Mahitahi Trust

ANNUAL REPORT 18

Ma te mahitahi ka whiwhi ora
People working together nurturing wellness

www.mahitahi.co.nz

MAUMAHARA

KOIA NEI NGA MATOU RANGATIRA KUA HURI ATU KI TUA O PAERAU. KUA HOKI ATU RATOU KI ROTO INGA RINGARINGA O TE KAIHANGA. OKIOKI MAI KOUTOU, KI MUA I TONA AROARO. HE KURATANGIHIA, HE MAIMAI AROHA KI A KOUTOU. AHAKOA KUA NGARO, E KORE RAWA E WAREWARETIA NGA AHUATANGA I WAIHOTIA E KOUTOU KI A MATOU. MOE MAI. WHAKANGARO ATU RA. WHAKANGARO ATU RA.

IN MEMORY OF THOSE WHO HAVE PASSED ON. THEY HAVE RETURNED TO THE CARING HANDS OF OUR MAKER. THEY ARE RESTING IN THE PRESENCE OF OUR LORD. ALTHOUGH WE STILL GRIEVE, WE SHALL ALWAYS REMEMBER AND CHERISH THE MEMORIES YOU HAVE LEFT US. FAREWELL. REST IN PEACE.

DAVID MIHINUI

01/05/1988 - 14/11/2017

Rawiri came to Tomairangi already known to Mahitahi as he had been in Te Aho Rangi.

His biggest desire was to reconnect with his daughter Elouise. Her photo sat on his dresser and he would willingly show you her picture when visiting the whare. The reunion occurred when Rawiri's mother returned from Australia and they had a whanau gathering with Elouise present. This was a huge highlight for Rawiri. He was a quiet gentle man, always greeted you with a warm smile and asked how you and your whanau were. His skills on the touch field were outstanding he was a natural born athlete. . Rawiri frequently stayed with his sister Josephine in the weekend. He had strong connections with his 3 siblings in New Zealand. He had a real whanau connection with his housemates at Kanuka, his passing was a shock to us all but he is now with his father who he lost two years ago.

LEE MOORE

01/09/1973 - 06/07/2018

When Lee first came to us in 2015, he was very suspicious of people and would lock himself away.

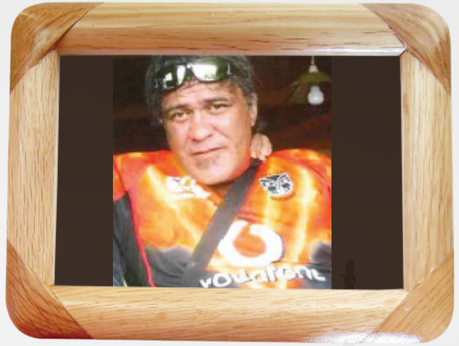
In his own time he learnt how to pull his barriers down and interact with everyone around him. Lee spent 2 years in Residential and throughout this time he had a relationship and engaged in external programmes of his choice. Lee had his struggles throughout his time with us, residential was never really the environment for him. Gradually as he achieved each milestone from his referral came the stage where Lee moved into the community in his own flat. I saw Lee a couple of times, and the old Lee of residential was not the Lee in the community. His flat was immaculate, there were no more wigs or dark glasses and he was happy. It had come as a big shock to us when we heard of Lee's passing may you rest in peace

ANTHONY MOORE

15/10/1975 - 13/04/2018

Anthony lived in our Kanuka whare with his housemates.

His housemates were drawn to his charismatic ,kindhearted nature and looked up to him. He was a social butterfly and loved the odd flutter on the pokey machines followed by a couple of pints. His weekends were spent with mum and dad there would watch all the rugby and league games with his father. He would often call staff members on a daily basis just to see how their day was going. To this day he is sadly missed by staff and his peers.



Mahitahi Trust
Ma te mahi tahi ka whiwhi ora
People together nurturing wellness

MISSION STATEMENT

Weaving a kete of tikanga oriented service provision for people requiring support to achieve wellness

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FROM THE CHAIRMAN AND THE CEO

MAX CRIBB - CHAIRMAN
RAEWYN ALLAN - CHIEF EXECUTIVE OFFICER
TUMU WHAKARAE

Tihei mauri ora! Kei te mihi tuatahi ki te Atua kei runga. Tuarua, e mihi ki nga tini aitua. Haere ki ngā mate. Haere ki tōu tatou matua nui te rangi, haere, haere, haere atu rā. E mihi tenei ki te Kīngi Tūheitia, tae noa atu ki te whanau kahui ariki, tēnā koutou. Nō reira, ki ngā kaitautoko o te kaupapa, ngā whaiora, ngā kaimahi hoki, tēnā koutou, tēnā koutou, tēnā koutou katoa.

Our shared efforts are making a difference in people's lives.

It is with great pleasure that we present our combined annual report for this 2017 - 2018 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 and 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.
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.
Like previous years, this reporting period has been a busy one, to give you all a bit of an overview of some of the activities that have occurred, this report will have sections from each GM around the key milestones that have been achieved within each of their services. Before we move onto this, we would like to take some time to tell you about some of the key things that have been highlights over the year.

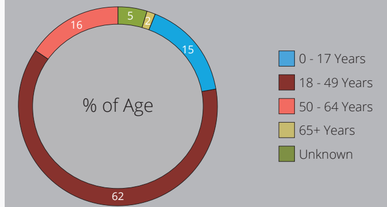
During the reporting period, Mahitahi Trust provided services to a total of 487 Tangata Whaiora. This is significantly up for the same period last year where we provided services to 432 Whaiora. The Managers reports combined, may reflect more than this but this is because some of our Whaiora may be enrolled 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 toward independent living.

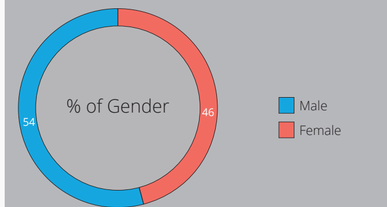
It is pleasing to see that 84% of enrolled Whaiora are of Maori descent, this is slightly above our commitment to maintain at least 80% Maori enrolments. The majority of our Whaiora are aged between 18 to 49 years while we have had a big increase in the number of 0-17 years, these are up by 75 Tamariki/Rangatahi accessing our youth services The other age bands show a slight increase. The unknown age shown in the graph below are the clients enrolled in the Whanau Advocate service because these are Whanau members, age is not required. Finally, we have 40 more males enrolled across the services than female.

