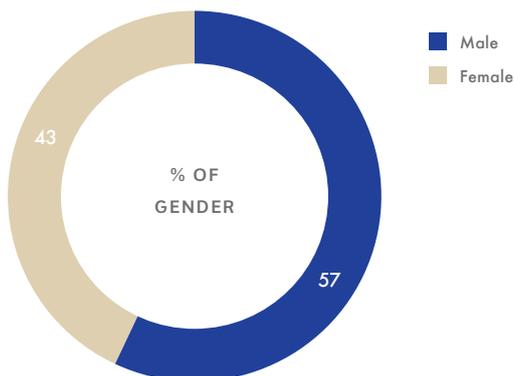
Service Utilisation

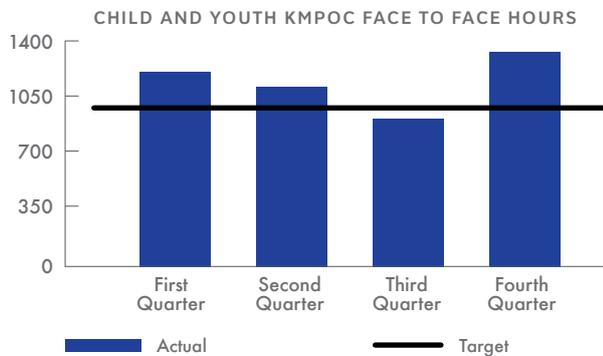
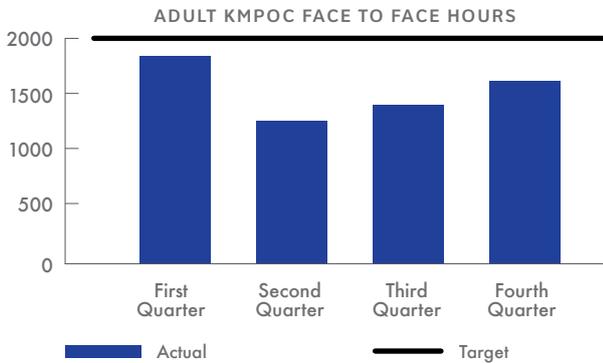
AWHIORANGI: ADULT KAUPAPA MĀORI PACKAGES OF CARE (5 FTE)

The Adult Community Services supported 43 Adult whaiora this year, including 20 new referrals and 7 exits. The contracted hours is 2,000 face to face hours per quarter, with the team achieving a total of 6,125 hours, 77% against the contracted target.

NGĀ PŌTIKI: CHILD AND YOUTH KAUPAPA MĀORI PACKAGES OF CARE (3 FTE)

The Child and Youth Team supported 24 rangatahi including 21 new referrals and 8 exits. The contracted target is 1,000 face to face hours per quarter with the team achieving a total of 4,566 hours, 114% against the contracted target.





**AHUMAIRANGI:
INTENSIVE RESIDENTIAL
REHABILITATION SERVICES**

Mahitahi has one residential service within ADHB which is contracted to provide four Kaupapa Maori beds. Our beds are consistently at full capacity with the average length of stay being between 12 and 24 months. The service supported 9 whaiora, of these, 4 were new referrals and 4 whaiora transitioned into independent community accommodation with only 1 inpatient admission.

**TE ARA POUNAMU:
DAY PROGRAM OCCUPATIONAL THERAPIST
AND DAY PROGRAM FACILITATOR (2 FTE)**

Mahitahi is contracted to provide a day program for up to 8 whaiora. This year Te Ara Pounamu has supported 15 whaiora with 6 new referrals and 2 discharges.

Service Highlights

Particular highlights this year include Te Aho Rangi’s commitment to improving health outcomes for Whaiora. We are particularly pleased this year to report against the following achievements.

EDUCATION AND EMPLOYMENT

Te Aho Rangi continues to encourage and support whaiora to engage in education programs and employment opportunities to build skills and confidence. Below is a summary of education and employment outcomes.

COMMUNITY ACCOMMODATION

Te Aho Rangi has established two independent houses to provide transitional accommodation for whaiora in ADHB. As a result, this initiative has provided accommodation for nine whaiora who would have otherwise struggled to find their own individual tenancies.

HEALTH MONITORING

This year’s goals within Te Aho Rangi included an improvement in whaiora health statistics. Over the past twelve months our registered nurse has been monitoring the progress of twelve whaiora through a healthy lifestyles program. Through mentoring and education the outcomes for these twelve individuals have been significant.

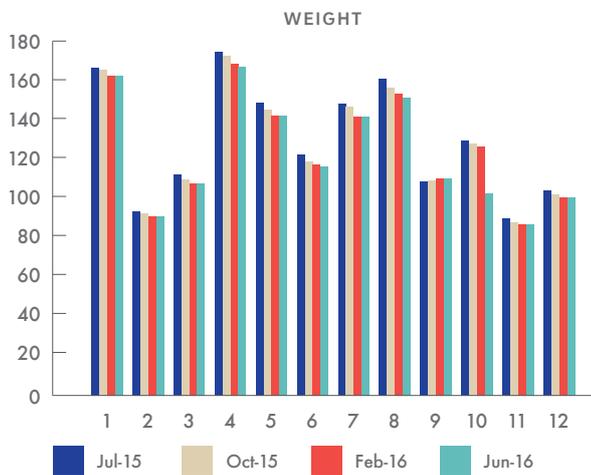
“THE PRIMARY FOCUS OF THE LIFESTYLE PROGRAM WAS TO REDUCE THE CHANCE OF AN ADVERSE CARDIAC EVENT HAPPENING WITHIN THE NEXT FIVE YEARS”

CONTRACTED SERVICES	COMMUNITY EDUCATION/ COURSES	ENROLMENT IN NZQA COURSES	COMPLETION OF NZQA COURSES	CASUAL EMPLOYMENT	PART TIME EMPLOYMENT	FULL TIME EMPLOYMENT
Residential/Day program	40	9	5	0	0	0
Adult Community	15	1	1	2	1	2
Child and Youth Community	0	3	1	1	0	0

HE WAKA HOEA NGĀTAHI HE WĀHI TAU KOTAHI

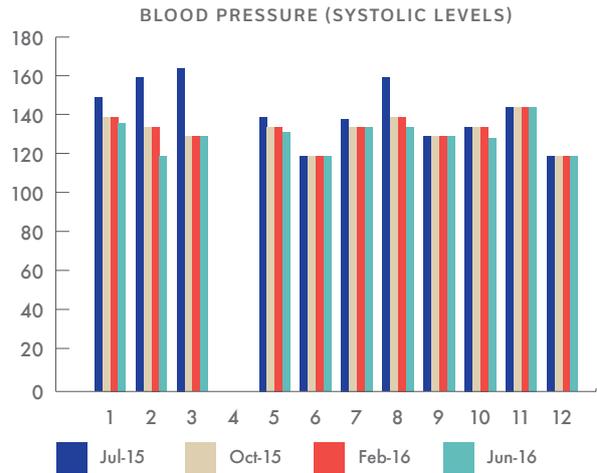
**A canoe that is rowed in unison
Arrives at the same destination**

There were 4 specific measurements that were monitored and recorded over the course of the year. Under 'Best Practice Guidelines' it is recommended that these four measurements are captured and monitored.



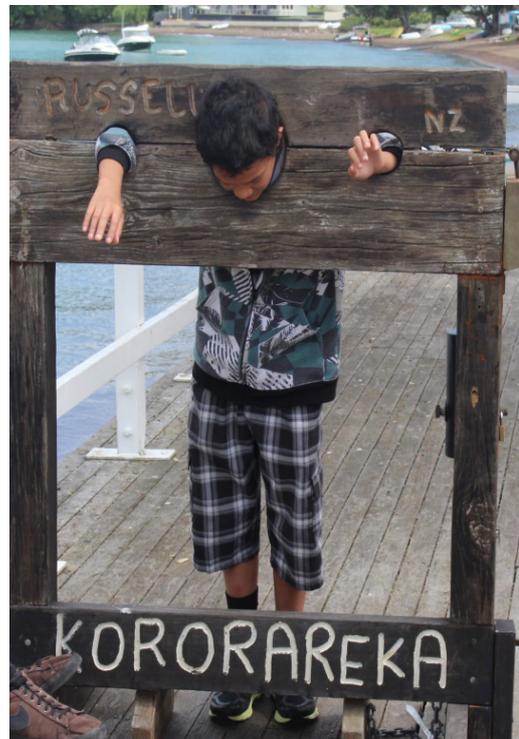
WEIGHT (PLEASE REFER TO TABLE ABOVE)

Each of the 12 whaiora showed that their weight loss was steady and maintainable. Regular monitoring encouraged whaiora to continue with their healthy eating and regular exercise as they could see the changes and benefits of their hard work. The range of weight loss was between 8 and 27kgs. The majority of the whaiora have now incorporated these lifestyle changes into their regular routines.



BLOOD PRESSURE (PLEASE REFER TO TABLE ABOVE)

Blood pressure is the strongest measurement in displaying significant changes. Any drop in blood pressure for a person with hypertension is beneficial as the heart is becoming stronger and fitter and is able to perform at a rate that is sustainable. Lower blood pressure dramatically decreases the risk of an adverse cardiac event. In the beginning of the program 50% of whaiora had extreme hypertensive readings ranging from 140-165 systolic to 120-140 systolic. By the end of the program 100% of the whaiora in the lifestyle program decreased their blood pressure, 82% have reached a "normal for their age" blood pressure, 135-110 systolic, and have maintained this lowered level.



TE AHI KAA REPORT

By Jody Babbington

During the reporting period, we have implemented and tracked the amount of face to face hours that the community teams have provided to our Tangata Whaiora. Each week these hours are collated, and from this, Team Leaders were able to provide support to Kaimahi to help increase their face to face hours. There has been a mind shift from providing only transportation supports, to empowering and encouraging Tangata Whaiora to achieve this themselves. As a result, more emphasis has been placed on achievable and realistic goal planning that has more long term benefits for our Tangata Whaiora.

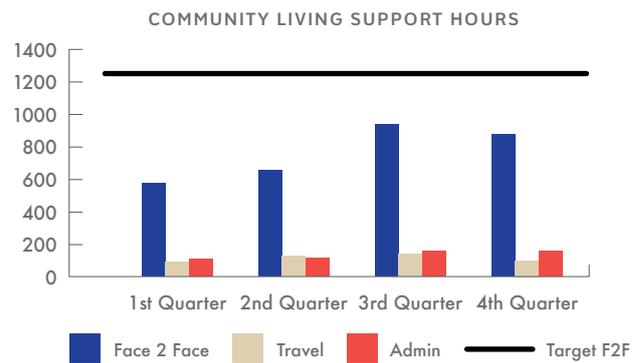
The Community services incorporate Nga Pou E Waru into everything they do. This is reflective in the amount of discharges from the Iwi and Community Supports teams, which means, our Tangata Whaiora no longer require further community supports.

Following is the individual services statistical information for the period July 2015 – June 2016.

The 'Support Hours' graphs that follow in this report, reflect a calculated target of 28 Face to Face hours over a 42 week period. While not all of Mahitahi Trust's community services are required to deliver face to face hours, we decided to use this model to get a better understanding of 'service utilisation' more accurately. While some services have not reached their targets, they have demonstrated a steady increase in face to face hours being delivered. This model also allows us to analyse information and get to the root cause of service underutilisation and, further, do something about it.

Community Living Service

The CLS (Community Living Services) hours have increased in the last two quarters, in comparison to the first two quarters. The team work with high-need Tangata Whaiora whose referral needs are transferred into a personalised solutions plan that focuses on the specific supports that each Tangata Whaiora requires each week.



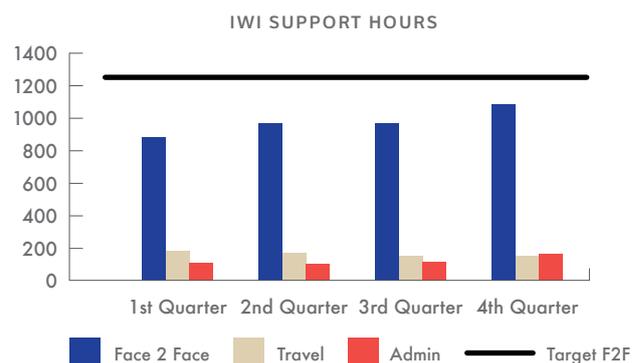
Iwi Support Service

Iwi support showed a significant increase in support hours for the fourth quarter. Unlike the CLS team, the Iwi Support team has the capacity to undertake more face to face hours.

A few examples include (but are not limited to):

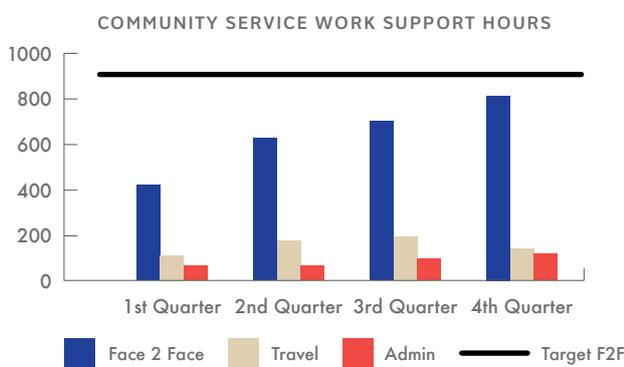
- ◆ Support with weight loss/healthy lifestyles
- ◆ Support around developing Tangata Whaiora interest in music/creating a Tangata Whaiora band
- ◆ Injecting more support time into Tangata Whaiora who attend courses in the community Support around licensing/employment preparation
- ◆ Reconnection with whanau and place of belonging

Usually, relationships with other peers are formed within this service. At times, supports that are delivered, are sometimes in a small group setting with other kaimahi and their Tangata Whaiora.



Community Service Work Support Hours

As with Iwi support services, CSW has shown a significant rise in support hours over the four quarters. This team is now receiving referrals from different Community Mental Health Centres (CMHC) for Tāngata Whaiora wanting to access Maori supports. They too have higher caseloads and the capacity to deliver the required hours. Supports to Tāngata Whaiora are based on a robust rapport building phase, which forms the foundation for goal related supports and achievable outcomes.



