Mahitahi Trust

Ma te mahi tahi ka whiwhi ora
People together nurturing wellness

2017 AGM REPORT

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.

GEORGE SIAOSI

George Siaosi worked for Mahitahi Trust for a number of years before pursuing other career interests. George passed away in January 2017.

Thank you for all the laughs and all the wonderful memories. You will always be remembered.

Haere, haere, haere atu ra.

SONNY KAATA

During his time with Mahitahi, Sonny was able to realise his potentional of living independently in the community and his aspirations of increasing his physical wellness. Sonny suddenly passed away in February 2017.

His potential was limitless and his smile infectious and it was a true blessing for Mahitahi Trust to have been a part of his journey.

Moe mai raāe te rangatira

NGANEKO MINHINNICK

Whaea Nganeko Minhinnick was well known for the mulitple protests she led in regards to Ngati Te Ata lands lost due to confiscations. She lobbied tirelessly against the pollution in Te Maanukanuka (Manukau Harbour) and the Waikato River. She fought so strongly about Te Reo me ona Tikanga, that she spoke only maori for a whole year. The lawyers, environmentalists and others who worked alongside her, had to learn Te Reo to fully understand her instructions. She was knighted for her work amongst her maori people and many issues she addressed with councils and government departments on behalf of Ngati Te Ata. She is survived by 3 sons and 2 daughters.

Moe mae e te kahurangi, e te whaea, e te whakaruruhau o Te Ata-I-Rehia, I to meonga roa. Kei te tangi tonu to iwi mou. Okioki i roto i te Kiingitanga o te Atua, I waenganui i nga tuupuna maatua. Paimarire

MAUMAHARA

WILLIE NATHAN

Willie was with Mahitahi Trust services off and on throughout the past 15 years of his life. Approximately 2 and a ½ years ago our kaumatua and kuia commenced a journey to reconnect Willie with his whanau, hapu and iwi. What we didn't know at this time was that a year later, Willie would be diagnosed with a terminal illness.

The next 18 months for Willie was about bringing his whanau and the Mahitahi Trust whanau together to not only share in the care and supports he needed in his own home, but to also share in the responsibility of carrying out his last wishes and ensuring his tangi was the way he wanted it to be.

Willie passed away surrounded by whanau on 23 July 2017.

Loved and never forgotton.

Kua tawhiti kē tō haerenga
kia kore e haere tonu.
He tino nui rawa ōu mahi
kia kore e mahi nui tonu.

You have gone too far
not to go further.
You have done too much
not to do more.

Ta Himi Henare, Ngāti Hine, 1989

2017

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2017

TIHEI MAURI ORA!

**KO TE MIHI TUATAHI KI TE ATUA KEI RUNGA.
TUARUA – HE MIHI KI NGĀ TINI 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 a Kiingi Tuheitia, tae noa atu ki te whanau Kahui Ariki, tena koutou. Na reira, ki nga kaitautoko o te kaupapa, nga whaiora me nga kaimahi hoki. Na reira, tena koutou, tena koutou, tena koutou katoa.

It is with great pleasure that I greet you on this, our twentieth year of operation. We have weathered many changes in that time, perhaps none more challenging than this year and the year to follow.

We hereby present our annual report for this 2017 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 prepare for the DHB's altered mode of integrated service delivery. We are kept well informed about possible structures, and have forged collaborations and made appropriate changes to our mode of delivery.

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 MAHITAHI TRUST CHAIRMAN, THE BOARD OF TRUSTEES AND I, WE WOULD LIKE TO WELCOME YOU TO OUR 2017 AGM REPORT.

FROM THE CEO

The previous year has seen a considerable amount of work and effort going towards the changes in the sector. In particular, the integration agenda and the changes that that will bring about. This has included Mahitahi Trust contributing in the Integrated Locality of Care (ILoC), Home Based Treatment (HBT) and Fit for Future (Awhi Ora) projects. All of these initiatives are to enable closer alignment to Primary Care and to provide for better supports for whaiora in their own home.

In preparation for the larger scale changes that Integration is driving, the whole organisation embarked on a journey of change which provided us with an opportunity not only to re-align service provision to better respond within a primary care context, but allowed us the opportunity to review existing practices and implement new systems and processes that further ensure our workforce is capable and ready, that we are able to work flexibly and that we have the right expertise at all levels of the organisation. This will allow us to continue to drive whaiora centered supports and services for whaiora to realize their dreams and aspirations.

One of the key projects that came out of this review was the development of the organisations RBA measures, whilst we still have contract driven measures, our key focus was to implement culturally appropriate measures that we believe will demonstrate the benefits of for Maori by Maori services.

Despite the Integration agenda and drivers for change, our stance remains that it is through the provisions of culturally appropriate and responsive service delivery; “for Maori by Maori,” that we will see the holistic wellbeing of individuals and whanau across the lifespan be uplifted.

Incorporated in this report will be an overview from each Manager around the key milestones that have been achieved within each of their services.

KO TE AMORANGI KI MUA
KO TE HĀPAI Ō KI MURI

The workers at the front and the workers at the back

TE ORANGA PUMAU

by Te Oranga Pumau Team

This report outlines the key activities with the Te Oranga Pumau Portfolio for the period 01 July 2016 – 30 June 2017.

Maori Strategy and Excellence

He kau ki te tai e!
He kau ki te tai e!