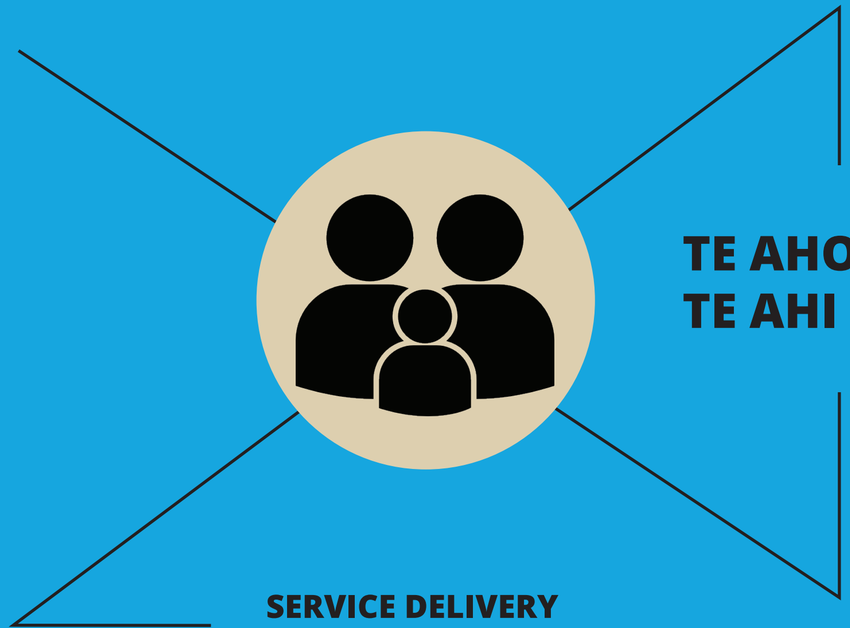
We trust that the information provided in this report was informative and demonstrates the use of our tikanga and our commitment to our whaiora and our kaimahi.

Max Cribb
Chairman of the Board

Raewyn Allan
Tumu Whakarae
Chief Executive Officer

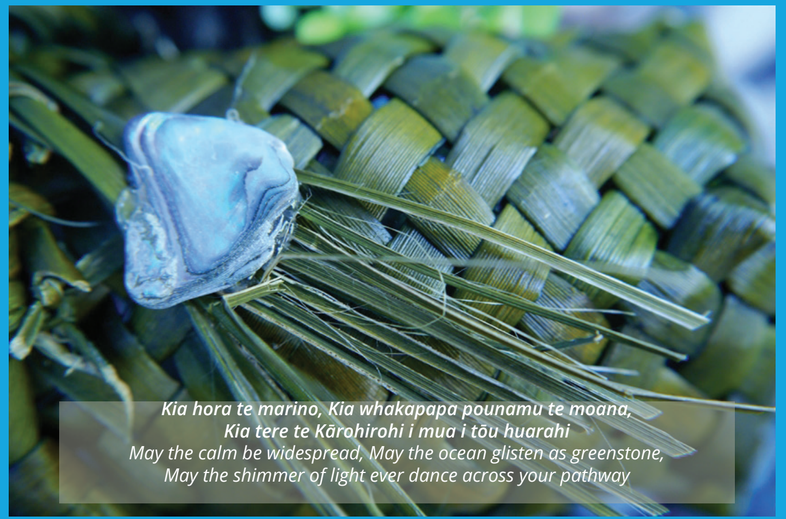






TE AHO RANGI
TE AHI KAA

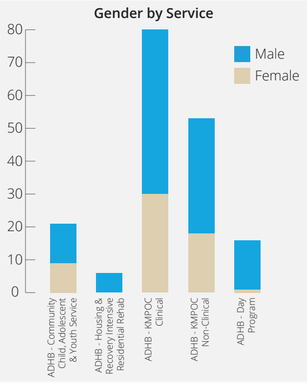
SERVICE DELIVERY
INTEGRATED HEALTH SERVICES



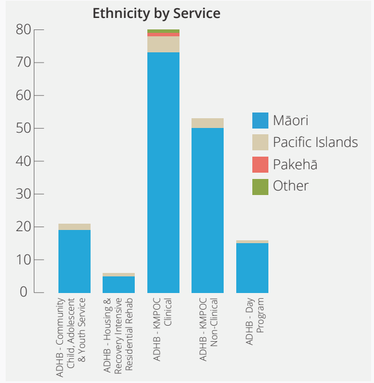
INTEGRATED HEALTH SERVICES

ABI BOND
GENERAL MANAGER INTEGRATED HEALTH SERVICES

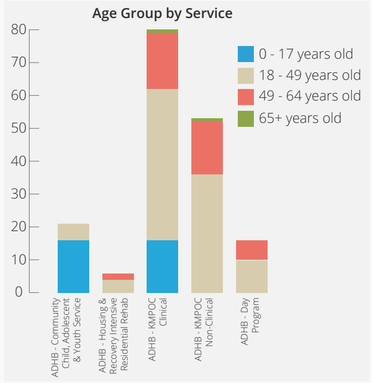
The ensuing report highlights the key developments and activities within Intergraded Health Services for 2017 to 2018.



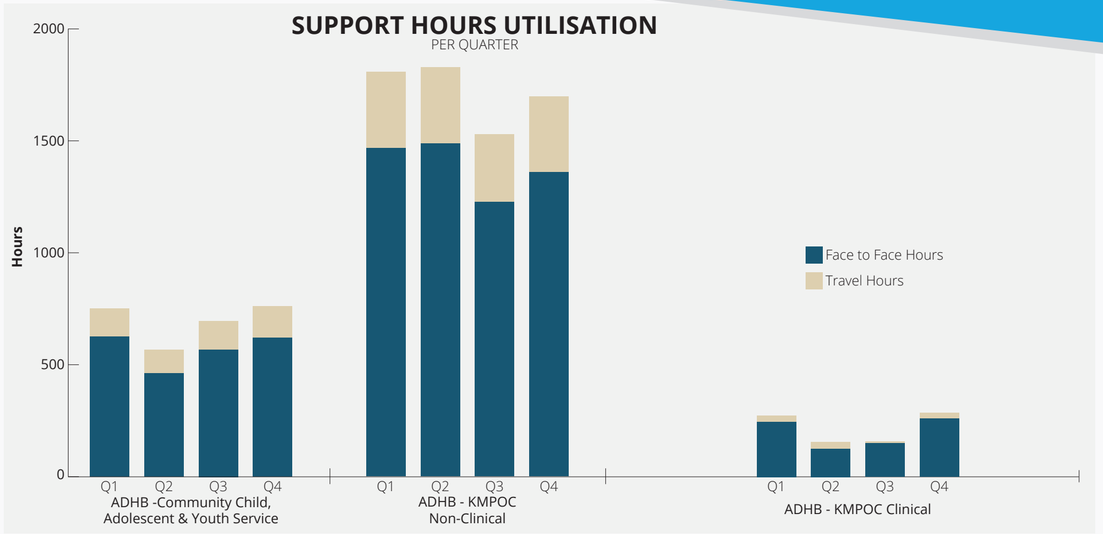
This graph reflects the gender mix for each service area. The data indicates that we have double the amount of Male Whaiora than female Whaiora who have accessed current service areas this year.



Of the 176 Whaiora accessing Te Aho Rangi services, 92% identify themselves as being Maori, with the next highest sub group being Pacific Island.



This graph represents the various ages of Whaiora who access each service area, the largest represented age group accessing services is between the age of 18-49 years of age.



Ngā Pōtiki

The Te Aho Rangi Child and Youth services is delivered by 3.0 CSW contracted FTE's. The team this year supported a total of 21 Children and Youth of which they delivered a total of 2,780 face to face hours. This resulted in the team achieving 79% against their annual contracted hours.