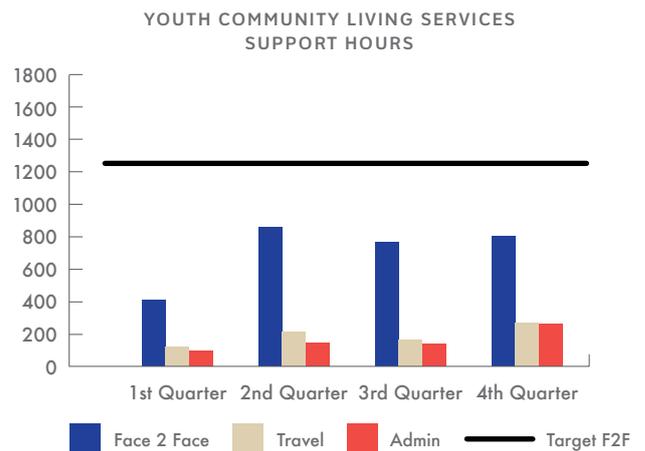
Youth Community Living Service

The Youth Community Living Service (YCLS) support youth in CMDHB from the ages of 13 years old to 18 years old, with the ability to provide supports to youth outside of this age group who are at significant risk of developing a Mental Health Illness. With this in mind, the team has reached out to younger youth, which has made a significant difference to their development through the services. These youth, on exit from YCLS have not required any further clinical or YCLS input. There is a struggle at times for YCLS to meet targeted hours due to the availability and scheduling around school and whanau. A majority of the time, supports that are provided to youth are between the hours of 3pm and 7pm.. Supports provided after 7pm are strictly in agreement with whanau (on school nights). YCLS do have a small population of youth not in schooling or attending courses, therefore, these youth are supported during the day. As of late, success for youth have included:

- ◆ Positive transition back into education, the flexi fund has been utilised to purchase school uniforms which would have been a barrier to attending school.
- ◆ Part-time employment. With the flexi fund providing appropriate clothing to assist youth to be work ready and make that first impression to employers
- ◆ The flexi fund has also been utilised to purchase necessities like beds and bedding to youth which is associated to remaining in school plans. Prior to this, some youth

were sharing beds or sleeping on couches.

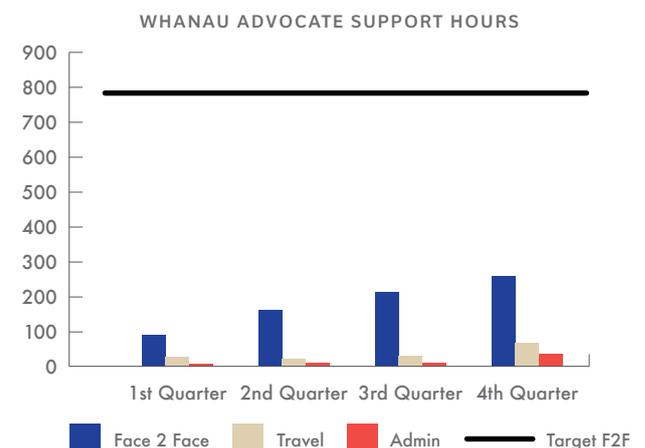
The majority of the goal plans are related to youth joining community sports clubs, drama clubs and courses designed to expand on their strengths. These all have made positive impacts on our youth and their whanau.



Whanau Advocate Service

This team reflects low face to face hours in comparison with other community teams as a result of whanau only requiring YCLS support. The team now attends all first set up meetings with youth entering YCLS, so as to promote the services and supports they can provide to whanau. Referrals are still low into the service, however, clinical teams are now aware of the benefits that these supports provide to whanau, and also encourage whanau to utilise this service.

With predominately mums being referred, this team has developed a support group (the mums coffee group) which meet every two weeks. This group has helped mums develop relationships with other mums to support each other outside of the service.



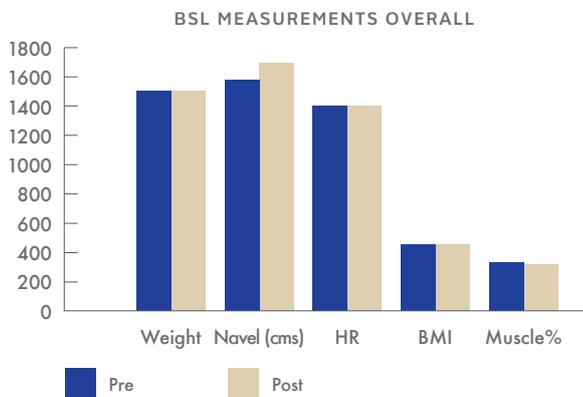
Their coffee group themes have included but not limited to:

- ◆ Youth law presentations – The mums have been educated around the rights youth have when it comes to the police, schools and other legal advice they may need.
- ◆ Advocacy and supports to attend whanau meetings at Whirinaki or any other identified external service.
- ◆ Accessing the right advice and information they require to help support their youth in Mental Health services.
- ◆ Mahi Maara – A community garden developed and maintained by the mums and kaimahi to help ease the stresses of purchasing fresh vegetables by growing their own.

This team definitely makes a difference to the whanau in the service. It gives the whanau a sense that they too are supported.

Housing and Recovery

The specialist team have worked hard over the last year to encourage healthier lifestyle choices within the Housing and Recovery service. Even though there are no significant changes in the graphs below, there have been significant changes to our Tangata Whaiora. Towards the end of the last reporting year 6 Tangata Whaiora attended a five week diabetic self management course, as a result all have made personal commitments to change old habits.



Weekly supports around healthier lifestyles include:

- ◆ Menu planning and shopping one to one with healthy lifestyle coaches and OT
- ◆ One to One exercise coaching at the gym or in the community
- ◆ Regular reviews of healthy lifestyle and Clinical plans
- ◆ Purchase of Bikes to enable Tangata Whaiora to bike to and from course
- ◆ Regular weekly contact with community diabetes clinics for BSL monitoring
- ◆ Education around portion sizes and healthier snack options

Even though only 14 Tangata Whaiora are currently receiving intense Specialist team input, with the referrals getting younger we are able to target physical health early.

The specialist team also supports our older group of Tangata Whaiora to provide age appropriate activities in the community which include:

- ◆ Personalised exercise programmes
- ◆ Group outings with the kuia
- ◆ Lunch every Wednesday at a community church

Service Stats

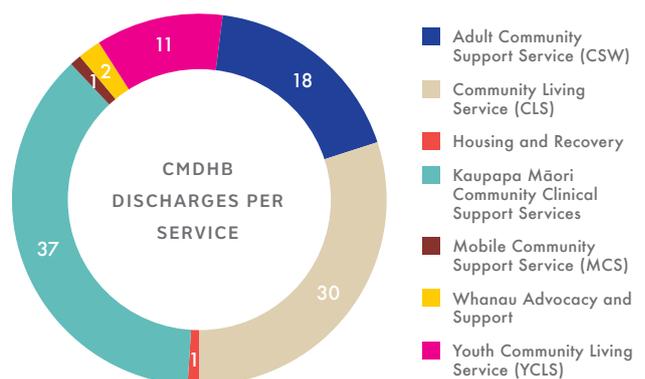
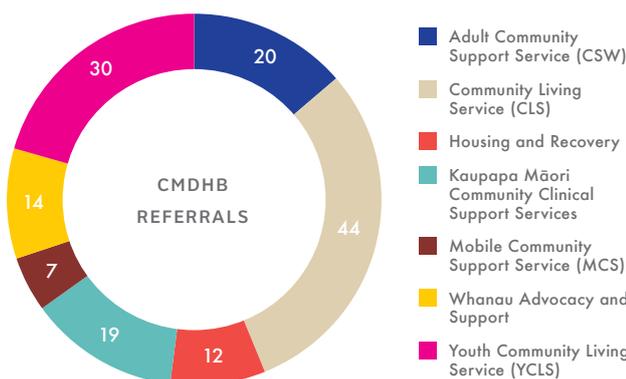
All graphs below represent data collated over a twelve month period, across all of the CMDHB teams.

REFERRALS

This graph reflects referrals into the various services. CLS presents high, as referrals for this service over the past year has been for housing. Whanau advocate has shown a slight increase in referrals as well. This is a result of whanau with youth in YCLS being offered whanau advocate supports at the initial YCLS set up meetings.

DISCHARGES

CMDHB discharges for the past year have been relatively low



across the board. CLS once again indicates high discharges however the majority of these exits are either referred into our Iwi support service or do not require further supports. For ninety percent of Iwi exits are a result of goal plans being completed and Tāngata Whaiora no longer requiring support services. All support teams can hold a Tāngata Whaiora for a minimum of one year.

ETHNICITY

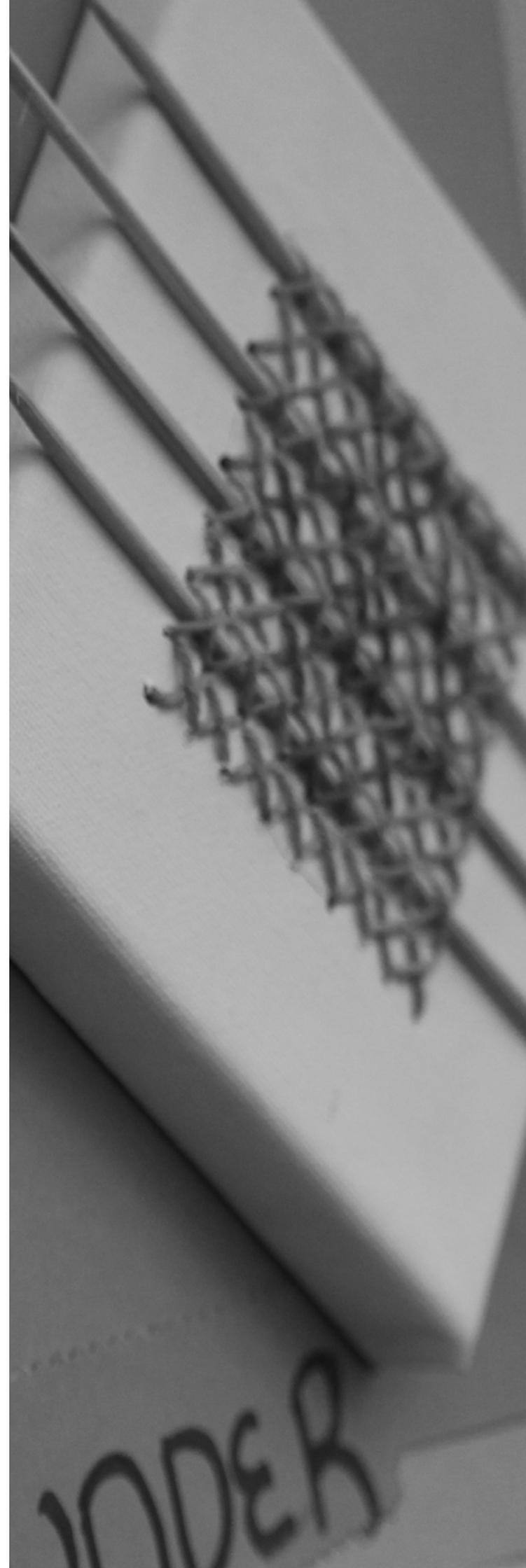
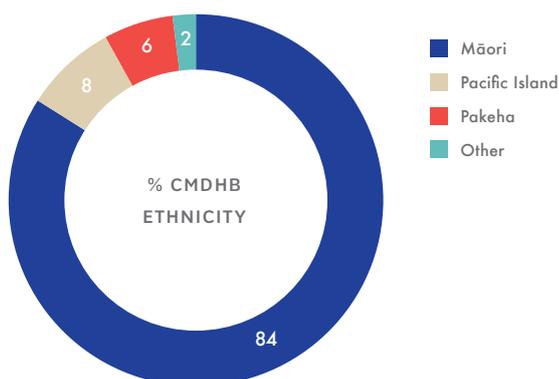
CMDHB had 84 percent Maori enrolled in our services over the past year. Health services currently have two teams, YCLS and Housing and Recovery, that has the ability to provide supports to non Maori who choose to be supported by Mahitahi Trust.

Conclusion:

With the increase in support hours being reflected each quarter this identifies that our kaimahi are providing meaningful supports to the community. Teams are promoting themselves to ensure we are reaching whanau and people who never knew there was a service for them. 2015/16 was a busy year for health services, but we are looking forward to what the next year holds. I would like to take this opportunity to congratulate and thank Health Services for all their hard work.

HE TOA TAUMATA RAU

Bravery has many resting places



PRIVATE TRAINING ESTABLISHMENT & EDUCATION CONSULTANT

By Matekitawhiti Chase

This report outlines key achievements for the period July 2015 – June 2016. It has been such a busy year, it is hoped that the content of this report will demonstrate why this is the case.

**TE MANU E KAI
ANA I TE MIRO
NŌNA TE NGAHERE
TE MANU E KAI
ANA I TE MĀTAURANGA
NŌNA TE AO**

**The bird that feasts on the berry to him
belongs the forest
The bird that feasts on knowledge
to him belongs the world**

Mahitahi Trust Private Training Establishment:

During this reporting period, we prepare for our up and coming NZQA Education Evaluation Review. The review will determine if we are compliant with the Education Act 1989 and its relevant sections.

In preparation for the review, we have implemented 3 key quality initiatives, these are:

1. An internal student file audit
2. Implementing an Evaluation Model
3. Scoping the services policies and procedures and ensuring that the relevant clauses on the Education Act, TEC and NZQA compliance standards are within them.

The findings and subsequent recommendations from the three approaches either have been implemented or are in the process of being implemented.

Kahurangi Outcomes Model

Kahurangi is the preferred service provider for all our stakeholders because we deliver credible training that is relevant to stakeholder needs.