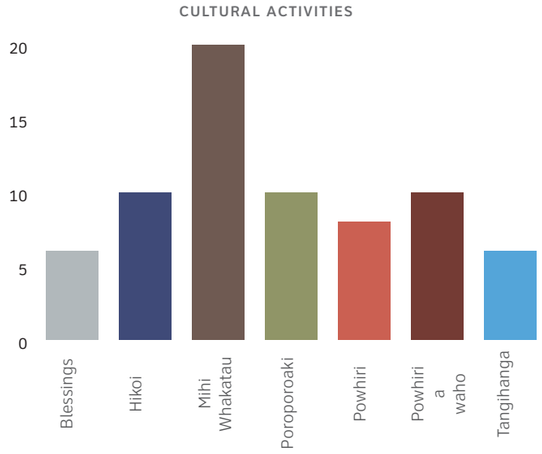
This has been a progressive year implementing our kaupapa Maori strategy. Mahitahi Trust continues to excel culturally. Our priority is to maintain long-term cultural knowledge and tikanga. It was identified in early 2016 the need to protect and safeguard our kaupapa and create long-term strategies that ensure cultural succession and ongoing cultural development. Maori strategy and excellence is about enhancing our kaupapa Maori service response to better the lives and oranga (wellness) of Tangata Whaiora, Whanau and communities. Nga Pou e Waru is our organisational foundation and is still fundamentally our kaupapa Maori approach. Te Oranga Pumau is mandated to ensure overall organisational cultural needs are met and responses are planned using matauranga Maori (Maori knowledge).

Nga Moemoea - Cultural Assessment

Te Oranga Pumau continues to support Tangata Whaiora, Kaimahi, Whanau and communities by providing cultural services. In the last year we conducted forty three cultural assessments. We contributed to the cultural assessment review and renamed the assessment as Nga Moemoea. Nga Moemoea is a comprehensive assessment conducted at entry by a multidisciplinary team and focuses on Tangata Whaiora goals, dreams and aspirations including support mechanisms using Nga Pou e Waru. Cultural support by Te Oranga Pumau in this process is integral to the Nga Moemoea especially where identifying whakapapa and wairua needs. Nga Moemoea is a strengths based process focused on holistic wellness (oranga) of Tangata Whaiora and identifies actions that support them towards their goals.

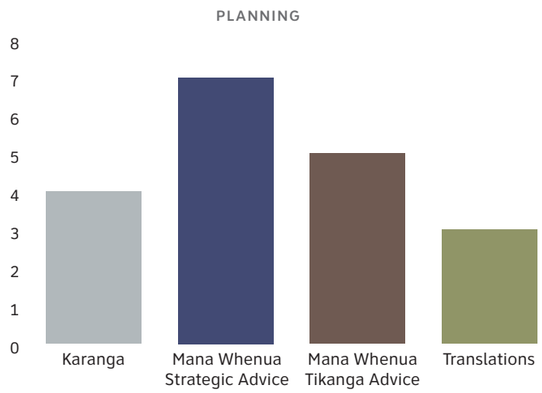
Cultural Activities

Cultural activities have varied throughout the year. We do well at upholding tikanga and kawa. Our cultural activities include powhiri, whakatau, tautoko at tangihanga, hui, wananga, hui whanaungatanga, poroporoaki and day programme activities including te reo Maori lessons and hikoi. The dedicated monthly powhiri for new Tangata Whaiora and Kaimahi is still a highlight. Te Oranga Pumau actively assists in the planning and coordination of all cultural activities.



Planning

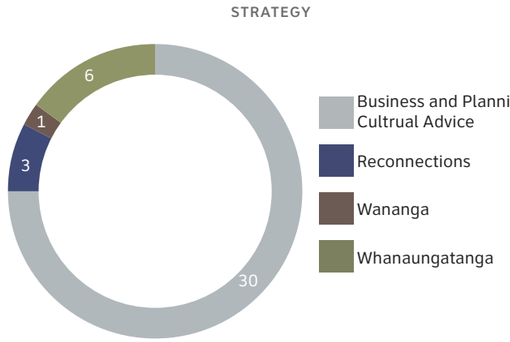
Te Oranga Pumau has been involved in service planning in Mahitahi and across the rohe. This work includes advice on projects and initiatives with a mental health focus and kaupapa that improves health outcomes of Tangata Whaiora and their Whanau. We continue to participate in Te Ara Whiriwhiri hui, Te Ohonga Kaumatua Roopu and Mana Whenua forums. Mana whenua have been consulted on a number of projects and programmes over the year. In the future it would be good to build on relationships with Iwi organisations to respond to Tangata Whaiora whose primary iwi is outside of Tamaki Makaurau, this work is a continuation of the reconnection done with Tangata Whaiora.



Strategy

A Kaimahi wananga was held at Umupuia Marae in May with the primary focus on refreshing our model of support and to build on our suite of services. Kaimahi provided insights and feedback on the proposal. Te Oranga Pumau delivered the cultural components at the wananga. We ascertained from Kaimahi some of the fundamentals of 'Maori being' and confirmed the importance of the Tatai hono (whakapapa) and wairua sections of Nga Moemoea and overall cultural outcomes.

In addition to Maori strategy Mahitahi supported an application of one of its Cultural Team members onto the Northern Region Transgender Clinical & Consumer Advisory Group and the application was successful. It's important to note that Mahitahi provides advice from a non-government kaupapa Maori perspective and shares experiences of working with transgendered people.



Cultural Excellence

A Cultural Services Review was completed in April. The purpose of the review was to identify actions to improve our cultural responsiveness and align cultural practices to operations. The review confirmed what cultural practices are being provided to Tangata Whaiora, Kaimahi, Whanau and the wider community. As a result, the Kuia and Kaitiaki roles have been updated and they will continue to support the multidisciplinary approach and service delivery.