Te Āwhiorangi

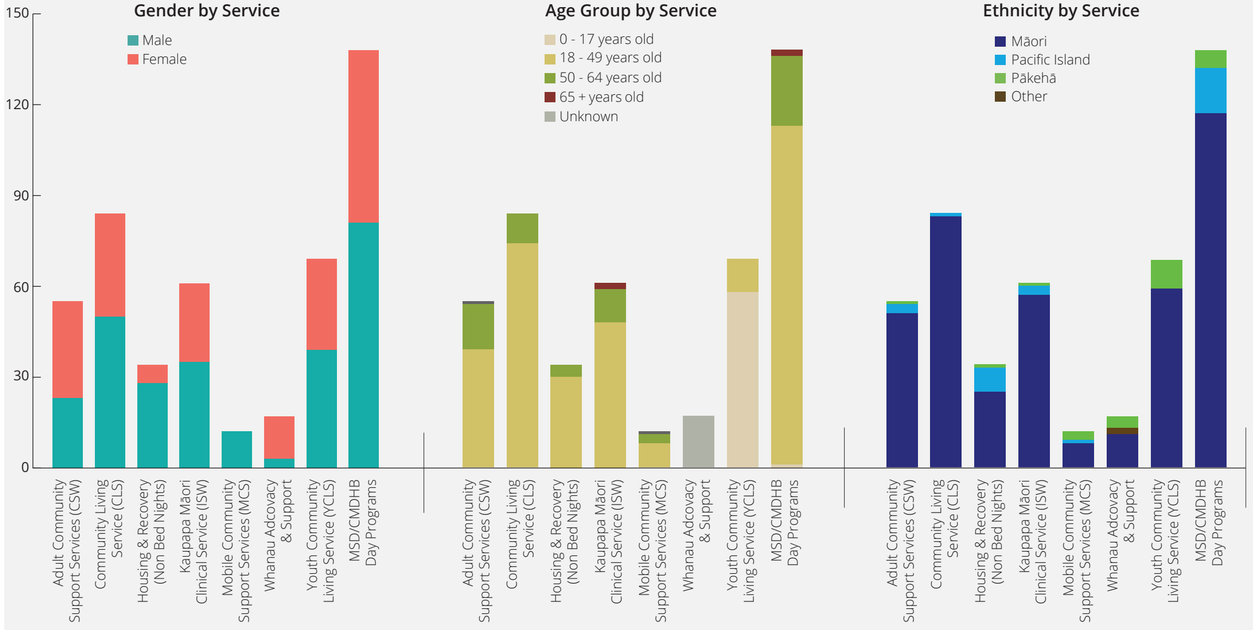
The Non Clinical Hours are delivered by 5.0 CSW FTE's. The team supported a total of 53 Whaiora of which they delivered a total of 6,855 hours. Over the year the team achieved 98% against their annual contracted hours.

Clinical

Contracted Clinical hours are delivered by our 1.0 FTE Registered Nurse. The high number of registrations aligned to this service is reflective of our Nurse being responsible for triaging referrals, overseeing and leading the implementation of SNAP (Support Needs Assessment Plan) -support needs assessments and reviews across all of Te Aho Rangi. In addition to this our Nurse oversees the referrals and assessments coming into the ADHB Awhi Ora service. Our Registered Nurse achieved a total of 874 face to face hours this year which resulted in achieving 74% against the annual contracted hours.

INTEGRATED HEALTH SERVICES

Te Ahi Kaa-Health Services and Te Oho Mauri –Day program Services supported a total of 470 Whaiora during the 2017-18 period of this report.



The above graph reflects the gender mix for each service area. The data indicates that more male than Female Whaiora accessed service during the period.

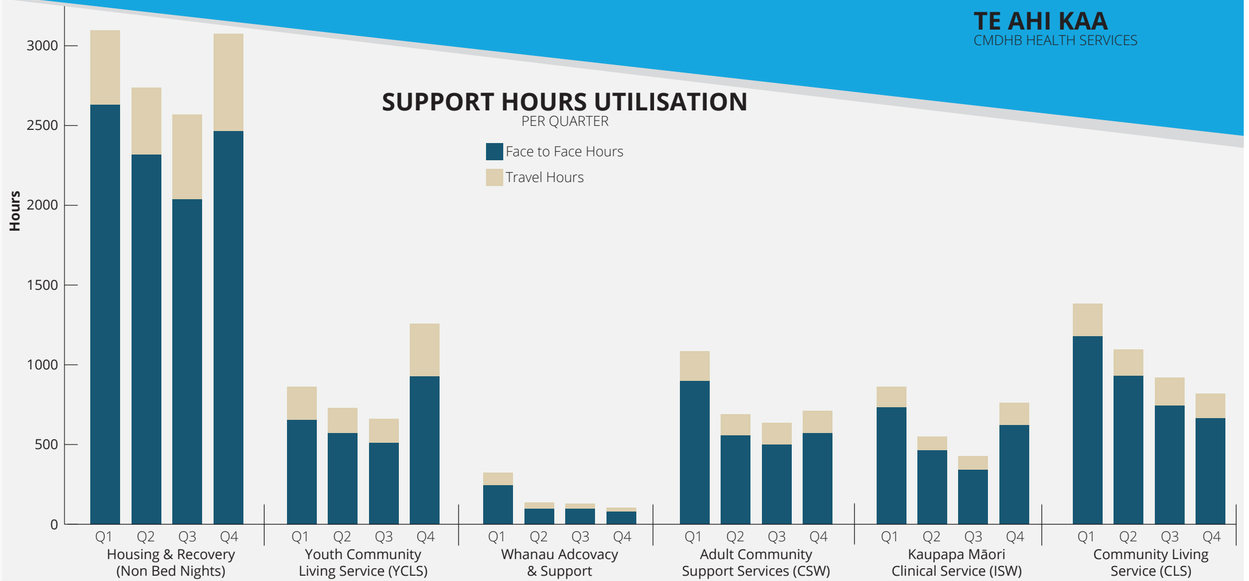
The graph above represents the various ages of Whaiora who access each service area; the largest represented age group accessing services is between the ages of 18-49 years of age.

Of the 470 Whaiora accessing Te Ahi Kaa Services, 92% identify themselves as being Maori, with the next highest sub group being Pacific Island.

TE AHI KAA
CMDHB HEALTH SERVICES

SUPPORT HOURS UTILISATION

PER QUARTER



The Housing and recovery service is delivered by 16 FTE comprised of Clinical and Non Clinical Kaimahi. The Housing and Recovery service is the largest Housing and Recovery team contracted service within CMDHB and supports Whaiora who require comprehensive support. The service this year supported a total of 34 Whaiora, of which there were 12 new referrals and 11 discharges. The team delivered a total of 11485 contracted face to face hours which resulted in achieving 670% against the contracted hours.

The YCLS service is delivered by 5 contracted CSW FTE. The service this year supported a total of 69 Whaiora, of which there were 22 new referrals and 34 discharges. The team delivered a total of 3511 contracted face to face hours. This resulted in the team achieving 59% against their annual contracted hours.

The Whanau advocacy service is delivered by 2 contracted CSW FTE. The service this year supported a total of 17 Whaiora, of which there were 12 new referrals and 12 discharges. The team delivered a total of 696 contracted face to face hours which resulted in achieving 27 % against the contracted hours. Due to a h/o low referrals to this service 1.0Fte of this service has now been offset to the ILoC initiative.

The CSW service is delivered by 3 contracted CSW FTE. This year the team worked with a total of 55 Whaiora, of which there were 11 new referrals and 22 discharges. The team delivered a total of 3120 contracted face to face hours which resulted in achieving 91 % against the contracted hours.