- ◆ Increased education opportunities
- ◆ Improved responsiveness to community and sector needs
- ◆ More skilled learners deployed within the sector
- ◆ TEO sustainability is improved
- ◆ To provide sector relevant outcomes through quality education and training

OUTCOMES

Economic Outcomes Learners gain meaningful employment within the sector, Learners' skills are valuable to employers

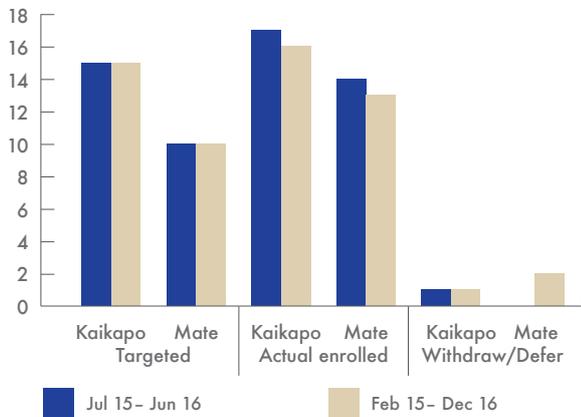
Social, Cultural and Environmental Outcomes Learners gain valuable experience in the sector, Learners are culturally competent and proactive, Learners know how and where to access support services within the sector

Organisational Outcomes A range of data and information informs continuous improvement within the TEO, Demonstration of excellence is evident in the practice and delivery of qualifications and outcomes

National Certificate in Mental Health and Addictions Level 4

The following graph shows the total enrolments for the reporting period.

NATIONAL CERTIFICATE IN MENTAL HEALTH AND ADDICTIONS LEVEL 4



Student Graduation 2015 2016

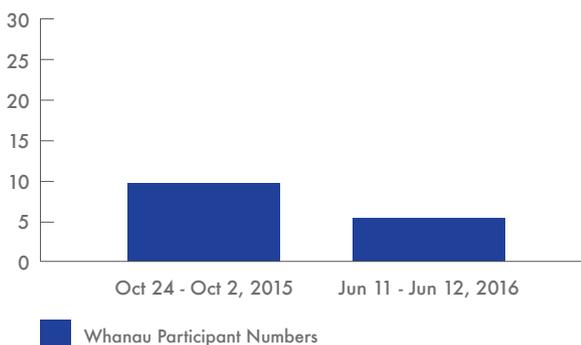
This year’s student’s graduation was held on Friday 15th July, at Mataatua Marae, Mangere. We are pleased to report that 30 of our 32 enrolled students competently achieved the National Certificate Mental Health & Addictions, Level 4. The 2 remaining students are continuing with the new semester students and look forward to graduating in 2017.

Due to the expiry of the current Mental Health & Addictions qualification” at the end of 2016, we are in the process of preparing for the transition to the new mental health qualification the 'New Zealand Certificate in Health and Wellbeing, Level 4'. Careerforce has confirmed that the mental health grant is available in 2017 for applicants who enrol for the mental health certificate and/or diploma qualifications.

Education Consultancy Services:

We continue to provide training to whanau, the community and service providers in and outside of Counties Manukau. Training includes the 'Mental Health First Aid for Whanau'. This training is now managed by Ko Awatea. Due to a number of varying factors, whanau participant numbers this year is relatively lower in comparison to previous years.

MENTAL HEALTH FIRST AID FOR WHANAU



Kaimahi Training

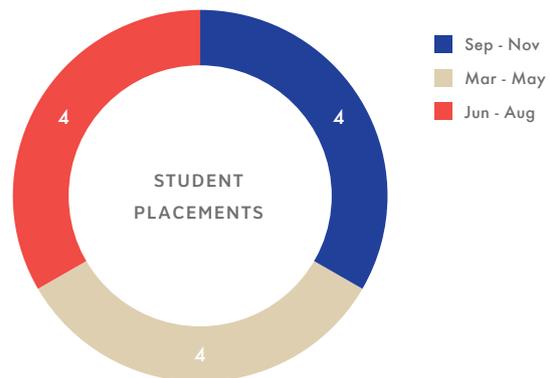
Mandatory Training: We have a Kaimahi Training Matrix that identifies what Training each role requires, this includes (but is not limited to), First Aid, NVCPI, Fire Warden, Health and Safety, Privacy, Policies and Procedures, Medication Management etc.

This year the kaimahi Wananga was held at Umupuia Marae, Maraetai, the two key focus areas were Nga Pou E Waru and Te Tiriti o Waitangi.

The graphs at the bottom of pages 18 and 19 show feedback from kaimahi who participated in the evaluation.

Student Placements

We believe it is important that students are provided with opportunities to experience how Kaupapa Maori services are delivered, they will, after all, go on to work with Maori in other organisations. During the reporting period, we have provided work placements for a total of 12 students.



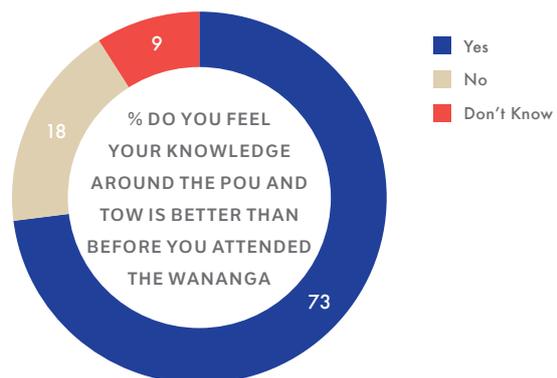
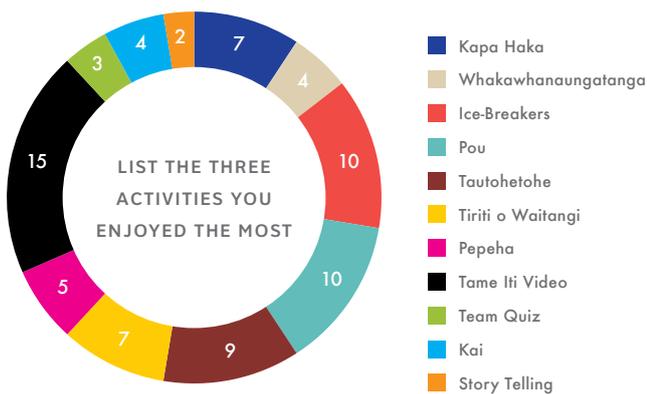
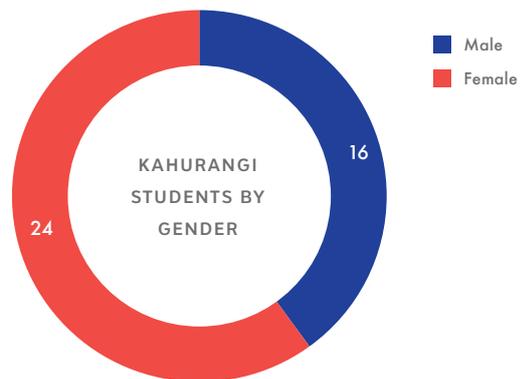
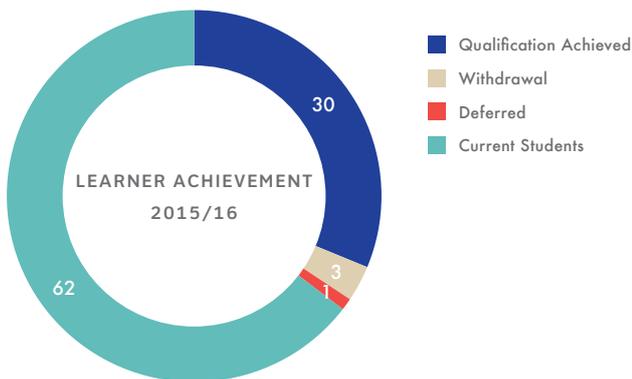
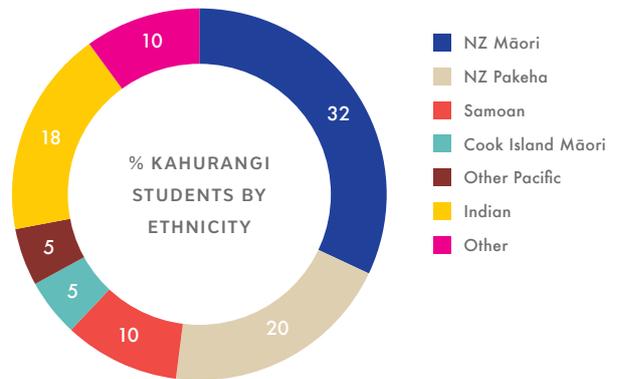
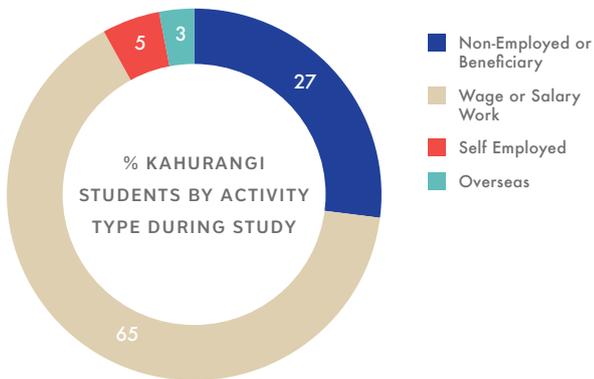
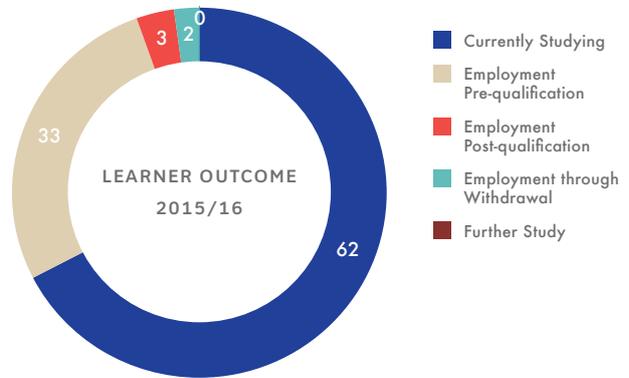
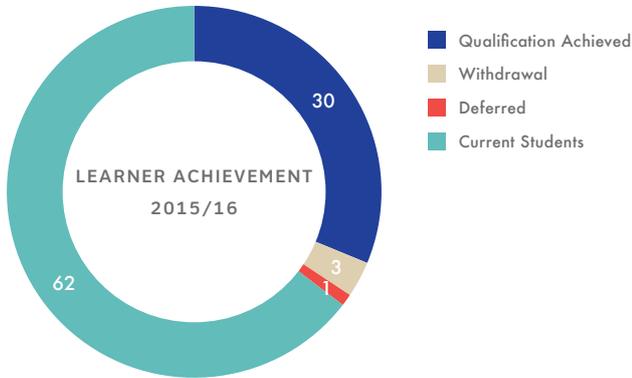
Closing

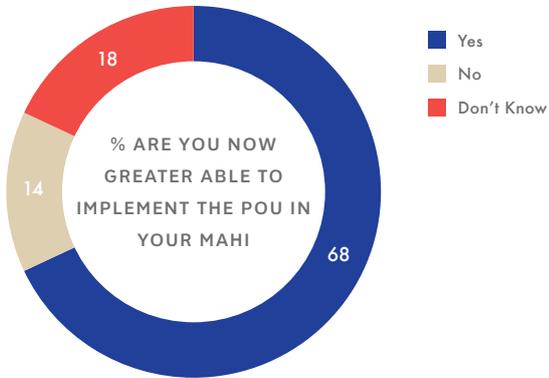
We are pleased to announce that the Mahitahi PTE is the successful applicant for the Personalised Solutions Training Contract. This contract is to deliver training to 180 Kaimahi and while in it’s development stage, we look forward to delivering this training over the coming year.

The draft cultural competency tool was presented to the Executive team for approval. Managers have asked to trial the tool as part of the Performance Appraisal process, this will ensure we gain feedback on the tool and will have an opportunity to implement any recommendations before the tool is formally approved.

I look forward to the opportunities of the coming year and hope this report has demonstrated that the PTE/Training arm of Mahitahi Trust, continues to improve, and is dedicated to providing training for our whanau.

EDUCATION LEARNER OUTCOMES





E KOEKOE TE TŪI, E KETEKETE TE KĀKĀ, E KŪKŪ TE KERERŪ

The tui chatters, the parrot gabbles,
the wood pigeon coos
'It takes all kinds of people'



TE AHO MARAMA REPORT

By Traci-Mae Nathan



Tena koutou katoa.

This report outlines the key activities within the Training and Development portfolio for the period 01 July 2015 – 30 June 2016

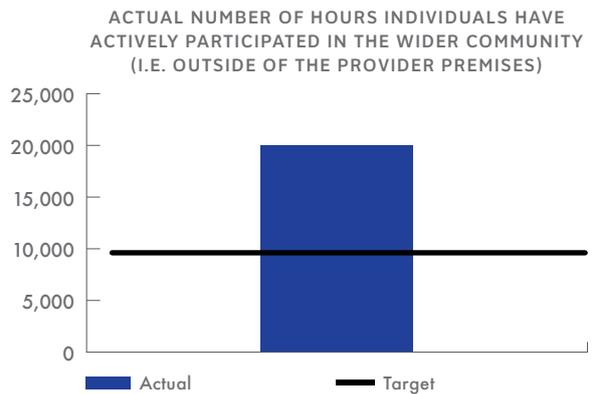
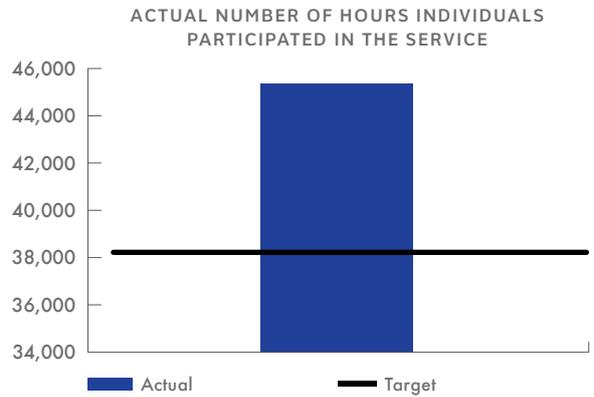
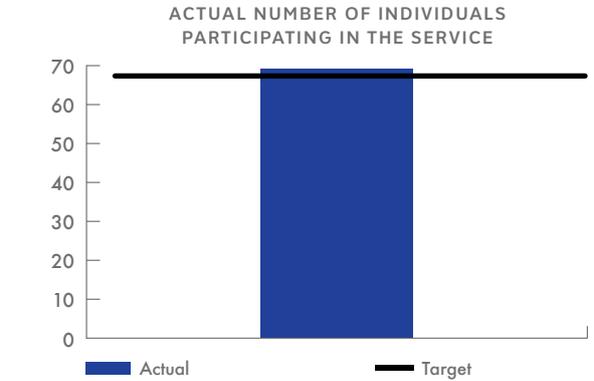
Over the past year we have continued to ensure our Whanau Whaiora are actively involved in vocational and community participation options of their choice.