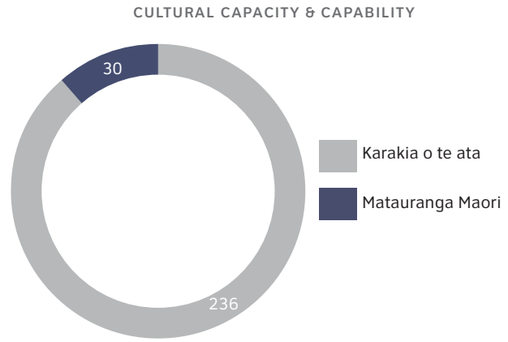
HE AHA TE KAI A TE RANGATIRA?

HE KŌRERO, HE KŌRERO, HE KŌRERO.

What is the food of the leader?
It is knowledge. It is communication.

Cultural Capacity & Capability

Morning karakia is still a daily focal point for all. Kaimahi and Tangata Whaiora have the opportunity to lead and learn karakia, himene, mihimihi, waiata and moteatea on a daily basis. This provides a forum to build capability and levels of cultural competence. This is part of our tikanga and kaupapa at Mahitahi. A survey of Kaimahi cultural competence was completed in June and an analysis of results was completed in July. A Cultural Training Plan is being developed based on the findings.



INNOVATION IN SERVICE DELIVERY

The Service Delivery would like to dedicate this report to Mr. Willie Nathan and to the kaimahi who supported his mana and provided copius amounts of Manaakitanga to him in his last months with us.

'Willie, we hope your story, your reconnection with your whanau; and your ultimate reconnection - the one that meant you left us far too early, provides us with the passion, direction and determination necessary to imagine and achieve a different future for the Tangata Whaiora that go behind you.'

PRIMARY CARE AND MENTAL HEALTH INTEGRATION

Over the past year Mahitahi Trust has been working with the Auckland and Counties Manukau DHBs to trial an innovative concept that sees specialist mental health clinicians and Community Support Workers embedded within the primary care home. The goal of this work is to partner with Primary Health nurses and General Practitioners. In Counties Manukau this is referred to as 'Whole of system integration" and in ADHB as 'Awhi Ora'.

The primary objective of health care integration is to ensure people have access to physical and mental health care regardless of where they live. Historically there has been a significant gap between the level of mental health support that can be accessed via a GP verses access to the more specialised support offered by Mental Health CMHC's. Of concern is that oftentimes people have to become sicker to qualify for; and then access support from secondary specialist mental health and NGO services. The integration agenda highlights the importance of mental health prevention and early intervention as vital tools in reducing Auckland's mental health statistics.

Other key factors driving the integration agenda are the health care inequalities and poor life expectancies experienced by Whaiora already enrolled with specialist mental health services. This change process clearly acknowledges, what Maori have always known, that mental and physical health cannot be viewed as separate issues; but should be addressed as co-morbid conditions. For Maori these inequalities only worsen under the current healthcare system. Despite this knowledge, social policy and decisions makers have not been successful in achieving sustainable change for Tangata Whaiora. As Kaupapa Maori provider Mahitahi Trust have strategically positioned ourselves at the forefront of this change process to ensure we are able to collaborate and provide leadership in shaping the future configuration of mental health service provision.

Over the past year increasingly so in the last quarter this exciting initiative has picked up pace. Mahitahi is now currently contributing Kaimahi and resource to projects based in Glen Innes, Panmure, Manukau South, Onehunga and Franklin.

"THE PRIMARY OBJECTIVE OF HEALTH CARE IS TO ENSURE PEOPLE HAVE ACCESS TO PHYSICAL AND MENTAL HEALTH CARE REGARDLESS OF WHERE THEY LIVE"

Developing a comprehensive and flexible suite of support services

As part of the strategic direction of Mahitahi Trust, the community mental health services we deliver were redesigned to enhance Whaiora experience and maximize their recovery potential. As a progressive organisation we also utilised the redesign process as an opportunity to position ourselves at the forefront of the health services integration change process.

Enhancing service Access

In August we launched a single point of entry, all new referrals are now managed via this system. By ensuring that we only have one point of entry, we have been able to streamline stakeholder experience, standardize process and ensure data entry accuracy.

Nga Moemoea

The introduction of Nga Moemoea has been instrumental in allowing us to challenge the predominant perception that support is purely around sustainable daily living and housing. The process has enabled Tangata Whaiora and their whanau to discuss and plan their hopes, dreams and aspirations within a culturally safe and competent environment. This will be talked about further in the GM Maori report.

Reconceptualising Te Oho Mauri

In the last few months we have worked to redevelop the vocational and occupational supports available through our day programmes. The development of this service has had a keen focus on creating a learning environment that utilizes external and internal training sources. Changes to this this service will be further explored in the Te Oho Mauri report.

Identifying our secret sauce! In conjunction with the Executive Team the Service Delivery Management Team has developed a comprehensive set of performance indicators through a Results Based Accountability framework. These measures will enable the organisation to evidence our successes, replicating what works and changing what doesn't. It will enable us to recognize individual Kaimahi and teams that are working at 'top of scope'.