The ISW service is delivered by 4 contracted CSW FTE. The service this year supported a total of 61 Whaiora, of which there were 6 new referrals and 31 discharges. The team delivered a total of 2607 contracted face to face hours, achieving 55 % against the contracted hours.

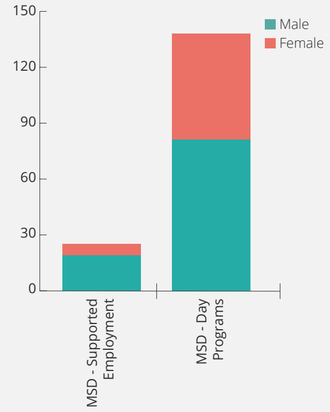
The CLS service is delivered by 4 contracted CSW FTE. The service this year supported a total of 55 Whaiora, of which there were 11 new referrals and 22 discharges. The team delivered a total of 3120 contracted face to face hours which resulted in achieving 66 % against the contracted hours.

TE AHOMARAMA

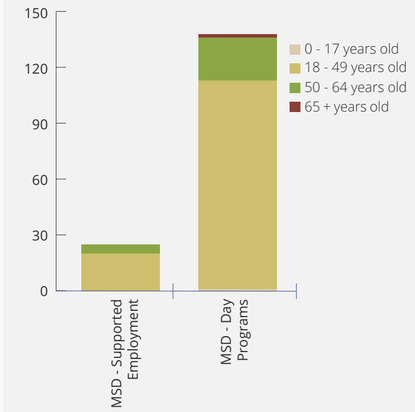
TE OHO MAURI
CMDHB DAY PROGRAMS

Te Oho Mauri Day Programs is delivered by a 1.0 Occupational Therapists and 2.0 FTE Growth coach. Between the period of 1 July 2017 to 30 June 2018, This year day programs achieved 138 Whaiora registrations to participate in attending weekly pre-vocations and vocational programs, against an annual contracted target of 60 individual registrations.

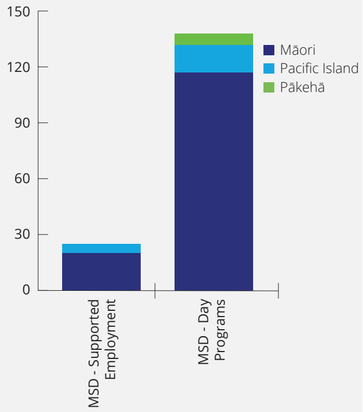
Gender by Service



Age Group by Service



Ethnicity by Service



Age and Ethnicity - The most dominate age group attending programs was between the ages of 18-49 years of age, Maori represented a total of 85% of registrations, followed by the next largest group being Pacific Island which represented 11%.

Referrals and Discharges - Day programs received a total of 37 new referrals and had a total of 72 Whaiora discharges

SERVICE SNAPSHOT

CONTRACTED SERVICE	CONTRACTED FTE	CONTRACTED VOLUMES	TOTAL WHAIORA SUPPORTED AS AT 30TH JUNE 2018
YCLS	5.0 FTE	40 Whaiora	69 Rangatahi
Whanau Advocate	2.0 FTE (1.0 FTE in ILOC)	30 Whaiora	17 Whaiora
CLS	4.0 FTE	32 Whaiora	84 Whaiora
ISW/CSW	6.9 FTE (1.0 FTE in HBT)	103 Whaiora	116 Whaiora ISW - 61 Whaiora CSW - 55 Whaiora
Housing & Recovery Services	10.0 FTE Non-Clinical 4.0 FTE Clinical	4032 Hours per quarter (based on 11.0 FTE output)	34 Whaiora 11,485 hours delivered
CMDHB/MSD Day Programs	2.0 Growth Coach 1.0 Occupational Therapist	60 Whaiora registrations	138 individual whaiora registrations
ADHB - Day Program	1.0 Occupational Therapist 1.0 Facilitator	8 Whaiora	16 Whaiora
ADHB - Residential Services	4.0 FTE RSW 1.5 FTE Casual	4 Whaiora	6 Whaiora
ADHB - Adult KMPOC CSW	5.0 FTE Community Support hours	3,500 hours per annum	53 Whaiora 6,855 hours delivered
ADHB - Child and Youth	3.0 FTE Child & Youth Support Workers	3,500 hours per annum	21 Whaiora 2,780 hours delivered
ADHB - Clinical	1.0 FTE Registered Nurse (0.5 FTE in Awhi Ora)	588 hours per annum	874 hours delivered

INTEGRATED HEALTH SERVICES

2017 - 2018 SERVICE DELIVERY HIGHLIGHTS

ADHB Health Innovation and Excellence award

Recognising our successful involvement in Awhi Ora, Mahitahi was awarded overall ADHB Health excellence award for 2017.

ILOC in Action- The Kaupapa Maori Difference

Integrated Locality of Care, (ILOC), is a Counties Manukau DHB based initiative that aims to provide clinical advice and support to people presenting within their local community with mild to moderate mental distress.

The case study below provides an example of the types of supports provided by Mahitahi Trust as part of this initiative. Whilst this mainstream initiative focuses on individual Whaiora- Mahitahi has found that this approach does not adequately address the root cause of people's distress. As a Kaupapa Maori provider Mahitahi Trust struggles on a daily basis to translate the fundamental difference of service provision that is steeped in Tikanga, but delivered within a mainstream framework.

The following case study therefore serves as a purposeful and salient reminder of Kaupapa Maori, Whanau centred support; that values the capacity, skills, knowledge, connections and potential of Whanau.

ILOC REFERRAL INFORMATION - PAREHUIA

Parehuia is an elderly Kuia who was referred to the ILOC team. Pare is 80 years old and has lived in her current 4 bedroom home for 40 years. Pare has 2 children, 7 grandchildren and 1 Great Grandchild living in the Whare. The GP has stated that Pare is struggling with early onset depression.

TE PAKIWAITARA O PAREHUIA

When Kaimahi first met with Pare, they were invited into her bedroom to talk as it is the only place within the Whare that Pare felt safe to converse. During this first meeting it becomes immediately apparent, that Pare spoke limited English and would only converse in Te Reo Maori. Kaimahi utilised Karakia and Whanaungatanga to create trust. Despite this Pare remained distrustful of health services and was resistant during the initial meeting.

Kaimahi identified that in order to build Pare's trust that they would engage the organisations Kaumatua and Kuia to support them during their next visit to the Whare. This approach was immediately successful. At the next visit perhaps due to their shared age, cultural standing and fluency in Te Reo Maori, Pare spoke openly regarding her concerns.

Pare expressed deep Aroha for her Whanau but shared that she was restricted to her bedroom; due to activities that had been occurring at her house. Her eldest daughter, a member of a local gang was taking illicit drugs and Pare was deeply concerned regarding her daughter's wellbeing and the impact that this was having on her Mokopuna. Pare stated when her daughter was high, she was abusive. The Kuia also indicated she had suffered physical abuse by other members of the house hold. Pare was unable to access her pension as this was withdrawn for her, she worried that household bills were not being paid.