In order to enhance opportunities to pursue further education and/or training or employment beyond that of Mahitahi Trust, it is extremely important that we continue to offer and deliver on vocational opportunities that whaiora can manage within their existing health barriers and are in line with their goals and aspirations of recovery.

TUKUNA TE AHA, KA HOKI ANO MAI KI A KOE

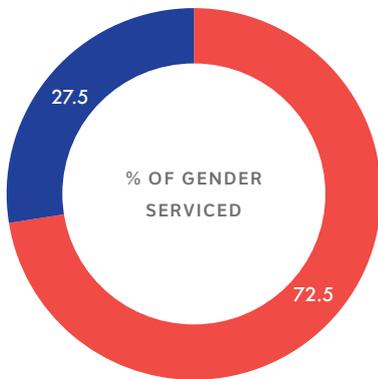
Whatever you give will return to you

Te Oho Mauri Vocational & Community Participation Services

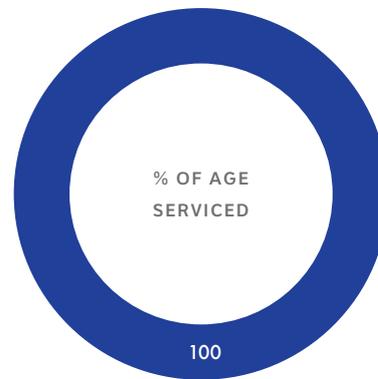


Our Pathway

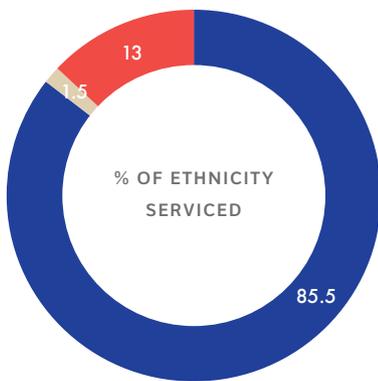




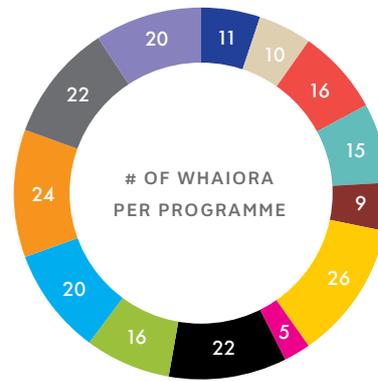
Male
Female



18-49 yrs
50-65 yrs



Māori
New Zealand Pakeha
Pacific Islands



Matauranga Māori
Work Readiness
Mahi-A-Ringa
TOKA
Mahi-Maara
Mahi Toi
Tino Rangatiratanga
Hakinakina
Hauora Hinengaro
Mana Tangata
Box Fit
Mahi Kai
Whanaungatanga

Programme Schedule

Day	Time Slot	Programme	Support
RAHINA (MONDAY)	9.00am – 12.00pm	Matauranga Maori	AKINA PEER SUPPORT
	9.00am – 12.00pm	Work Readiness – Hospitality	
RATU (TUESDAY)	12.30pm – 3.00pm	Mahi-A-Ringa (Creative Projects)	AKINA PEER SUPPORT
	9.00 – 10.30am	T.O.K.A	
RAAPA (WEDNESDAY)	10.45am – 3.00pm	Mahi-Maara (Gardening & Natural Gathering)	AKINA PEER SUPPORT
	9.00 – 10.15am	Tino Rangatiratanga	
RAPARE (THURSDAY)	10.30am – 12.00pm	Mahi Toi (Creative Arts)	AKINA PEER SUPPORT
	9.00am – 12.00pm	Work Readiness–Hospitality	
RAMERE (FRIDAY)	1.00pm – 3.00pm	Hakinakina (Sports & Recreation)	AKINA PEER SUPPORT
	9 – 10.15am	Hauora Hinengaro (AOD)	
RAMERE (FRIDAY)	1.30pm – 3.00pm	Hakinakina (Box Fit)	AKINA PEER SUPPORT
	9.00am – 12.00pm	Mahi Kai (Practical Cooking)	
RAMERE (FRIDAY)	1.00pm – 3.00pm	Whakawhanaungatanga Our Voice/Social Inclusion	AKINA PEER SUPPORT
	9.00am – 12.00pm	Mahi Kai (Kitchen Theory)	

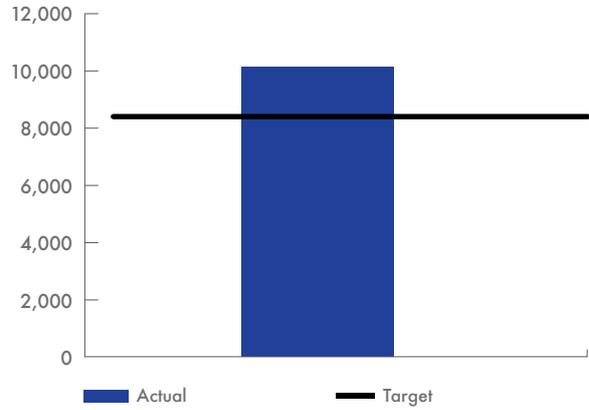
Te Ara Mahinga - Supported Employment Service

Over the past year despite considerable efforts by the consultant, the target of Uninterrupted employment of 6 months remains the hardest to achieve given the very high needs of our clients. In addition to this the provision of 10,080 hours of support in a year by one consultant is unrealistic (as shown in the below formula)

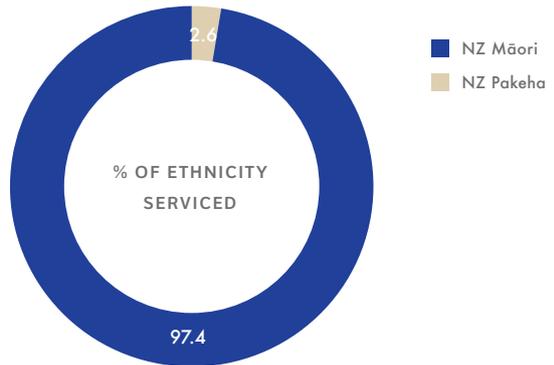
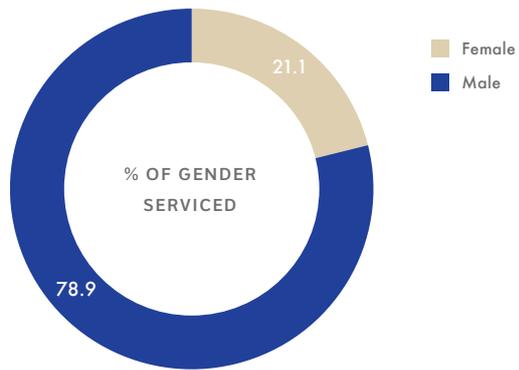
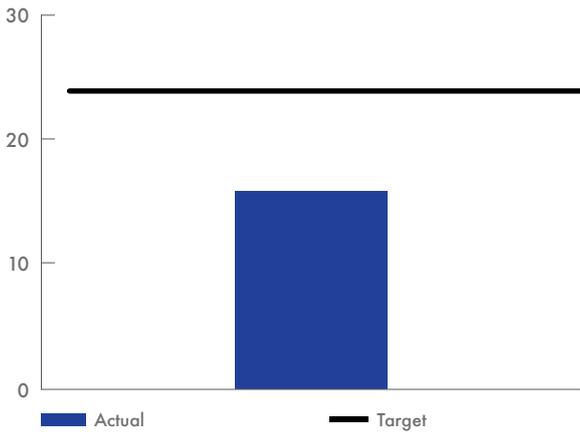
$$10,080 \text{ hours per annum} / 12 \text{ months} = 840 \text{ hours per month}$$

$$840 \text{ hours per month} / 4.333 \text{ weeks} = 193.86 \text{ hours per week}$$

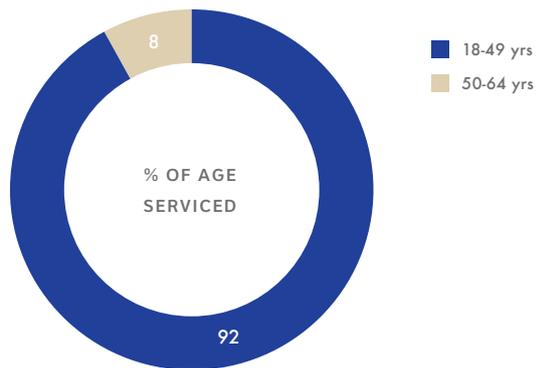
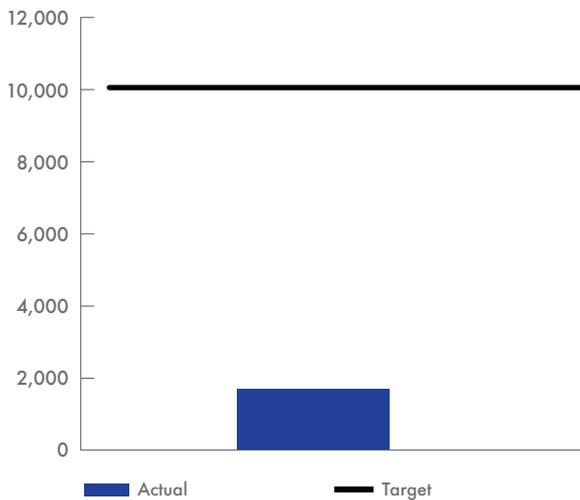
POST PLACEMENT SUPPORT - ACTUAL NUMBER OF HOURS INDIVIDUALS HAVE WORKED IN OPEN EMPLOYMENT DURING THE REPORTING PERIOD

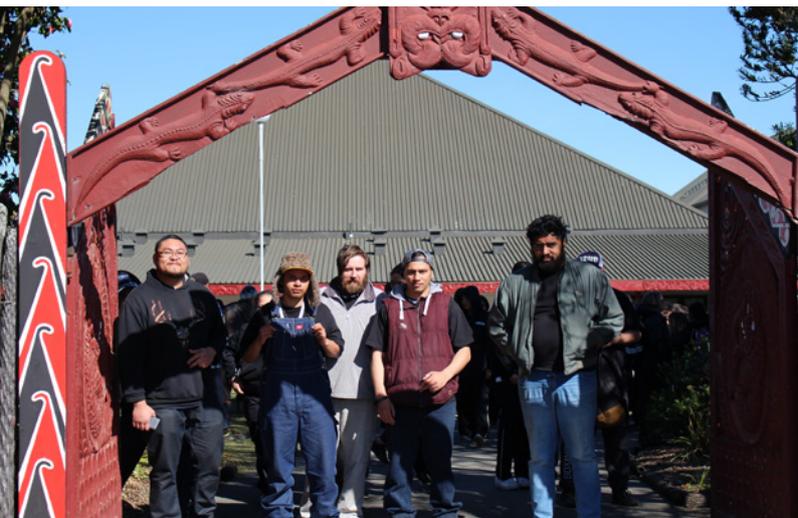


ACTUAL NUMBER OF INDIVIDUALS PLACED AND CURRENTLY SUPPORTED IN OPEN EMPLOYMENT (MINIMUM 5 HOURS PER WEEK) WHO HAVE ACHIEVED UNINTERRUPTED EMPLOYMENT OF 6 MONTHS OR MORE



POST PLACEMENT SUPPORT - ACTUAL NUMBER OF SUPPORT HOURS PROVIDED TO INDIVIDUALS WHILE IN OPEN EMPLOYMENT DURING THE REPORTING PERIOD





HUMAN RESOURCES

By Traci-Mae Nathan

Tena koutou katoa. This report outlines the key activities within the Human Resources Support portfolio for the period 01 July 2015–30 June 2016

Introduction

It has again been a busy time for the Human Resources Support Team with this year bringing about a continued focus on:

EMPLOYEE DEVELOPMENT & SUCCESSION PLANNING

We acknowledge that developing leaders internally takes time and effort, and it is these home grown candidates that we believe are more likely to be successful than external candidates at delivering on the best possible outcomes for our Whanau. With this in mind the Executive team has been committed to actively supporting the development of a plan to progress this.

EMPLOYEE DEVELOPMENT & LEARNING MANAGEMENT

Employees are a valuable asset and we need to invest in them in order to retain the talent necessary to meet our goals. The Quality Manager has put considerable work over the past year into establishing the right Learning Management System to deliver on this.

LEARNING MANAGEMENT & PERFORMANCE MANAGEMENT

We continue to work on integrating learning and performance so we can more easily identify workforce trends, target organisational capability gaps, and build alignment with business needs.

PERFORMANCE MANAGEMENT & COMPENSATION MANAGEMENT – ENABLE MERIT-BASED PAY-FOR-PERFORMANCE

Due to limited capacity internally we have outsourced this piece of work. Some of the key considerations have been:

- ◆ What factors should we use to measure the performance of our staff?
- ◆ How does employee and organizational performance relate to compensation?
- ◆ How do we determine a fair pay adjustment budget?
- ◆ Are our base pay grades competitive?
- ◆ How do we access current compensation data and information relevant to our industry, geographic location, and company size?

REPORTING & CORE HR - ENABLE A SINGLE, CENTRALISED REPORTING REPOSITORY ACROSS ALL HR FUNCTIONS

The trust continues to look into suitable solutions to provide this so as to ensure we are better aligning current capacity and capabilities.