HE WAKA HOEA NGĀTAHI
HE WĀHI TAU KOTAHI
A canoe that is rowed in unison
Arrives at the same destination

TE AHO RANGI REPORT

by Rachel Morris

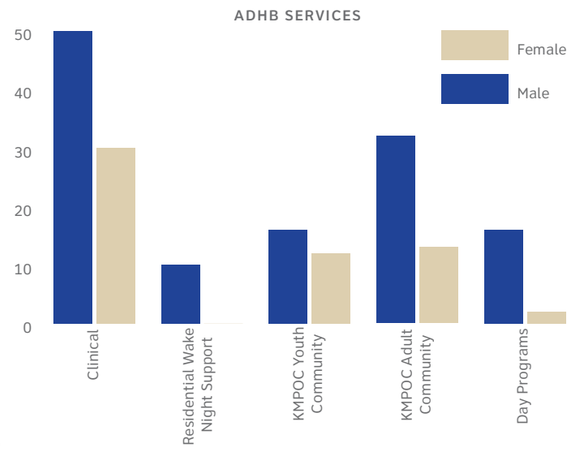
This report outlines the activities for Te Aho Rangi (ADHB services) for the period 01 July 2016 – 30 June 2017.

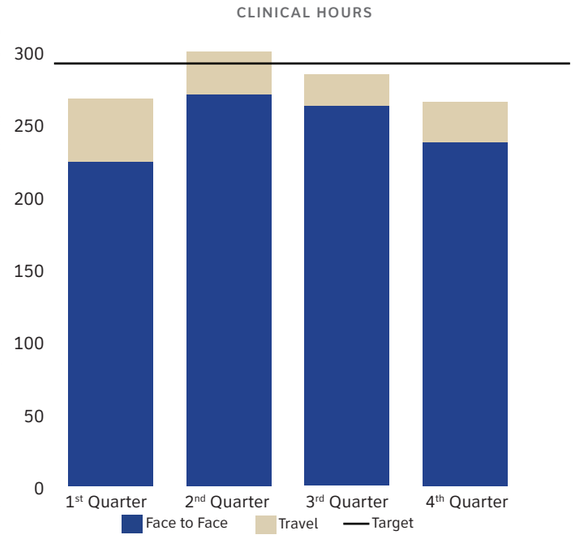
ADHB Demographics

This year we had a total of 90 Whaiora access Kaupapa Maori support services with Auckland District Health Board. This result is attributed to the work that has progressed over the past 12 months to support people within primary care to access early intervention for mild to moderate mental health issues.

This year we have seen a slight decrease in our age related demographics for children and youth and an increase in Adults whaiora aged 0-17 years that make up 61% of people accessing services.

We have seen an increase in the numbers of other ethnicities accessing services. Last year we had 98% of Whaiora who identified as Maori to this year 93% identify as Maori. This increase is attributed to work that has been occurring within the Primary Care integration project 'Awhi ora'.

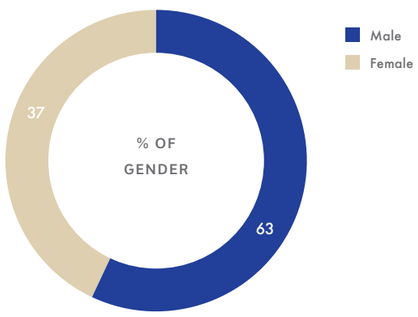


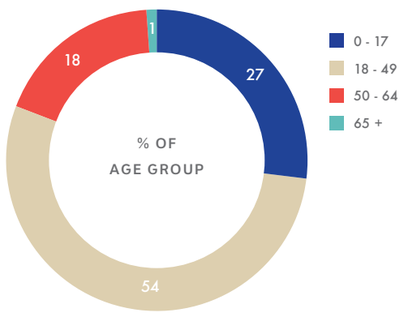


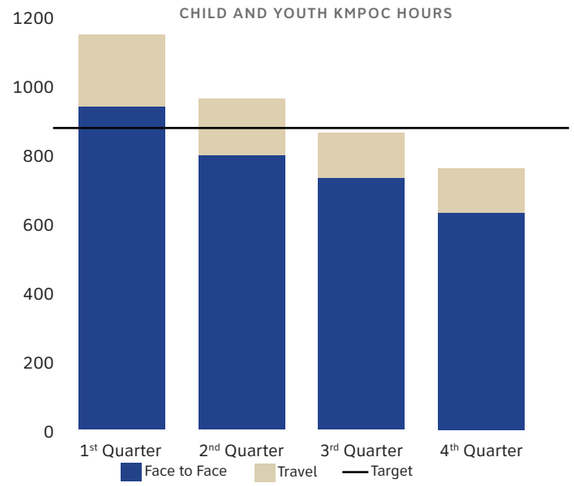
Service Utilisation

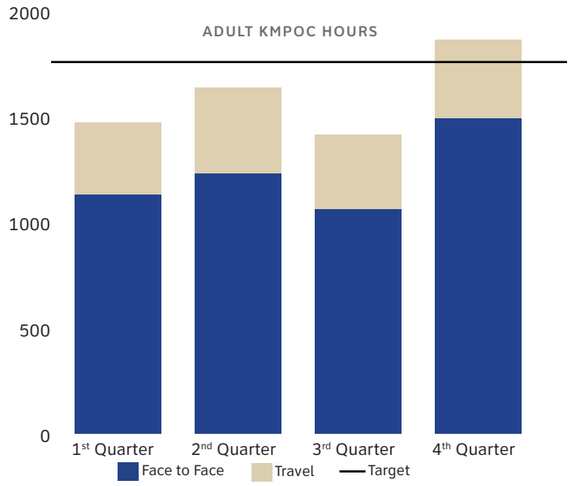
ADHB has three community teams that are contracted to deliver against the number of direct face to face hours each kaimahi supports their whaiora each week. It is expected that each kaimahi spends 28 hours per week supporting their whaiora.