TAKING THE WHANAU ORA APPROACH

The Mahitahi ILoC team quickly determined that Pare's depression was a symptom of the environment she was living within. Pare herself clearly articulated that the support she required was not solely for herself but also for her Whanau. The team used a Whanau Ora approach to provide support to the Whanau. This approach clearly acknowledged that the wellbeing of any individual is intrinsically linked to the collective strength and capacity of their whanau.

The following supports were therefore provided;

The daughter was supported to CADs to seek AOD treatment. In addition Pare daughter and her children were successfully supported to access an MSD housing option close to her mother's home. The entire Whanau, were referred to a Whanau Advocacy service that provided wraparound support to all members regardless of their age.

Pare, in conjunction with her son and the Woman's Refuge, was supported to develop a safety plan that enabled her to access help quickly. Mahitahi ILoC Kaimahi accompanied Pare to a local budgeting agency that was able to work with her to organise her finances and to ensure bills were paid and that she had direct access to her money.

Prior to her exit from the service Pare was supported to join a local Kaumatua and Kuia group which in turn, provided naturalised support, cultural and social options outside of her home.

INTEGRATED HEALTH SERVICES

2017 - 2018 SERVICE DELIVERY HIGHLIGHTS

RECONFIGURING HOUSING & RECOVERY

During 2017-18 in conjunction with the Executive Management Team, the Housing and Recovery Team have carried out significant improvements to the standard and conditions within each of the Whare. Following this the team met with CEO, to discuss how to sustain these improvements. Following considered development Mahitahi Trust have established of two PODs across the Counties Manukau District–Te Tai Tonga and Te Tai Tokelau Pod. This has enabled a more individualised and consistent application of service to Whaiora within the service.

THE OPENING OF RAUKAWA WHARE

In May 2018 Mahitahi secured a 3 bedroom Whare in Papakura. The Whare is now home to 3 new female Whaiora.

WHANAU RECONNECTION

After 18 years of separation Mary and her son, Cole were reconnected. The picture below represents the special moment that was shared between Mary and her son following the Powhiri that welcomed Cole to Mahitahi Trust. Since their emotional reconnection Mary has visited her son in Tokoroa, and they are now in regular contact.

In Closing- Looking to the future

During 2017-18 Mahitahi Trust operated amid a flux of change. Whilst the National Mental Health Inquiry asked fundamental questions about what the future should look like for mental health services. Mahitahi Trust issued a very clear response- that any proposed changes to services must be innovative, inequality smashing and culturally steeped responses for Māori.

The case study included in our AGM report this year has been intentionally included; as it serves as a very salient reminder of the importance of incorporating our Kaupapa, our Tikanga and our Mahitahitanga into new service concepts like ILoC.

Tama tū, tama ora; Tama noho, tama mate kai.

(He who stands lives; he who sits, perishes)

This Whakatauki all too accurately reflects the year that was and we anticipate the year to come.

TE UMANGA WHĀROA

BUSINESS CONTINUITY

PEOPLE AND PERFORMANCE

TRACI-MAE NATHAN
GENERAL MANAGER PEOPLE AND PERFORMANCE

Each year Mahitahi Trust Human Resources (HR) charges itself with providing support and guidance to all departments and kaimahi we serve.

The 2017- 2018 Fiscal year proved no different as the growth and development within our departments forced a flood of information and new meaningful programs to create an environment that could only be described as, "The Mahitahi Way."

Recruitment and Retention

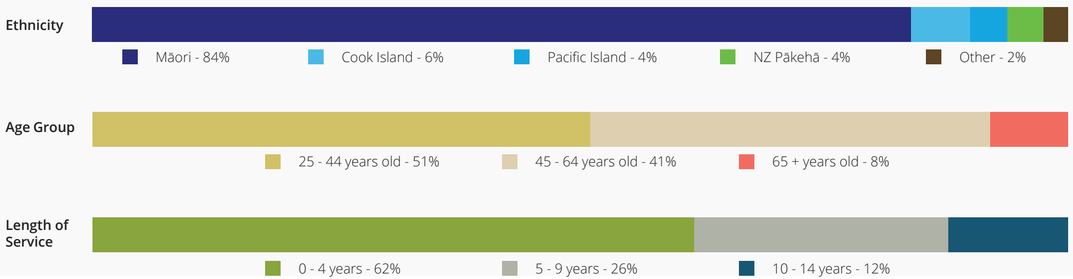
Mahitahi remains committed to attracting and retaining a talented and diverse workforce. One key strategy to accomplish this is to identify the competencies we will need in both our current and future leaders.

We continued to attract good numbers of applicants for advertised vacancies. 2017 – 2018 advertised vacancies attracted an average of **19** applicants. Of the total new hires for the year, 37% were under the age of 30. Millennials make up 12% of the total workforce.

Facilitating the hiring process for people who have a passion for working within the Maori Mental Health and Addictions space and specifically for Mahitahi Trust, is a key component of our team. Due to the collaborative efforts across the departments, we have ensured only the highest quality of hires for Mahitahi, this has been a great result for the organisation.

Over the past year, we have continued to cultivate Mahitahi's vision through our philosophy of Rangatiratanga, Manaakitanga, Kaitiakitanga, Matauranga, Te Ahi Kaa Roa, Mahi Ngatahi, Whanaungatanga and Wairuatanga, while building stronger partnerships as we strive to meet the needs of our stakeholders.

OUR KAIMAHI AT A GLANCE



Performance Management

Effective performance management is critical to helping kaimahi perform at their optimal level. A key foundation is that kaimahi understand their role and duties and how they contribute to broader Mahitahi outcomes.
The main objectives of our performance management framework are to:

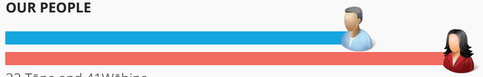
- create a 'line of sight' between an individual's work and Mahitahi's strategic and operational objectives
- recognise kaimahi for their performance and achievements at work
- identify and support the ongoing learning and development needs of kaimahi
- effectively identify and address underperformance.

The performance management framework will ensure outcomes are linked to business goals and strategic directions set by the executive leadership with reference to the Department Behaviours and relevant work-level standards.
Important cultural aspirations of the departments are also included in performance agreements, such as the drive for increased collaboration within and outside the departments.
One of Human Resource's key principles in managing performance is that kaimahi should receive regular and considered feedback, both informal and formal, on their performance

STRATEGIC OUTCOME: 80% of our Board and Kaimahi are of Māori descent

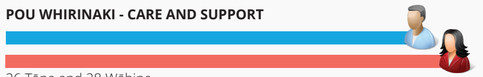
As of 30th June 2018, Mahitahi Trust had 73 kaimahi of which Māori made up 84% of the total workforce. Māori make up 100% of our seven members on the Board of Trustees.