On boarding/Recruitment

Mahitahi maintains its commitment for our services to be delivered for Maori by Maori.

As of 30 June 2016 the Trust had a total of 81 kaimahi of which Maori made up 80% of the total workforce.

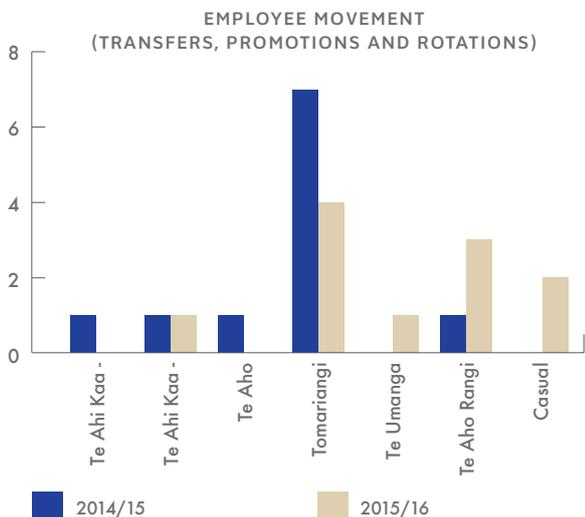
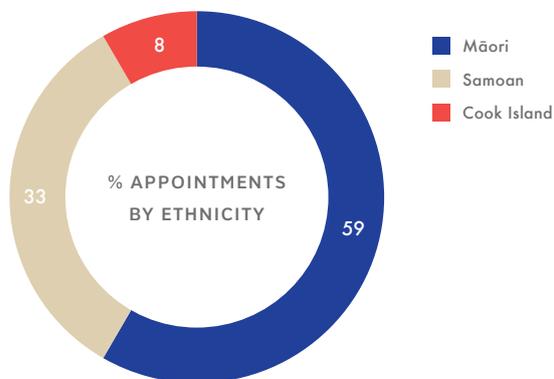
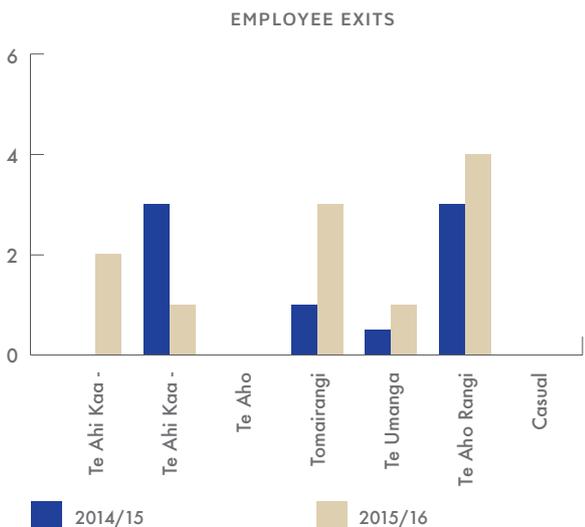
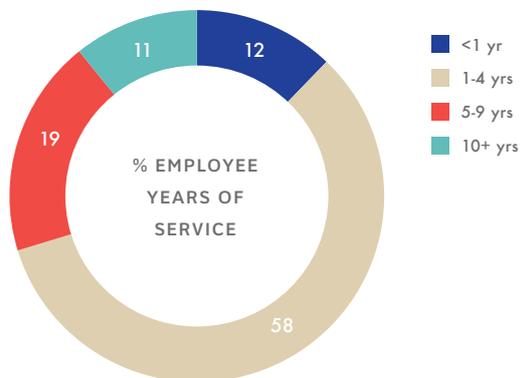
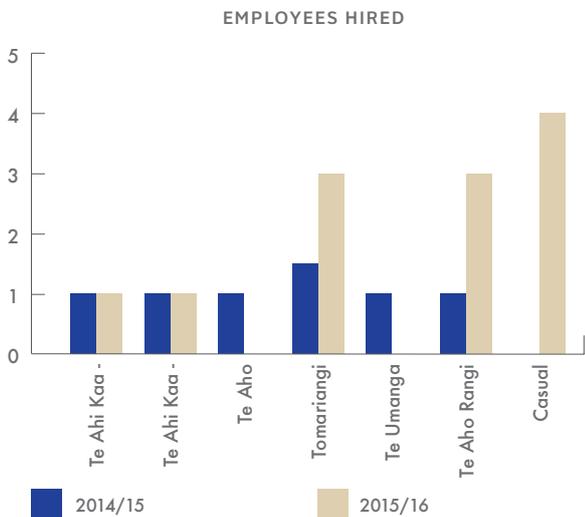
BREAKDOWN	TOTAL EMPLOYEE COUNT	MAORI %
Fulltime	65	80%
Part-time	6	66.6%
Casual	10	90%

Induction

Employee inductions have been on the landscape for the past year with a focus on ensuring we:

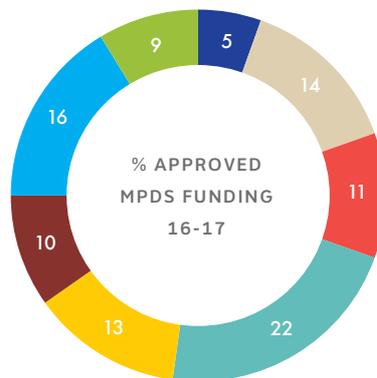
- ◆ Create a positive perception of the Trust while communicating its culture, value and goals;
- ◆ Increase the retention of new employees;
- ◆ Ensure operational efficiency as new employees become productive sooner; and
- ◆ Ensure a happy and motivated workforce

Again, considerable effort has been undertaken by our Quality Manager to deliver on a revised and enhanced induction programme. We look forward to realising our efforts in the 2016/2017 year.



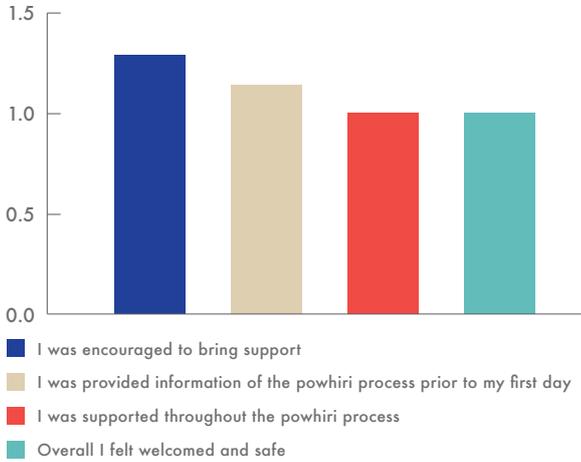
Maori Provider Development Scheme (MPDS)

In April 2016 Mahitahi Trust was awarded \$92,000 in development funding from the Ministry of Health to continue building the capacity and capability of the Trust in the following areas:

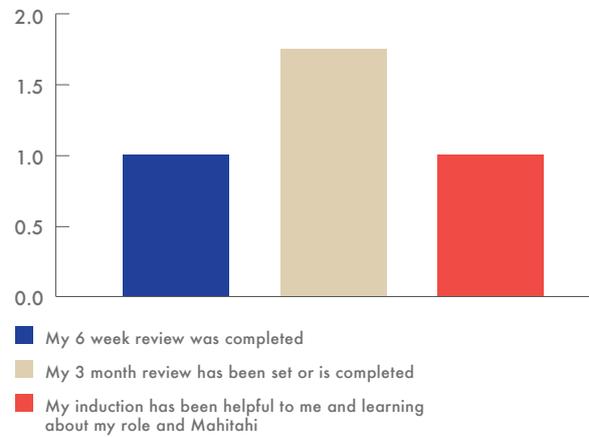


- Māori Organisation Values and Philosophy Workforce & Quality Assurance
- Mission, Strategy & Planning Infrastructure & Quality Assurance
- Service Design & Evaluation Service Integra on & Quality Assurance
- Human Resources Workforce & Quality Assurance
- Information Technology Information Technology
- Financial Management Infrastructure & Workforce Development
- Governance and Leadership Infrastructure, Workforce Development & Quality Assurance
- Communications, & External Relations Infrastructure, Service Integration & Quality Assurance

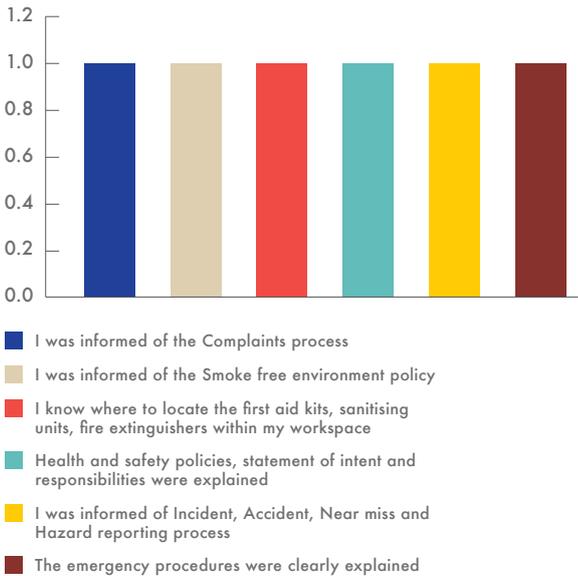
NEW EMPLOYEE INDUCTION EVALUATION



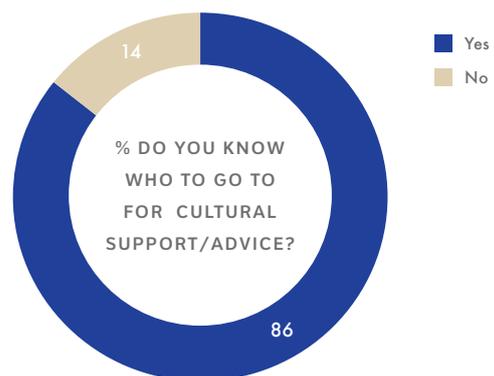
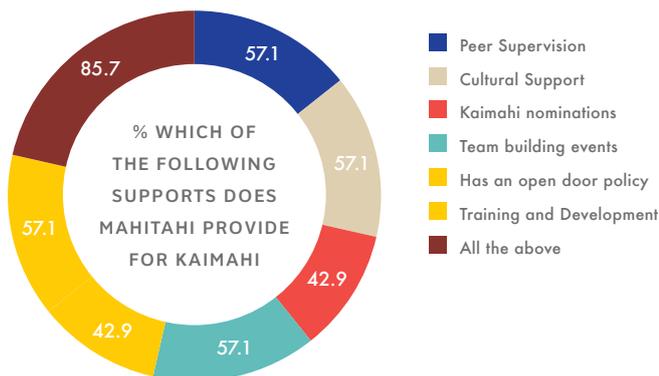
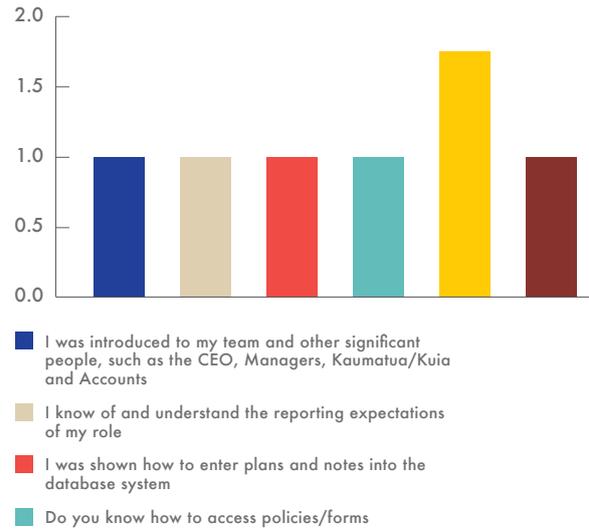
INDUCTION REVIEW



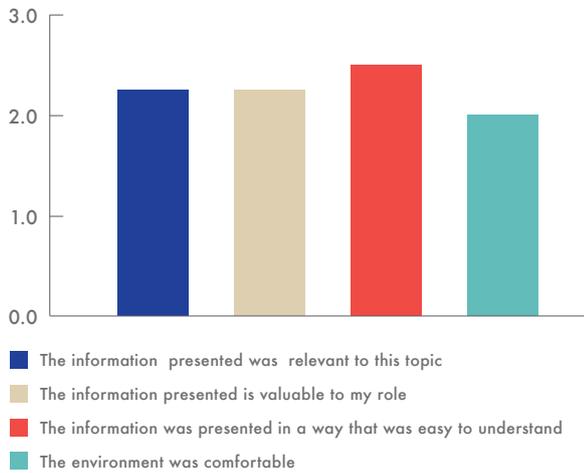
RATE THE FOLLOWING STATEMENTS OF YOUR HEALTH AND SAFETY INDUCTION



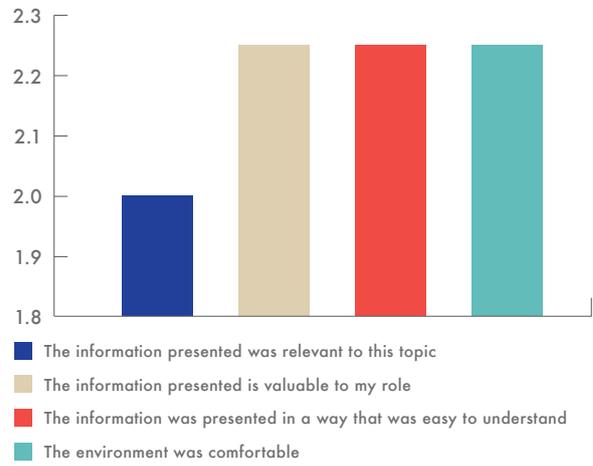
RATE THE FOLLOWING STATEMENTS OF YOUR ROLE/SERVICE SPECIFIC INDUCTION



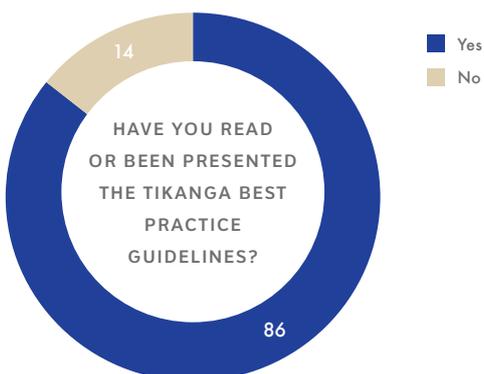
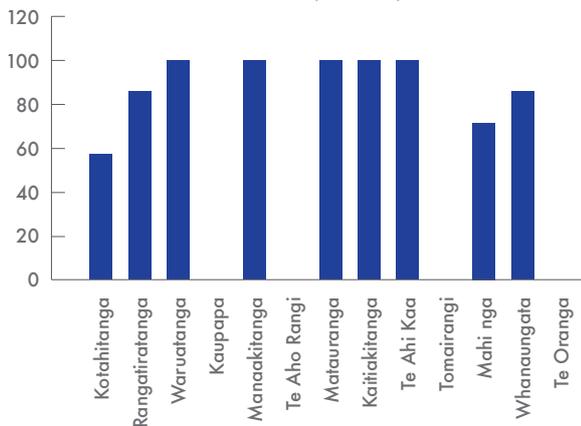
RATE YOUR EXPERIENCE OF THE TE TIRITI O WAITANGI WORKSHOP



RATE YOUR EXPERIENCE OF THE MĀORI MODELS OF HEALTH PRESENTATION



% WHAT ARE THE POU (VALUES) OF MAHITAHĪ?