All teams did exceptionally well to achieve and in some instances exceed the annual contracted targets. The success of our services in achieving these targets can in part be attributed to a small reduction in the contracted formula for target levels. The reduction was made by the ADHB to ensure their contracted targets remained consistent with other established targets across the metro DHB's.









Number of Whaiora

BP Ranges Quantified	Normal Range	Pre-Hypertensive	Stage 1 Hypertension	Stage 2 Hypertension
2015	2	1	8	4
2016	3	5	5	2
2017	9	4	2	0

Hauora - Supporting Healthy Whanau

Over the course of the year the team have worked passionately to support Whaiora to either maintain or achieve optimal health and wellbeing. Baseline stats taken over the past year evidence that Whaiora are maintaining health levels within normal healthy ranges. Regular screening and education around healthy eating and exercise has contributed significantly to the overall outcomes for whanau this year. Since the service commenced the recording of health information we have seen continuous improvement of Whaiora baselines. Those of our whanau who have not losing any weight are showing that they are able to maintain their current weights and are not increasing, resting heart rates are well within the range of "normal" and blood pressures are in significantly healthy ranges. Please refer to the table above for BP ranges:

Smoking Cessation

Vaporisers are electronic units that deliver nicotine to body in the same way as a cigarette but without any of the harmful chemicals. Since the use of vaporizes as a method of cessation, the blood pressure of those who smoked, (and who now use vaporisers), have dropped dramatically in the systolic range by at least 20 mm Hg. This initiative is backed by the Ministry of Health as one of the least harmful ways to ingest nicotine. This year Mahitahi approved flexi funding for the purchase of eleven vaporizing units and these were given to Whaiora to use. Nine of those Whaiora have remained smoke free.

	Number of People	Amount Per Day	Average Cost ($)	Reduction
Before Vaporiser				
Kaimahi	4	20 cigarettes	$120 p.w	n/a
Whaiora	11	25 cigarettes	$80 p.w	n/a
After Vaporiser				
Kaimahi	2	5 cigarettes	$30 p.w	75%
	2	Quit Smoking	$0 p.w	100%
Whaiora	7	5 cigarettes	$25 p.w	80%
	4	Quit Smoking	$0 p.w	100%

TE AHI KAA REPORT

by Jody Babbington

This report outlines the activities for Te Ahi Kaa (CMDHB services) for the period 01 July 2016 – 30 June 2017.

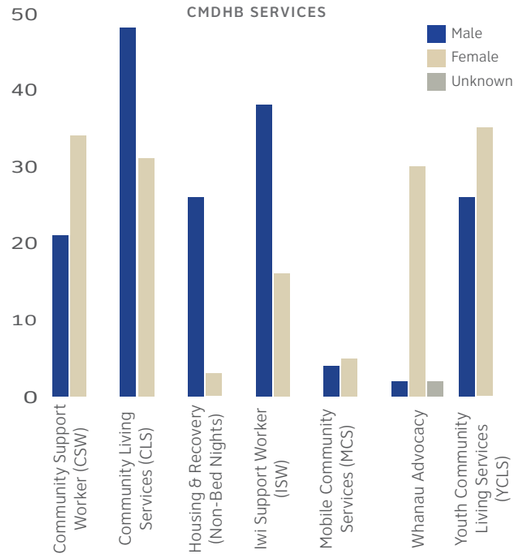
CMDHB Demographics

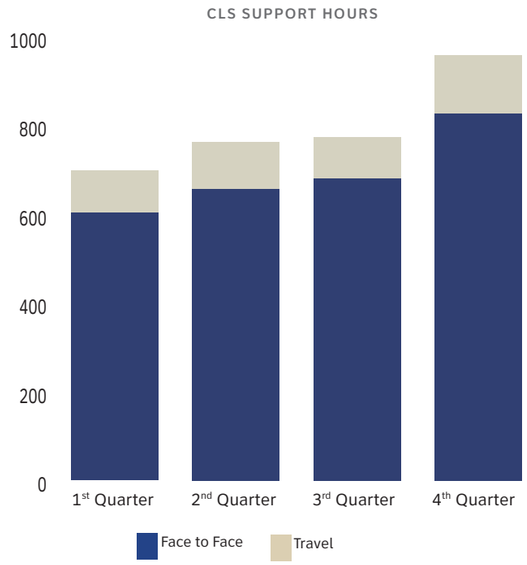
This year we had a total of 332 Tangata Whaiora access our services across the Counties Manukau District. Our services span across youth, adults, kaumatua and kuia. Since the redevelopment of our Housing and Recovery service we are increasingly able to deliver support to Whaiora within their own community and home. There has been a significant increase in males accessing our services during the reporting period. Access to affordable and suitable housing options continues to rank highest as the primary reason for referral to our services.

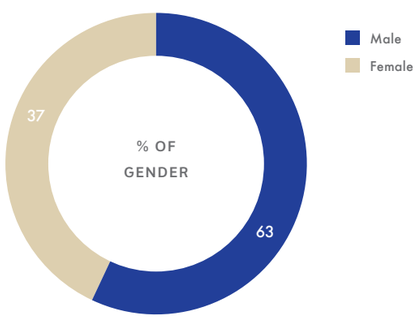
Whilst we continue to primarily service Maori Tangata Whaiora; we have also noted an increase in European and Pacifica Whaiora choosing to access our Housing & Recovery and YCLS services. We also anticipate that as the Primary Care integration work continues, we will see increasing numbers of non-Maori Whaiora accessing our services.