OUR PEOPLE



32 Tāne and 41Wāhine

POU WHIRINAKI - CARE AND SUPPORT



26 Tāne and 28 Wāhine

This year has been very active with over **77,600** hours worked by kaimahi supporting whaiora and whanau experiencing barriers to their mental wellness

TE UMANGA WHĀROA - BUSINESS CONTINUITY

TEAM LEADERSHIP

3 Wāhine

ALLIED SUPPORTS

3 Tāne and 3 Wāhine

TE ORANGA PŪMAU CULTURAL EXCELLENCE

2 Tāne and 1 Wāhine

SENIOR LEADERSHIP

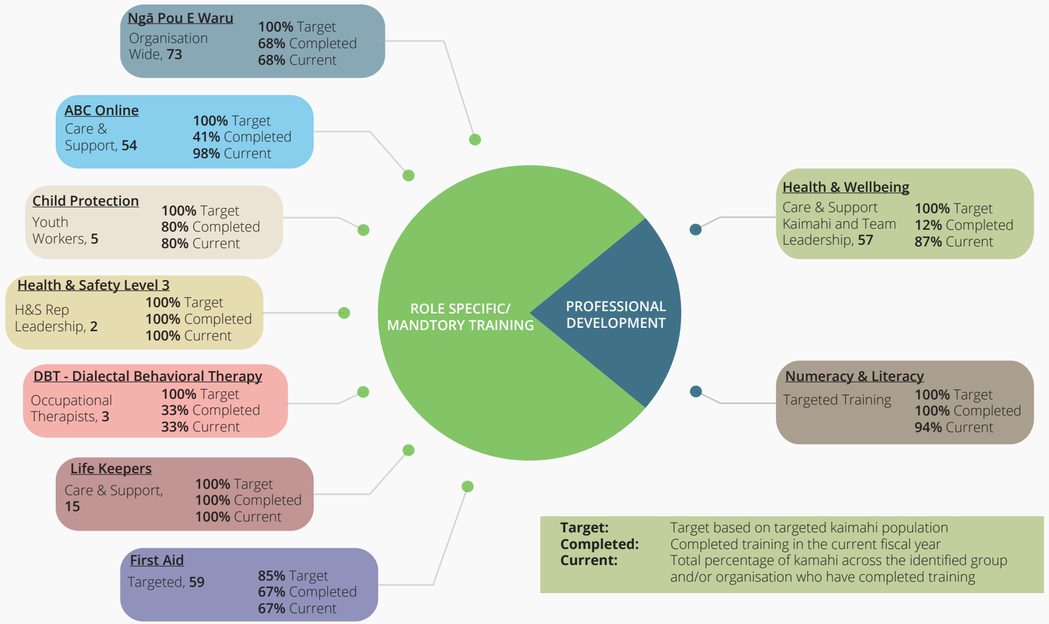
1 Tāne and 6 Wāhine

TRAINING AND DEVELOPMENT

JODY BABBINGTON
TRAINING AND DEVELOPMENT MANAGER

STRATEGIC GOAL
ALL KAIMAHI ARE CULTURALLY COMPETENT TO PERFORM ALL ASPECTS OF THEIR MAHI UNDER THE GUIDANCE OF NGĀ POU E WARU

Helping foster excellent performance and pushing our kaimahi to further their careers through coaching, training and leadership opportunities is the cornerstone of our Learning and Development programme. Completed training in the 2017 – 2018 year included:



Target: Target based on targeted kaimahi population
Completed: Completed training in the current fiscal year
Current: Total percentage of kamahi across the identified group and/or organisation who have completed training

External Training Provision

PST - Personalised Solutions Training	Maximum Contracted Volume	Result
NB: This training provision is contracted on a 'when needed' basis	2	50%

Mentoring

Coaching is available to help kaimahi achieve development goals and outcomes when other forms of learning, such as on-the-job or formal classroom training, may not meet that need. Most coaching undertaken in the reporting year was targeted particularly at kaimahi new to their role or level.

Coaching sessions included:

- Note -Taking
- Goal Planning
- Exess Supports (Client Management System)
- Caseload or role Mentoring

Human Resources and Training and Development continues to recognize that the most integral strength of Mahitahi is its kaimahi. They are the core that afford the team the ability to provide the necessary tools and guidance for growth and support.

"The Mahitahi Way" is not just a saying; it is the foundation that allows us to nurture a kaimahi's journey with this incredible organization from day one forward.

QUALITY, HEALTH & SAFETY

NGAHUIA HUNTER
QUALITY AND HEALTH & SAFETY MANAGER

QUALITY PERFORMANCE

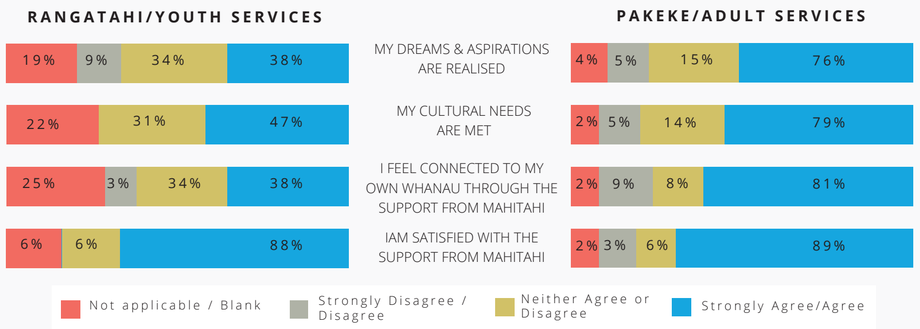
Mahitahi Trust continues to drive quality service improvements through planned and ad-hoc internal evaluation activities. In the previous year, we have successfully maintained our accreditation with the Ministry of Social Development as an approved provider. In addition, the team's efforts have steered us to achieve key improvements such as closing off thirteen (13) of our EQuIP Accreditation recommendations from 2017 during our periodic review in June. Following this we received confirmation from DAA that our accreditation status will be maintained until July 2020.

The key focus for the organisation was ensuring that our systems and kaimahi were equipped to collect data against our RBA measures. The RBA measures will guide us towards building service capacity and better outcomes for Tangata Whaiora and Whanau.

We completed an initial evaluation against these indicators in March with an overall completion target of 50% for all of our services. The overall completion rate was 72%, this was a great result for our initial Impact evaluation. Overall, the results provided a good indication that majority of our Tangata Whaiora/Whanau are satisfied with our services. We also have some areas to improve that will better enhance the excellent work being delivered by our kaimahi.

The data below will be used as a baseline for future comparison to gauge improvement areas. We aim to get 80% overall completion rate for our future RBA evaluations and envisage the areas outlined under Strongly disagree/Disagree and neither to be reduced.

In the coming year we have new safety initiatives focused on enhancing a safety culture throughout the organisation and we aim to achieve at least 80% of our operational RBA indicators.



2017/2018 WORKPLACE HEALTH, SAFETY AND WELLNESS AT A GLANCE

01 SAFEPLUS

The Safe+ programme was introduced to assist us to evaluate our health and safety culture and to achieve our strategic safety goals

02 NEW SHARED FOCUS

A new health and safety committee was formed to build on existing strengths and will continue to drive a positive and innovative approach to workplace health and safety.

03 WELLNESS INITIATIVES

8 Wellness initiatives completed such as:
* Fight the flu packs
* Quit Bus
* Pink T-Shirt Day
* MHAW - Connect with Nature Photo competition
* 6 revitalisation days

and more....

In the previous year, we looked at better ways to drive safety engagement initiatives and methods for reporting within our organisation. One area we continue to focus on for improvement is timely response and closure of incidents. We have been fortunate to have our Data Analyst and IT coordinator develop an electronic incident reporting system that will address some of the flaws of the current system. This is an exciting piece of work as it will allow for better communication throughout the incident process for reporters, investigators and others involved.

We have also looked at ways to better use our incident data in order to drive prevention strategies that can reduce the likelihood of harm on people and the cost to the organisation.