TE AHI KĀ ROA HE PUKENGA WAI, HE NŌHANGA TANGATA, HE NŌHANGA TANGATA, HE PŪKENGA KŌRERO

Where there is water
there will also be people,
where there are people there will
also be a wealth of experiences

QUALITY AND HEALTH & SAFETY

By Ngahuia Hunter

This section of the report outlines the Quality and Health and safety activities for 2015/2016 period.

One priority area that Mahitahi Trust has focused on over the past year was to build on internal capabilities so as to strengthen our Quality and our Health and Safety systems. In June we embarked on our first Organisation Wide Survey (OWS) against the Equip Standards. The outcome was more than we had anticipated with Mahitahi being awarded Accreditation by the DAA Group.

This result is a true measure of the efforts Mahitahi has made over the past year in ensuring our systems are at a point where we clearly demonstrate that we live up to our continuous 'Quality Improvement' commitment.



Our Commitment to Continuous Quality Improvement

Mahitahi Trust is committed to continuous 'Quality Improvement', therefore, the Trust ensures there are clearly defined and coordinated 'Quality Improvement' systems to monitor, evaluate and analyse services provided within the framework of 'Tikanga Best Practices' as well as 'Nga Pou E Waru', the 8 guiding principles.

The DAA Group will be back next year to conduct a periodic review, where we aim to achieve full accreditation. I want to acknowledge the guidance and support from the Board, management, kaimahi and the team at the DAA group, without these people this achievement wouldn't be possible

Our Commitment to Workplace Health and Safety

Mahitahi Trust is committed to ensuring a safe and healthy working environment for all Kaimahi (Staff), Tangata Whaiora (Clients), Manuwhiri (Visitors/contractors), and any other people working in and visiting our workplace.

Another priority was to prepare Mahitahi for the up and coming changes in the Health and Safety at Work Act. We started a journey two years ago of really looking at our health and safety processes and ensuring that we not only met regulations, but that we provided a workplace that is safe for everyone. We have reviewed our policies to include the key changes introduced by the new law and we continue to seek feedback from Kaimahi and Manuwhiri. We strive to ensure that kaimahi are trained and appropriate resources are provided so that they are able to work safely in their workplace. We also encourage kaimahi participation in the Trusts wellness initiatives.

Our Workplace Health and Safety at a glance



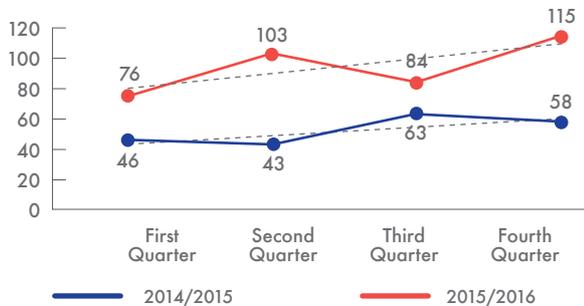
Our Top Wellness Initiatives

2015 We had 23 Kaimahi participate in the Tough guy, Tough gal 6 km run for Cure Kids at Woodhill and Rotorua.

2016 We had 8 Kaimahi and 13 Tangata Whaiora successfully complete the Peoples Try-a-Tri Triathlon Series at Maraetai.

Other wellness activities include all full and part time kaimahi receiving a 'Fight the Flu' pack, the introduction of healthier options to the vending machine, The Auckland Transport walking challenge (Mahitahi was awarded second place), the 'Beat Diabetes Awareness' quiz and much more.

Event Reporting at a glance



What is our data telling us?

The graph above shows the comparisons for the number of events reported over the previous two years. The red line represents reporting totals for 2015/2016; the trend line clearly shows that our reporting has increased in comparison to the blue line which represents 2014/2015 reporting.

For 2015/16 reporting period, a total of 378 events were reported. This is 178 more in comparison to the 2014/15 period. This is a direct result of an improved reporting form and process, Managers and Health and Safety Representatives promoting reporting, and kaimahi following our reporting procedures. In a recent survey 82% of kaimahi agree that Managers/H&S reps resolve health and safety issues raised in the workplace.

An area of focus in the next year will be to look more in depth into the control measures we have in place for our reoccurring events and ensuring new and existing kaimahi are aware of risks to health and safety.

Improvement Focus

We view Incidents, accidents, complaints and hazards as events that provide an opportunity to look at areas for improvement. Our health and safety framework ensures a consistent approach to improving the way our kaimahi work with the aim of *working together, working smarter in a safer environment*.

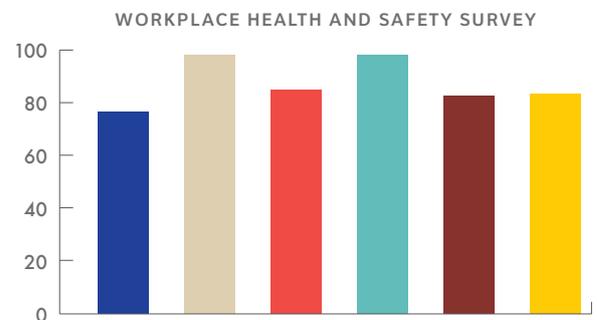


This is reinforced by feedback in a recent survey indicating that 98% of kaimahi agree that event reporting is used for improvement opportunities.

Workplace Health and Safety Survey

Each year we ask our kaimahi for their feedback about our health and safety processes and practices. Below are some results of the survey. Again, this shows that we are actively improving our workplace systems, and it also highlights areas that we may need to prioritise, so as to improve in the coming year.

We have achieved 4 out of 6 of our Health and safety priorities, with the other 2 priorities showing an upward trend. The new health and safety law has given us the opportunity to revisit our priorities and we have applied the “Working together, working smarter in a safer environment” approach when developing our 2016/2017 priorities.



Source: *Mabitabi Trust Workplace Health and Safety Survey 2015/2016*

- Kaimahi agree that there are enough resources to work safely
- Kaimahi agree that Incident/Accidents are used as opportunities for learning
- Kaimahi said they identify and report hazards or risks
- Kaimahi agree that they are encouraged to raise safety concerns
- Kaimahi agreed Managers and Reps resolve health and safety issues
- Kaimahi agree that Health and Safety is openly discussed at team hui

In closing I would like to acknowledge all the hard work and contribution of everyone over the previous year. The achievements, both big and small, were made possible through a commitment to a shared vision, 'Continuous Quality Improvement'. I also want to thank our consultants, external auditors and agencies that share their knowledge, experience and shared passions to help us be better at what we do.

OPERATIONS REPORT

By Daniel Harrison



Commercial Insurance Cover

Our commercial insurance policies remain one of our biggest tools in the management of risk and exposure to our current business. The following is a list of the commercial insurance policies we have in place:

- ◆ Business Assets
- ◆ Business Interruption
- ◆ Commercial Motor
- ◆ Management Liability Package (Which includes Public Liability, Statutory Liability, Association Liability, Employment Disputes, Fidelity, Internet Liability and Legal Prosecution Defense Liability)

Following a recent review of our insurance cover we had to reassess the total market value of our vehicle fleet, together with the household contents for each of our contracted residential homes. It was noted there was a significant drop in the total costs and there were only a few claims lodged throughout the year, we therefore hope to realize savings of at least five percent on the annual premium for the 2016/17 period. It is also pleasing to note that we have achieved reductions in costs for the past two years.

Therefore, on the recommendation and review of all our commercial policies with our insurance broker and on confirmation the insurance cover is full and comprehensive, we have renewed our current polices with the same insurers as last year.

Group Life Insurance Cover

Mahitahi Trust continues to provide a Staff Group Life Plan for the benefit of all permanent employees employed for 30 hours or more a week and for all Trustees. Should a kaimahi/trustee leave Mahitahi, an opportunity will be given to have the life insurance policy transferred into the persons name.

General Security

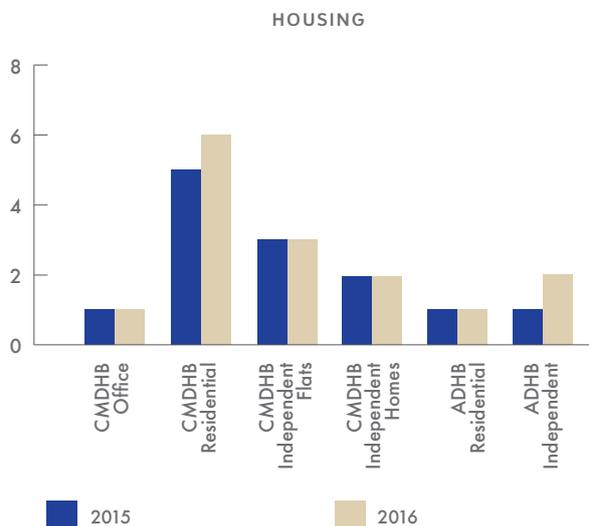
There have been no changes to our General Security during the period. Global Security Solutions Ltd continue to monitor the intruder alarm installed at our main office, and also provide an after-hours activation response service. The premises are well lit at night for Kaimahi returning vehicles and also our security service does physical checks of premises.

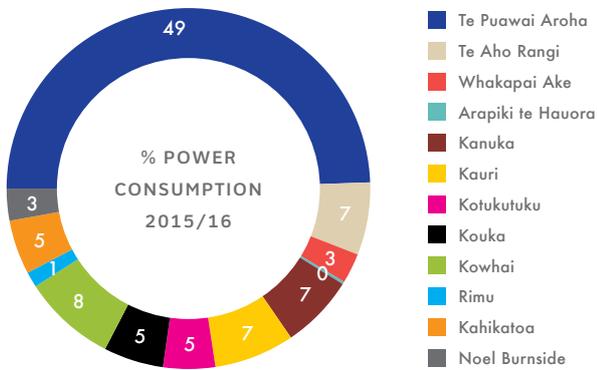
All after hour alerts are reported to the On Call staff member.

NB: There were only three incidents reported during the period and were all rated low risk.

Housing

During the reporting period, the Counties Manukau District Health Board introduced the Housing and Recovery model of care. There is a requirement that we provide twenty eight separate bedrooms to accommodate all tangata whaiora in the residential services. In the past some whaiora lived in a twin share arrangement, which is no longer practicable. Therefore, to meet the request, on 16 October 2015 we acquired a five bedroom home in Manurewa; this house has been named Rimu Whare. Also, in keeping with our approach to support tangata whaiora moving to live independently in the community, on 1 May 2016 Te Aho Rangi secured a second independent residential property. This whare has been aptly named Arapiki te Hauora (The pathway to wellness). This is a four bedroom dwelling at Mount Roskill.



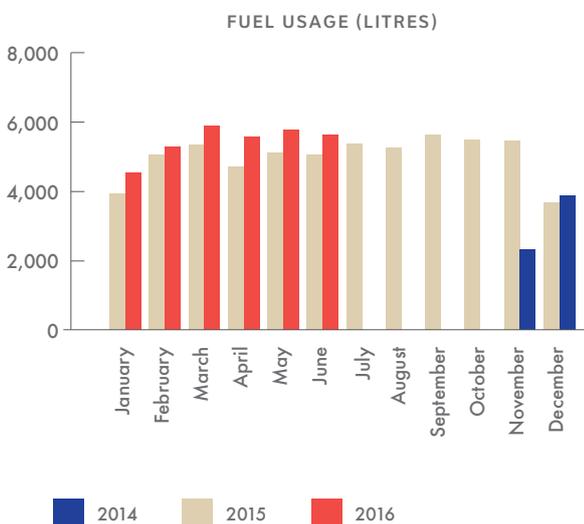


This graph illustrates the distribution of power usage across the organization. A closer analysis of the total cost of consumption, compared to the previous year, shows an overall increase of 1%. This is attributed in part to the three additional residential houses we have leased during the period. On 25 May 16 we signed a new supply agreement with Prime Energy for a further three years, The new rates are set separately at a fixed network price for the office and residential usage and the anticipated saving estimates are six percent and two percent respectively. I am also exploring the benefits of installing a Power Factor Correction Meter to the main office. This unit will help to minimize any undue power wastage and better utilize electrical current delivered from the grid. This will also help to further reduce our electrical costs.