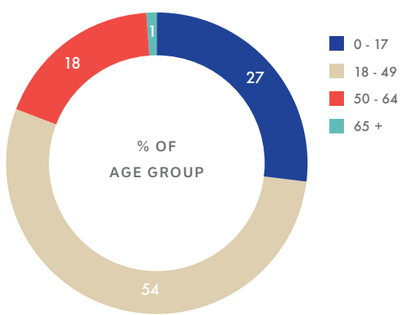
Setting targets for our Manukau Districts

The following graphs of each of the services are a reflection of Kaimahi productivity measured at an optimal 28 hours face to face per week. Whilst a number of services within CMDHB do not have hours per Kaimahi as an established contracted target, Mahitahi Trust has decided to adopt this approach, to internally monitor productivity. This has created a tension between how some of our services are typically purchased and measured. You will notice that some of the data below does not meet the internally or in some instances externally set targets of 28 hours per week. However we have decided to display it in this way to establish an internal baseline, from which we can measure and subsequently improve Kaimahi, service and organisational productivity.









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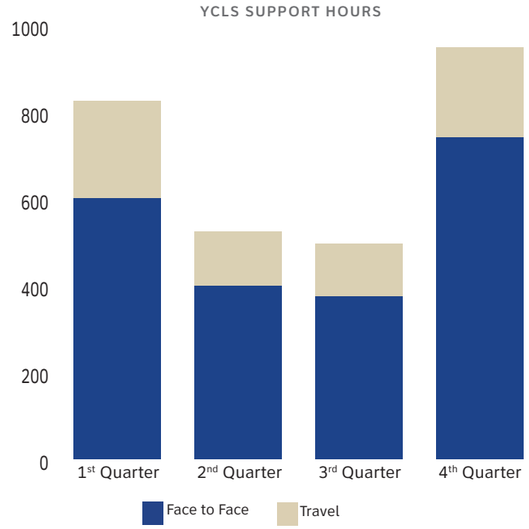
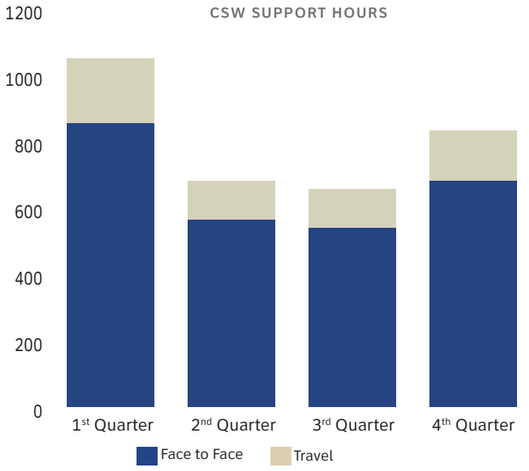
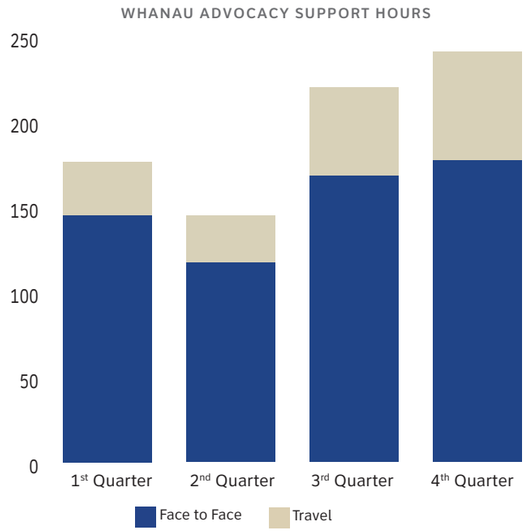
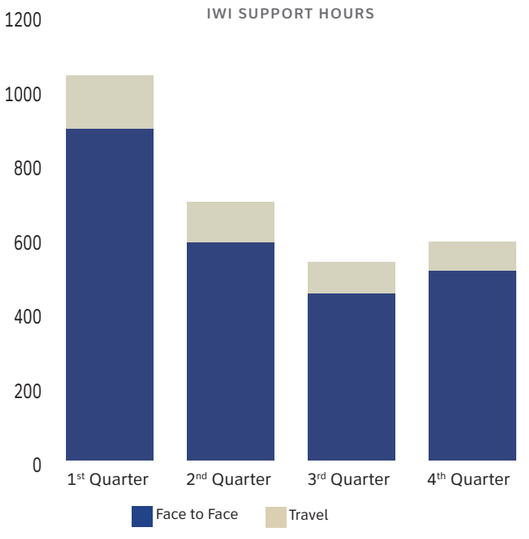
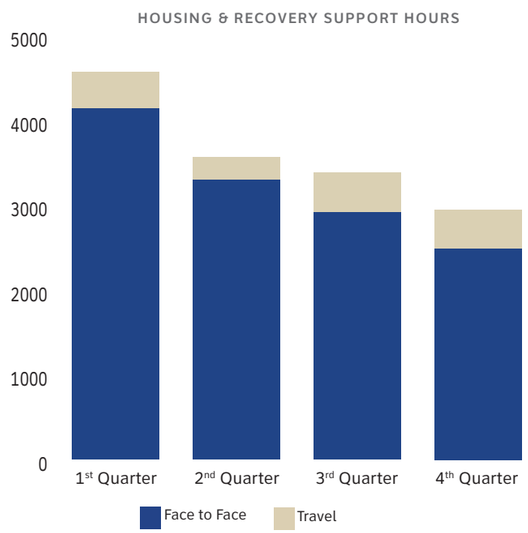










TE AHO MARAMA REPORT

by Traci-Mae Nathan

This report outlines the activities of the Te Aho Marama Services for the period 01 July 2016 – 30 June 2017.