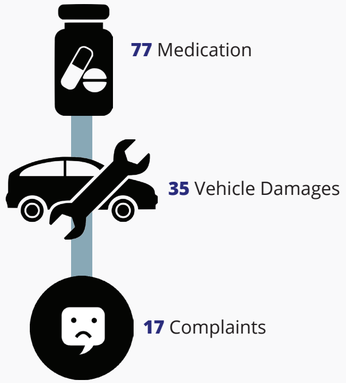
The SafePlus programme will drive regular evaluation of our systems and we envisage improved safety performance in the next year because of shared and regular input from all levels of the organisation.

We saw a reduced number of events reported this previous year with an increase of high-risk related events occurring. The high-risk events assisted us to improve safety processes such as emergency response and after-hours supports. Our safety induction programme and quarterly reporting is regularly updated with current and trending event data to provide a "real time" glance to all levels of the organisation.

QUALITY, HEALTH & SAFETY

NGAHUIA HUNTER
QUALITY AND HEALTH & SAFETY MANAGER

OUR TRENDING EVENTS



WHAT IS OUR DATA TELLING US?

We continue to monitor our trending events such as medication, vehicle damages and complaints. Through analysis and improvements, we have addressed some of the significant contributing factors that cause these events through increasing awareness, introducing preventative strategies and educating kaimahi around safe practice. We will continue to use our event reporting data to reduce impact of these events and increase effectiveness of these initiatives and control measures. Our focus next year will be to reduce the number of vehicle damages through more effective driver behaviour initiatives.

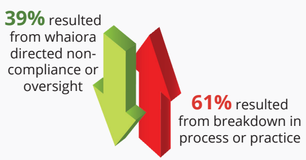
MEDICATION

Medication was our highest reported event (77); this is because we report everything relating to medication from documentation errors through to a missed dose. The two main causes we monitor are;

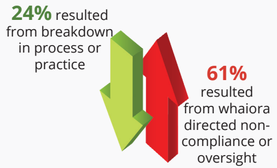
- Breakdown in process or practice – *includes documentation and communication*
- Whaiora directed non-compliance or oversight – *includes whaiora not home or self-medication oversight*

The high volume prompted root cause analysis of each event that was reported. Over the year, we managed to pin point the main causes and implement improvements.

2017



2018



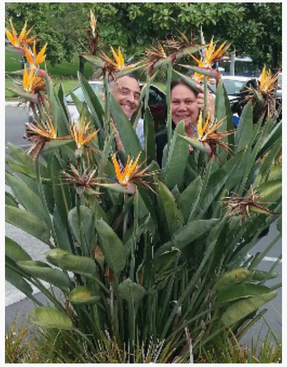
Our target was to reduce the number of events resulting from "Breakdown in process or practice". A reduction was achieved through regular training, root cause analysis and improved reporting practices.

The number of events relating to "Whaiora directed non-compliance or oversight" increased in 2018 as a direct result of increased DNA's (Did not attends). Considerable effort went into streamlining the PoD locality approach, with this we expect to see a significant reduction in the coming year. Clinical oversight and education of this process continues to ensure we are empowering whaiora to transition safely to self-managing their medication.

In closing, I would like to acknowledge all the work and contribution of everyone over the previous year. I also want to thank our consultants, external auditors and agencies that share their knowledge, experience and shared passion to help us improve and be better at what we do.

03

WELLNESS INITIATIVES



FINANCE & PROPERTY

DAN HARRISON
GENERAL MANAGER FINANCE & PROPERTY

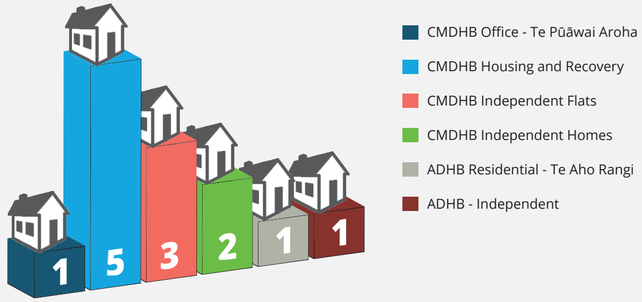
HOUSING PORTFOLIO

We continue to provide accommodation to meet the CMDHB Housing and Recovery model of care. Collectively, there are a total of twenty individual bedrooms available to accommodate tangata whaiora living independently in the community with wrap around support provided.

The whare at 16 Franklyne Rd, Otara was closed 24 April 2018.

The tenancy at 16 Moncreiff Ave, Clendon was terminated on 29 June 2018.

We started a new tenancy in Papakura on 18 June 2018, this is a nice cosy three bedroom cottage.



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) .

There has been a small increase in the cost of the insurance premiums for this year. The most significant area has been in the Commercial Motor space, where there has been a hardening in the market, an increase in our motor vehicle fleet therefore the sum insured and the total number of claims for the year. There was also an increase in the Government Fire Service & Natural Disaster levies.

INSURANCE CLAIMS

Commercial Motor: There was a total of 11 claims (3 Windscreens, 6 Not at Fault Claims, 2 At Fault Claims)

Total Cost $27,891.40

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.

The age of eligibility is 18 to 70 years. In exceptional circumstances the health and wellbeing of an individual may be considered.

Conversely, should a kaimahi/ trustee resign, retire or a position dis-established with in the trust, an opportunity will be given to have the life insurance policy transferred into the members name or otherwise cancelled.

Due to the number of kaimahi that have left during the year and the number of new kaimahi that had commenced employment during the year plus other variables, has caused a few problems in calculating and applying the correct annual premium. I have since discussed this concern with our insurer and it was agreed the wash up or any variances would be recalculated prior to renewed agreement being signed. Consideration is also being given to locking down a fixed number of members each year.

FLEET

During the period, we have purchased 3 new Suzuki Baleno's and 1 Suzuki Swift all with advanced safety features and improved fuel usage, we also sold a 2002 Toyota Minibus. There has been a greater demand for the use of vehicles since the changes to the Housing & Recovery model of care were introduced.

The age and condition of the vehicles are continually reviewed to avoid any undue maintenance cost and a register is kept of vehicles being considered for replacement.

SECURITY

Global Security Solutions Ltd continues to monitor the intruder alarm installed at our main office, 15a Ronwood Ave Manukau, and also provides an after hours activation response service. A security patrol service provides a programmed and random inspection of the premises every night. The outside area is well lit at night to improve visibility and safety for kaimahi returning vehicles.

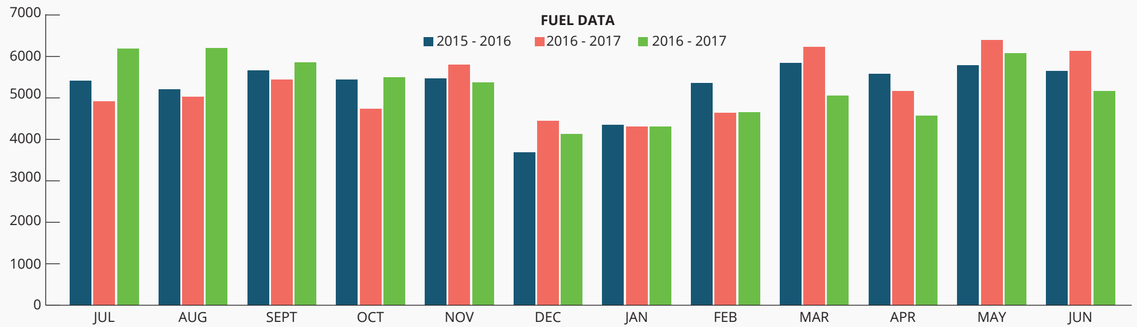
We have also upgraded the automated security gate to the carpark to allow staff to open and close the gate from the safety from their vehicles when working after hours. All after hour alerts are reported to the person On Call.