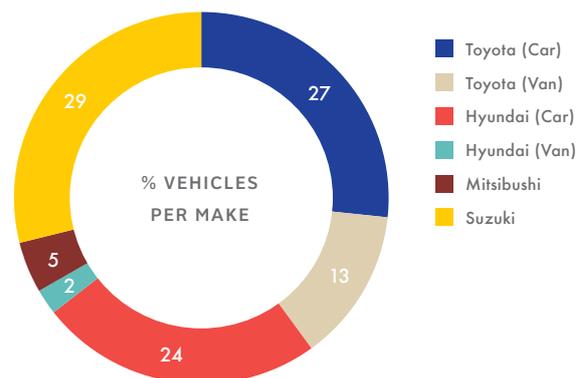
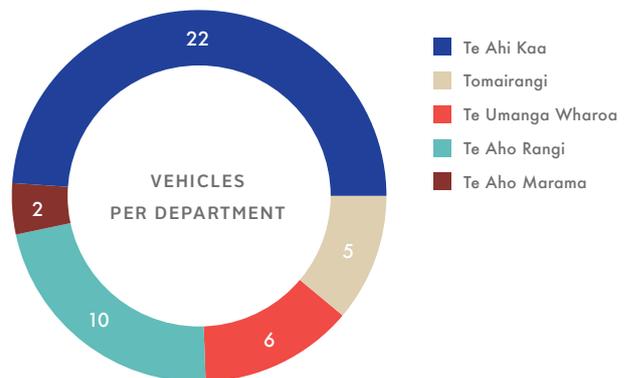
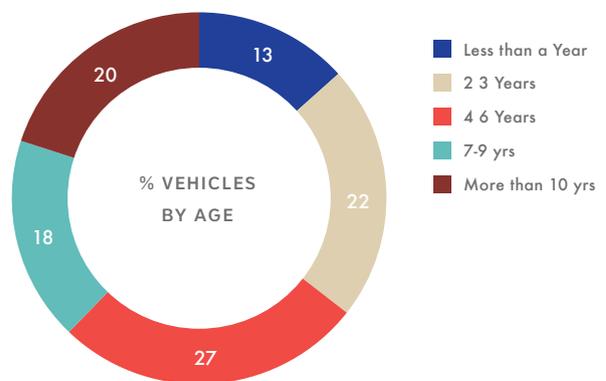
Vehicle Fleet Management

Z ENERGY FUEL CONSUMPTION REPORT

In November 2014 we changed fuel suppliers to realize greater benefits through fuel discounting, special promotions, reduced administration fees and improved data collection.



This information is now used to measure performance based on costs, distance travelled and fuel consumed over a fixed period of time. The fuel usage for December and January is always down each year, this is due to the Christmas / New Year closedown period. On the other hand there has been an increase in fuel consumption from January to June 2016. This is due to a number of clients now living in the far reaches of the Franklin catchment area and the increase in face to face hours. Overall there has been a slight reduction in the total cost of fuel for the year, resulting from a drop in the fuel prices for a sustained period of time and influenced by the variable prices at the point of sale.



VEHICLE FLEET

A recent review and assessment of the age and condition of our vehicle fleet has suggested we consider replacing at least three of the older Toyota cars and a Toyota Hiace van. The process helps to minimize future maintenance cost and continually modernize the quality and performance of the vehicles.

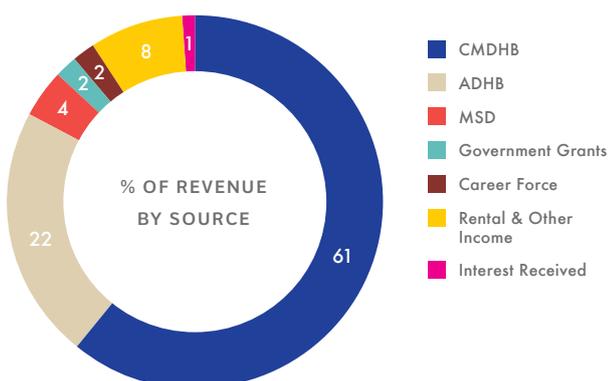
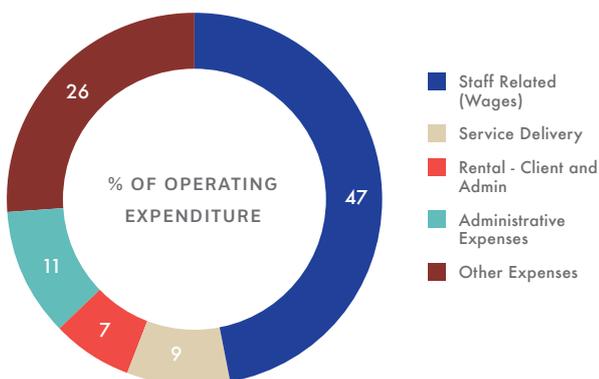
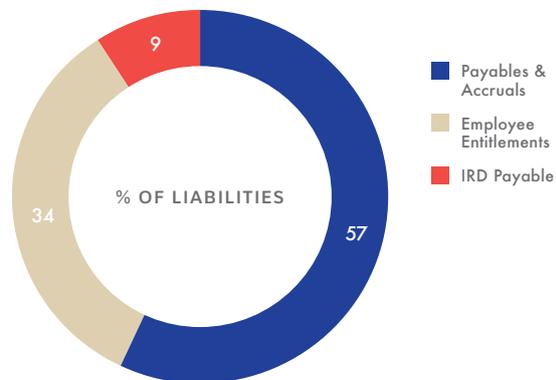
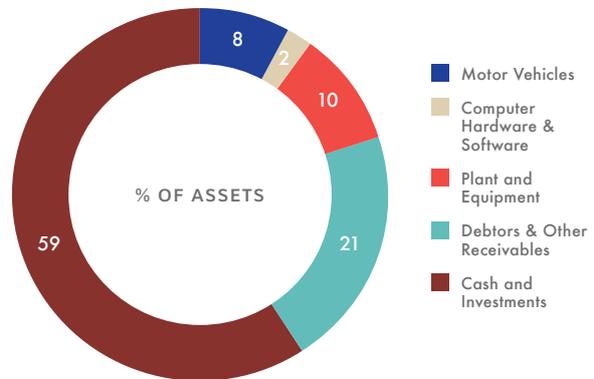
CARPARK ENFORCEMENT

We now have a signed agreement with Parking Enforcement Services (A Division of Wilson Parking New Zealand Limited) to manage the unauthorised parking of vehicles at the main office.

Adequate signage has been erected to inform users of the carpark restrictions, any breach of these restrictions could result in us asking the enforcement agency to issue an infringement notice onsite.

Financial AGM Report

The graphs illustrate and reflect where and how we received our income and how the funds have been applied. The revenue graph provides a breakdown from the various funding sources and the expenditure graph illustrates the relevant operational costs of the Trust.

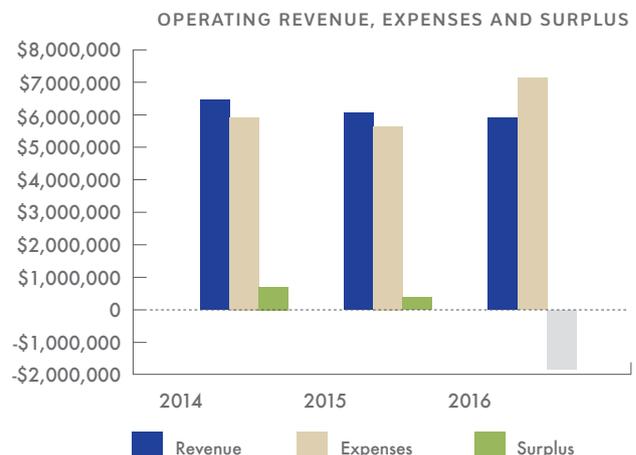


Operating Revenue, Expenses and Surplus

The following graph demonstrates the Trusts financial management position over the past three years.

In 2016, a one off gift was provided to the Mahitahi Kainga Trust to purchase two properties at Franklyne Road, Otara. The gift was recorded under expenses.

Mahitahi Trust's operating revenue and expenses (excluding the gift to Mahitahi Kainga) continues to result in a surplus.







CEO'S REPORT

As can be demonstrated by the Executive Managers reports, we have had a very busy and productive year. There always seems to be one project or another on the go, all of which are designed to improve the services that we deliver to our wbaiora and whanau.

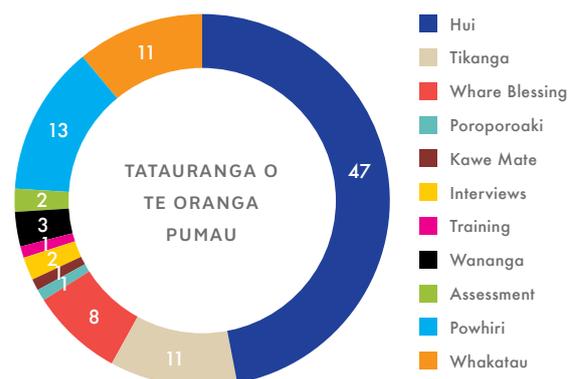
As was mentioned in the Quality Managers report, Mabitabi Trust successfully gained Equip Accreditation. This provides an assurance to the Board and our Stakeholders that our systems and processes meet sector standard best practices. I am very proud of this success and want to thank Ngabuia for the massive amount of mahi that she put into the results that eventuated.

Our strength and uniqueness continues to lay in our steadfast approach to the values within our 8 Pou, our Tikanga and the intrinsic understanding of all things Maori. It is what sets us apart and we have great pride in knowing that everything we do is for the wellness of our wbaiora, our people and our culture.

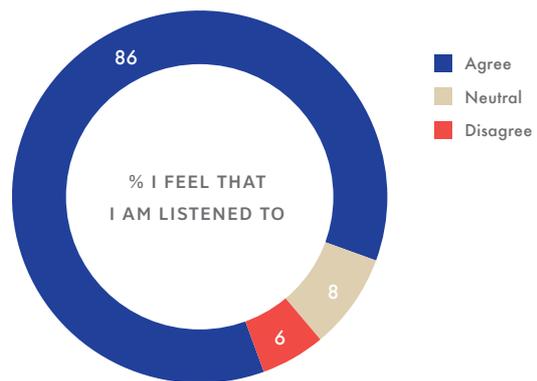
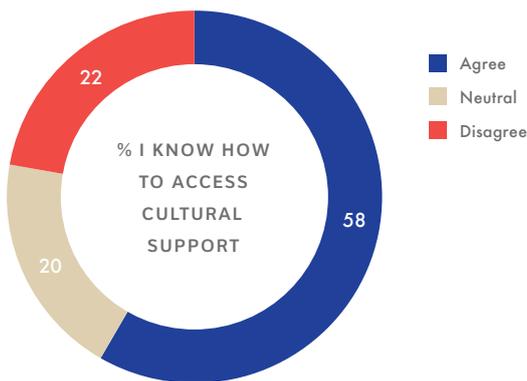
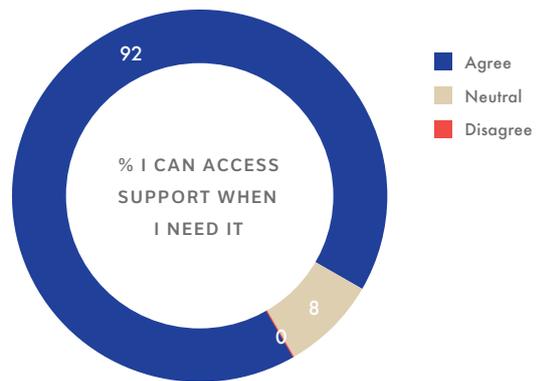
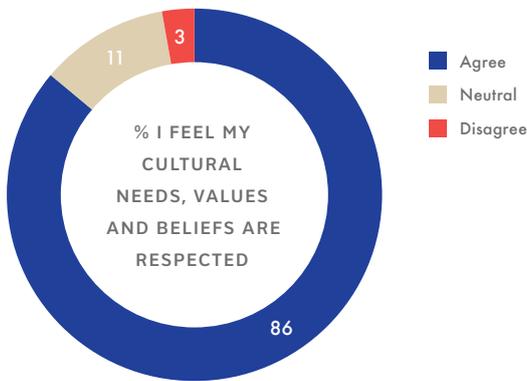
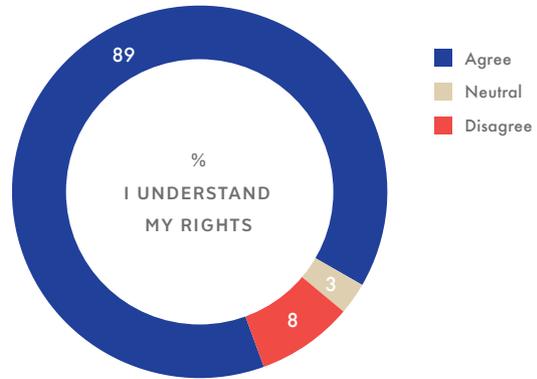
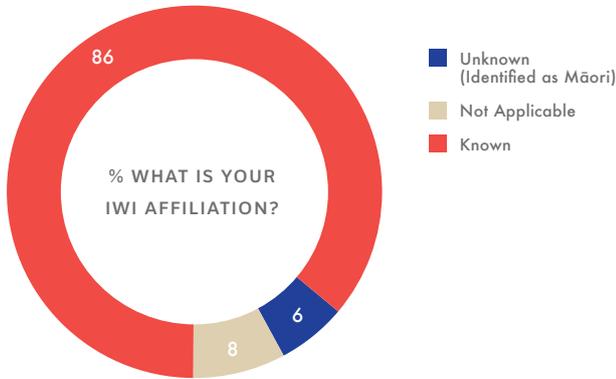
Many of the highlights throughout the year have been included in the Executive Teams reports so I will now add some of the highlights from my perspective.