General

It has been another busy year in Te Oho Mauri with the service undergoing a significant change process to enhance participant experience and maximise their potential.

The key areas of focus were:

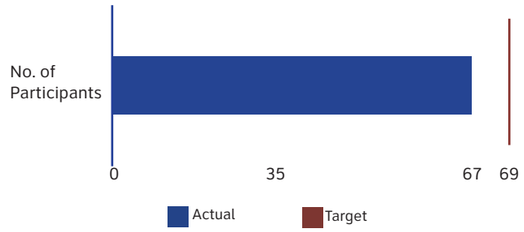
1. Increased Accountability – Position Day Programme Facilitator to Growth Coach

2. Shift in delivery model from an all day, group activities focus to a 50/50 model whereby 50% of efforts will be group focused and the other 50% on individual supports and networking as well as a re-design of the suite of programmes and supports we offer in this service.

3. Re-shape of the suite of programmes and supports offered

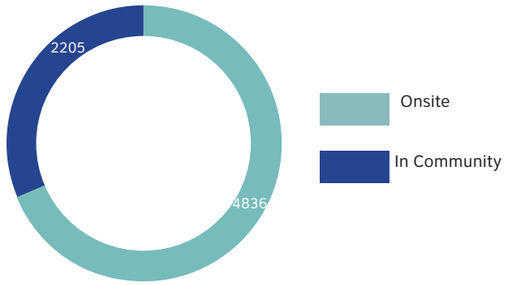
The new positions took effect in May 2017 and already we are seeing the benefit of the increased skills and expertise these roles bring to the service.

The services offered by Te Oho Mauri have been reconceptualised to ensure increased choice and Tino Rangatiratanga for participants. The new programme now consists of a suite of services that will see learning and supports delivered in a number of personalised styles (i.e. groups and individual) and settings.



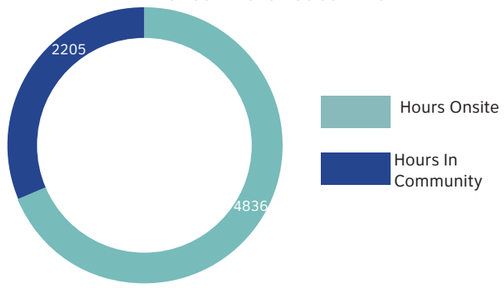
General

COLLECTIVE NUMBER OF DAYS
01 JULY 2016 - 30 JUNE 2017



Average Number of Days Onsite	Average Number of Days Participating in the Community
80	36.75

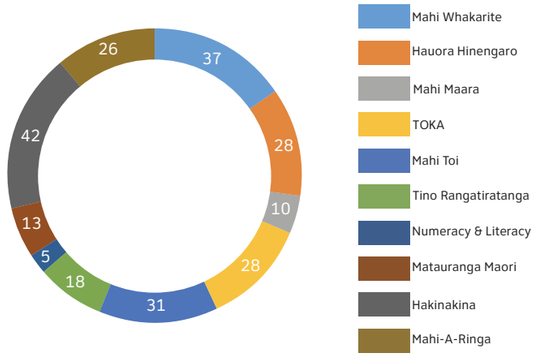
COLLECTIVE NUMBER OF HOURS
01 JULY 2016 - 30 JUNE 2017



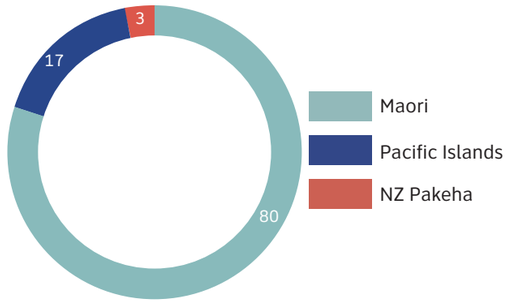
Average Number of Hours Onsite	Average Number of Hours Participating in the Community
165	74

Our Pathway

% OF PARTICIPANTS PER PROGRAMME

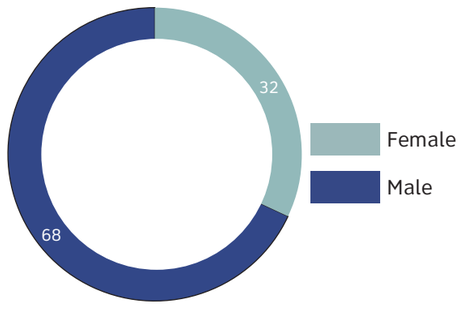


% OF ETHNICITY SERVICED



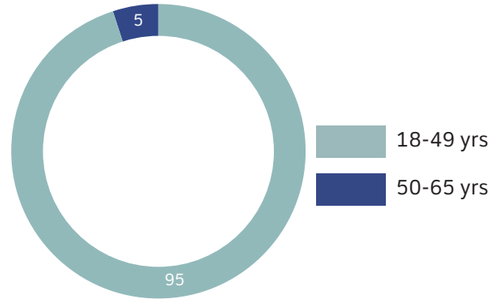
Maori continue to be the highest population served

% OF GENDER SERVICED



Males continue to be the highest population served

% OF AGE SERVICED



Our highest age demographic served continues to be those aged between 18 and 49 years.

Te Ara Mahinga Supported Employment

The new Outcomes Agreement commenced as of 01 July 2016.