FUEL CONSUMPTION

Although the fuel consumed during the year is on a par with what was used the previous year, it is noted the fuel usage for July, August, September & October 2017 was noticeably higher. Overall there was only a difference of 171 litres of the total amount of fuel consumed between the past two years.

These increases can be attributed to the following:

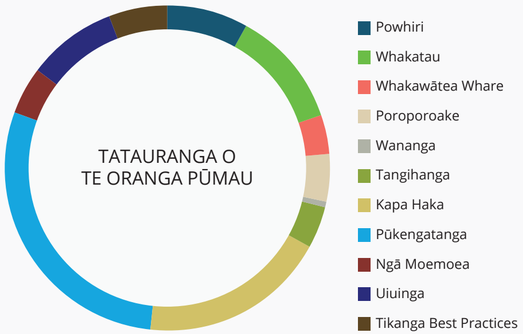
- An increase of three vehicles to the vehicle fleet.
- An increase in the number of support hours delivered.
- Med runs
- The introduction of ILOC and Awhiora services.
- An increase in travel to support MCS client



TE ORANGA PUMAU

CULTURAL TEAM

I would like to take the opportunity to talk about why some of the things in the graph (below) are important to us



Tikanga

For me, the Tatauranga o Te Oranga Pūmau graph 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!

Wananga

One of the actions that also came from the Meaningful Conversation mahi was that the Kaimahi wanted to workshop the Pou so that they could get a better understanding of how each Pou related tot their roles on a day to day basis. This mahi was done over a 2 day Wananga and is now in the process of being written up.

We also defined under which Pou our key Social Indicators will align to. It was important that we do this so that we can start measuring our RBA targets.
Overall, our Wananga gave us the opportunity to further imbed our Pou into our everyday activities.

Reconnection

It is important that our whaiora are given an opportunity to connect to whanau, hapu and iwi. Via Te Ara Whiriwhiri, Maori living in the CMH rohe have access to a fund where they are able to reconnect, it is so important to know where we are from and for some of our whaiora, it has been a long time since they have been "home". Reconnecting is actively promoted within Mahitahi Trust.

Whare blessing's

It is important that the Wairua in our whare is conducive to wellbeing. All whare new to Mahitahi has a blessing before anyone moves into it. Our Whaiora and Kaimahi are encouraged to ask for the support of our Cultural team to have their whare blessed at any time and our office is bless a few times per year. These blessings ensure that any energy that is not mean to be there is moved on and to ensure everyone is spiritually safe.

Nga Moemoea

Of significance to Mahitahi is that our whaiora are supported to realise their dreams and aspirations. Often they are referred to us for daily living support, while this is important, being fulfilled and doing the things you love doing is where wellness is promoted. We emphasise realising dreams and aspirations as a priority and believe that everything else will follow.

CEO REPORT

RAEWYN ALLAN
TUMU WHAKARAE
CHIEF EXECUTIVE OFFICER

Introduction

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 whaiora and whanau.

As was mentioned in the Quality Managers report, Mahitahi Trust successfully retained our 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 Ngahuia 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 whaiora, 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.

Meaningful Conversation

It is important that we get feedback from our Kaimahi around how they think we are doing so in October/Nov 2017 we had an organisation wide "Meaningful Conversation". We bought an external consultant in to sit with our Kaimahi, Team Leaders and Management Team to ask the following three questions:

WHAT ARE WE DOING WELL?

WHAT DO WE NEED TO IMPROVE?

HOW IS OUR TIKANGA?

This mahi was one of the most valuable pieces of mahi I think we have done. It gave our kaimahi the opportunity to openly discuss matters in a safe environment. Once all of the feedback was analysed, key themes were identified, this then turned into an action plan where tasks were ticked off. What also came out of it was that I now meet with just the Kaimahi every quarter.

Mental Health Inquiry

Via Te Ara Whiriwhiri, we hosted two events for the Mental Health Inquiry. The first was at the Te Kete Wananga Marae at MIT and was an opportunity for our community to have their say. This event was very well attended and feedback from the panel was that we had set the bar and delivered a gold standard event. The second was a more intimate Hui with representatives from the three Kaupapa Maori Mental Health Providers. This Hui gave us a an opportunity to talk frankly and openly about our experience of MH services and what we think needs to change in order for our whanau voice to be heard and for them to receive the services that they have been asking for, for many years. We hold great hope that what comes out of the review will bring drastic changes to a system that is broken and re-traumatizes our whanau.

Pay Equity

This piece of mahi was massive for the organisation as so much information was required. I am please to say that Mahitahi Trust has reached all of its legal obligations thus far. Pay Equity has made such a difference for our Kaimahi, it has meant more putea in the pocket each week, this has been well overdue. I would like to aknowledge Traci-Mae Nathan for all of the mahi she put into gathering the data that was required for this piece of mahi.

Kaimahi of the year

Each year Mahitahi Trust acknowledges three Kaimahi who have consistently and diligently demonstrated a commitment and hard work to their role. The 2017 recipients of these awards was Louise Minhinnick, Patricia Matthews and Frank Porter, well done to you all, you certainly deserved it.

CEO REPORT

RAEWYN ALLAN
TUMU WHAKARAE
CHIEF EXECUTIVE OFFICER

EHARA TAKU TOA, HE TAKI TAHI, HE TOA TAKA TINI
My success should not be bestowed onto me alone, as it was not individual success but success of a collective

In 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. The Integration Agenda has not progress much this year but I am sure that once the MH Inquiry report comes out, that things will ramp up again.

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

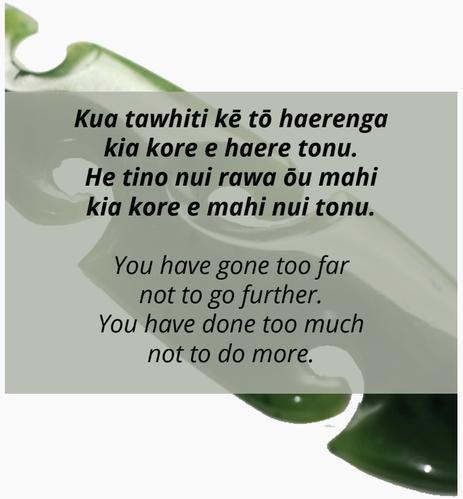
Our Tangata Whaiora - what an honor and a privilege it is to be part of your lives, we thank you for the many lessons you teach us. Our commitment is to provide you with the best support that we can. The successes you have made over the previous year are way to many to mention here, needless to stay, 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 Pou, 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 for taking the time to attend this AGM and ask for your continued support and commitment in the coming year.

Raewyn Allan
Tumu Whakarae
Chief Executive Officer



Mahitahi Trust

Ma te mahi tahi ka whiwhi ora
People together nurturing wellness

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