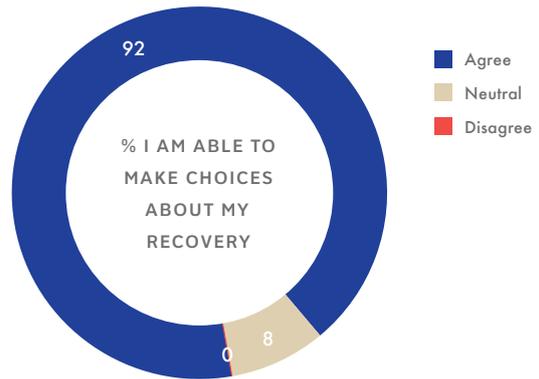
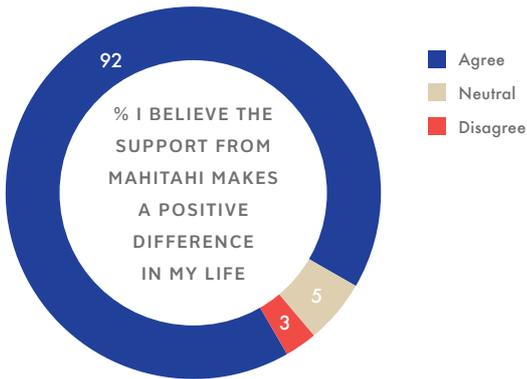
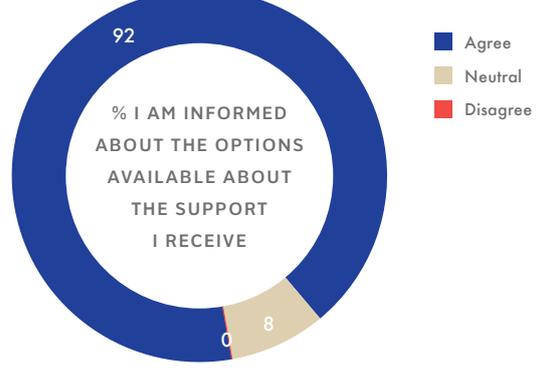
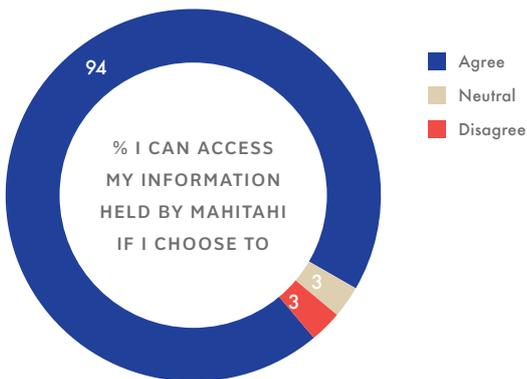
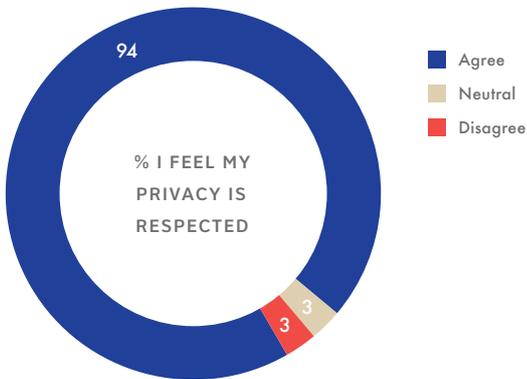
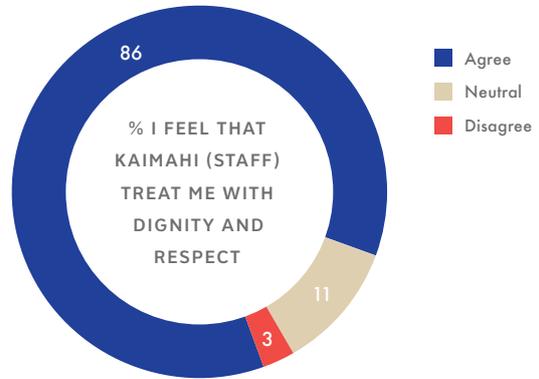
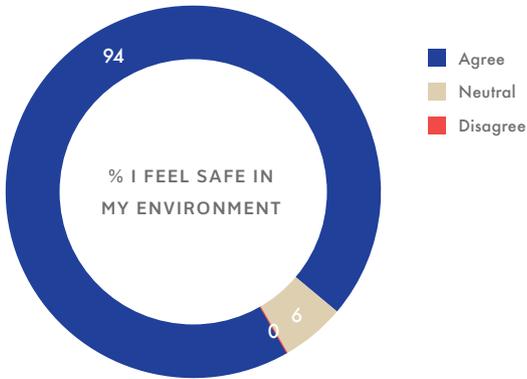
Tikanga

For me, the graph below is one of the most important graphs in this report. This graph represents the many and varied types of mahi that our Cultural Team has done over the previous reporting period. It demonstrates our commitment to our Tikanga and eight Pou. It must be noted that the graph does not represent the day to day informal support that this team provides to our Tangata Whaiora and Kaimahi, nor the opening and closing of Hui by way of Karakia or the Karakia at the start of every work day or the many one on one “passing of knowledge” between the team and the many people that they have supported both internally and in our community again, it is this that sets us apart!

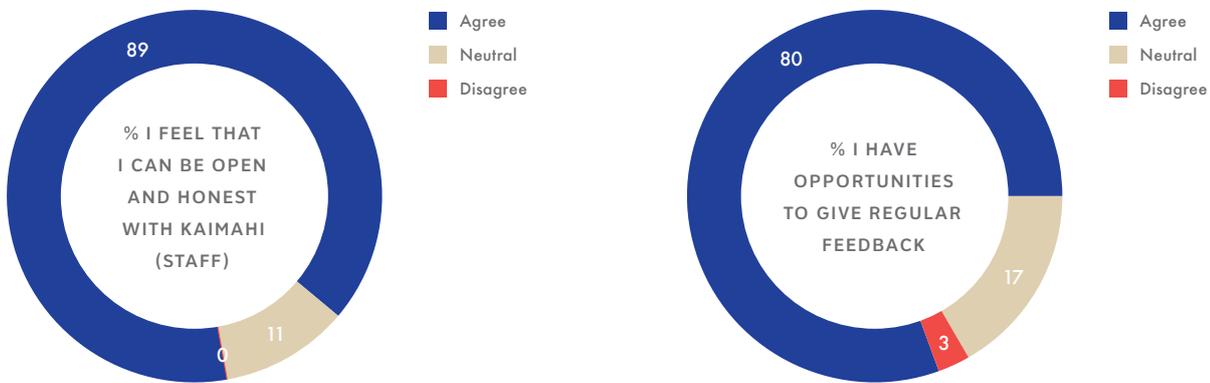


WHAIORA SURVEY RESULTS





WHAIORA SURVEY RESULTS CONT.



CMDHB are in the process of doing an across the sector project that looks closely at ways in which all services are more integrated. There have been a series of “Greenfield thinking” Hui with different groups across the sector. Te Ara Whiriwhiri participated in one of these Hui and Mahitahi Trust hosted a Whaiora/Whanau Hui. The turnout for this Hui was overwhelming and the information that was provided was so powerful. While still in the early stages, I am sure that as we gain momentum that some innovative thinking will emerge.

Tangata Whaiora survey – October 2015

In a similar vein to the graphs shown in the 'Tangata Whaiora Survey Results' section, these graphs tell us a story of how well (or not) our Whaiora feel about the services they receive. While we have a couple of areas that we are making improvements in, we are very pleased with the overall results.

Integrated Mental Health and Addictions Leadership Group

There has been steady progress made on the Integration project. Te Ara Whiriwhiri, representatives from Te Puna Waiora and Whirinaki have been given the opportunity to work with CMDHB to design a Maori model of care to be delivered within the Manukau locality. This is a sizable piece of work that requires considered thinking from a systems perspective. Our early thinking is based around the Whanau Ora approach and while all domains of a whanau journey will be considered, there will be particular emphasis on primary care and physical health. I am sure as time goes by, this will result in services for our whanau being more coordinated and delivered from a Maori strengths base.

Te Ara Whiriwhiri (TAW)

Te Ara Whiriwhiri continues to focus on projects targeted to improve and/or enhance opportunities for Maori. Much of this mahi was a continuation of the previous year’s strategic goals. These include:

1. CULTURAL EXCHANGE

Our cultural exchange is still occurring with the Victorian Aboriginal Health Service (VAHs). The Kaimahi who attended the exchanges have found the experience so helpful and have been able to take things that they have learnt, back to their own organisations.

2. KAIMAHI SYMPOSIUM

The theme of this year’s Kaimahi Symposium was about the cultural exchange. We had presentations from the Kaimahi that had experienced the exchange as well as Jason King, the CEO from VAHs, skype in to talk about his workers experience and to talk a little about the uniqueness of some of his services.

3. ENHANCED PHYSICAL HEALTH

The Enhanced Physical Health project has now been included in the Integration project. This is a particularly important piece of work as our whanau are more likely to experience poor physical health and often pass away earlier than Non-Maori. This project will go towards our goal of looking at 'Health' in its entirety, and not just from a Mental Health perspective.

4. RECONNECTION PROJECT

This project provides a 'reconnection flexi fund' for whaiora so they are able to reconnect with the whanau, hapu and iwi.

I cannot over emphasise the value this brings for our Whaiora and their whanau. Being connected is so important to their wellbeing and the outcomes of those that have utilised this fund have all talked about the benefits that they have received from it.

5. MA 'ROCK

Ma 'rock is our annual Whaiora event that Te Ara Whiriwhiri and CHAMP collaborate on together. It is a fun filled day where Whaiora and Kaimahi from across the NGO's form teams and compete with each other. Activities include rock climbing, running man challenge, Ta moko, waka races, indoor netball, poster challenge and many other smaller activities. Prizes were awarded throughout the day and then the overall winners were announced at the end of the day, they were:

1st Emerge Aotearoa, 2nd Emerge Aotearoa, 3rd Framework Trust

This event took a lot to organize, special thanks goes to Toni Anne and Rachel from Framework, Ray and Rawiri from Emerge, Paul from Pathways and Ngahuia, Jody, Suivaaia, Troy, Treina and Tori from Mahitahi Trust.

Following are some photos of the day.

Kaimahi of the year

Each year Mahitahi Trust acknowledges two Kaimahi who have consistently and diligently demonstrated a commitment and hard work to their role. The 2015 recipients of these awards was Tennille Hori and Ngahuia Hunter, well done to you both, you certainly deserved it.

The Year Overall

As with previous years, there is a lot of Mahi that happens as a



matter of course, following are some of the other things that have occurred throughout the year:

- ◆ Tikanga – As can be seen from all of the reports, our Tikanga is very important to us, without it, we are nothing. While we have a cultural team to oversee our Tikanga, it is seen as everyone's responsibility to work within our eight Pou and to incorporate our culture in everything we do.
- ◆ The great Kaimahi getaway- In December 2015 we all headed off to the South Island for a few days of Whanaungatanga. Our Kaimahi made weekly contributions toward the trip and we diligently fundraised throughout the year to cover the costs of the trip. We saw a little of the South Island and enjoyed each others company.

Closing

It is hoped that the contents of this report have provided you with a detailed overview of all of the amazing mahi that has happened over the last year, it certainly has been a busy one.

In the coming year we will celebrate our 20th Birthday. Discussions are already occurring around how we will mark this auspicious occasion. The Integration mahi will continue to be a key focus for us, as will completing our 2016-2019 Strategic Plan. We anticipate that changes will occur once the Integration project is more clearly define and that the coming year will be a busy one.

I would like to close this report with an acknowledgement to:

Our Tangata Whaiora - what an honor and a privilege it is to be part of your lives, we thank you for the many lessons you teach us. Our commitment is to provide you with the best support that we can. The successes you have made over the previous year are way too many to mention here, needless to say, you should all be very proud of yourselves for the strides you have made on your journeys.

Our Kaimahi - Thank you for the dedication and passion you have shown to our Whaiora and to the organisation over the last year. While I know there are demands placed upon you, your hard work is a testament to the successes that the whaiora have achieved. You reinforce our Mission, Vision and Values and demonstrate your knowledge and understanding of Nga Pou E Waru - our 8 Pou. To those Kaimahi that have moved on, we wish you well, to those that have entered the Mahitahi whanau, welcome! We know that at times your jobs are not easy ones but your efforts are greatly appreciated and we cannot thank you enough for all that you do.

Our Executive Management Team and Team Leaders - What a crazy busy year it has been, I guess that is reflective of all of the great things that we have been able to achieve as an organisation - that truly takes team work. Thank you for

“hanging in there through the good and the bad”, somehow we managed to achieve a whole lot.

On behalf of the Chairman and the Board of Trustees, we thank you all and ask for your continued support and commitment in the coming year.

EHARA TAKU TOA, HE TAKI TAHI, HE TOA TAKI TINI

My success should not be bestowed onto me alone, as it was not individual success but success of a collective



Max Cribb
CHAIRMAN OF THE BOARD

And



Raewyn Allan
CHIEF EXECUTIVE OFFICER





FROM THE BOARD REPRESENTATIVES

TANGATA WHAIORA REPORT

From Sandi Franks



The Voice

PEER TO PEER COMPLAINTS/SUGGESTIONS SUPPORT INITIATIVE

2016 has been a quiet year for the VOICE however Mahitahi kaimahi continue to be proactive in promoting the VOICE to their whanau Whaiora to support their Rangatiratanga.

TOKA

MAHITAHĪ'S KAUPAPA MAORI APPROACH TO THE W.R.A.P PLAN

During this reporting period, the TOKA program has been progressing at a steady pace. On average, the program has around 10 whaiora per semester.

This year, TOKA celebrated the graduation of 3 whaiora from the program. Following the graduation, it was identified that there is a need for a follow up process and tutorials so that participants are able to achieve a 99% completion rate.

During the 2015/16 period, the TOKA team has increased by one, who provides support in the capacity as a Co-Facilitator. Both of our facilitators have undergone a planning hui, which focused on providing competency around the delivery of concepts with a cultural flavour. It is also fair to say that the team is confidently progressing and embracing Nga Pou E Waru, our 8 guiding principles.

A.K.I.N.A.

MAHITAHĪ'S PEER SUPPORT

To allow this group to realign their objectives, we have paused for a short while.

We are currently discussing what this will look like moving forward.

Peer to Peer Services.

The team have had a quiet year over the last reporting period. Is that a good thing? Are people maintaining wellness? Or is it a bad thing? Are people unaware of our peer support service? Under the Pou, 'Mahi Nga Tahi', how can we turn the curve? We will be discussing all of these questions over the coming months.

Overall

2016 has seen a great change toward Peer to Peer Services. This has been the first year of a full P2P (Peer to Peer) team of 4 peers. This team strives to role model the positives of living with a mental health illness and are open to all who need awhi in their journey.

Ultimate vision "BY PEERS FOR PEERS"

**TŌKU TOA,
HE TOA RANGATIRA**

**My bravery is inherited
from my ancestral chiefs**









Mahitahi Trust

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People together nurturing wellness

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