Within this new contracting approach, we have both a set volume (24) to achieve as well as set key milestones for Pre-Employment, Employment Placement and Continuing Employment.

While the essential elements of the service will be similar for many job Seekers, the Consultant will ensure that the degree of engagement and support is appropriately tailored to the needs of the job seeker, their skills and preferences.

The big difference with this agreement is that everyone enrolled in the service will be assigned a Support Level Indicator (SLI) rating of low, medium or high by the Employment Consultant. The ratings will be based on the estimated number of support hours the Consultant will need to work with the job seeker to get them into sustainable work or return them to sustainable work.

Another key note is that although the outcome agreement is in place, the income generated for this contract still remains the same as in previous years. The 2017 – 2018 year will not continue this way; we will only generate income from achieving milestones.

Low SLI Rating	Medium SLI Rating	High SLI Rating
13	26	39

Milestone 1: Enrolment/Pre-Employment

Enrolment	$250
SLI 1	$750
SLI 2	$1,550
SLI 3	$2,350

Potential Maximum Earnings
$2,600

Milestone 2: Enrolment Placement

5-19 Hrs P/W	SLI 1	$500
20-29 Hrs P/W		$800
30+ Hrs P/W		$1,250
5-29 Hrs P/W	SLI 2	$1,000
20-29 Hrs P/W		$1,600
30+ Hrs P/W		$2,250
5-19 Hrs P/W	SLI 3	$2,000
20-29 Hrs P/W		$3,000
30+ Hrs P/W		$4,000

Potential Maximum Earnings

$4,000

Milestone 3: Continuous Employment of 6 - 12 months

5-19 Hrs P/W	SLI 1	$500
20-29 Hrs P/W		$800
30+ Hrs P/W		$1,250
5-29 Hrs P/W	SLI 2	$1,000
20-29 Hrs P/W		$1,600
30+ Hrs P/W		$2,250
5-19 Hrs P/W	SLI 3	$2,000
20-29 Hrs P/W		$3,000
30+ Hrs P/W		$4,000

Potential Maximum Earnings

$4,000

Milestone 3: Continuous Employment of 12+ months

5-19 Hrs P/W	SLI 1	$500
20-29 Hrs P/W		$800
30+ Hrs P/W		$1,250
5-29 Hrs P/W	SLI 2	$1,000
20-29 Hrs P/W		$1,600
30+ Hrs P/W		$2,250
5-19 Hrs P/W	SLI 3	$2,000
20-29 Hrs P/W		$3,000
30+ Hrs P/W		$4,000

Potential Maximum Earnings

$4,000

The potential earnings are significant if every job seeker achieves an SL3 milestone.

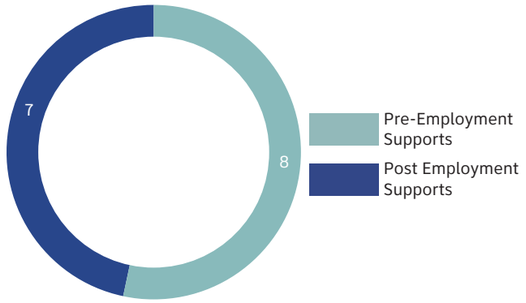
A significant amount of work will be required to realise the full financial potential of this new agreement model. The Trust is committed to doing as much as it can to ensure best outcomes for everyone who accesses this service.

Quantitative Data

Contractual Outcomes

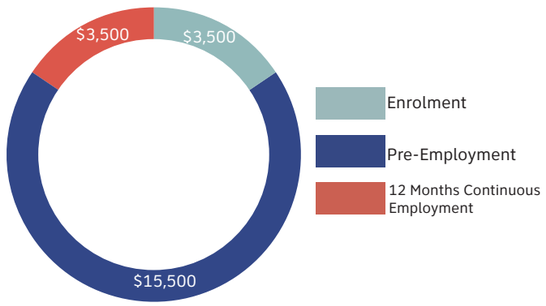
There were twenty-six (26) clients registered with our Te Ara Mahinga Supported Employment service during the 2016/2017 reporting year receiving pre and/or post placement supports. Quarter 4 (Apr – Jun 17) saw the exit of 11 clients. Reasons included: ended routinely as part of our regular procedure, job seeker no longer requesting supports, relocated to another area (outside of service delivery area). As at the 30 June our active client number was: 15

OF SERVICE USERS PER SUPPORT TYPE



Milestones

MILESTONE PAYMENTS

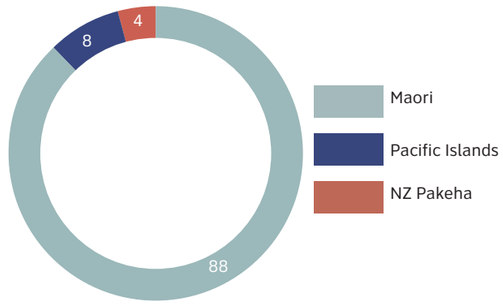


The milestone generating the most income as at the end of June 2017 was Pre-Employment Supports.

% OF NEW REFERRALS

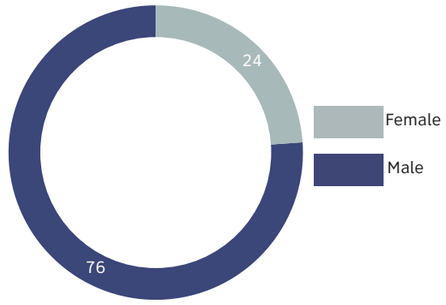
Total of 10 new referrals received.

% OF ETHNICITY SERVICED



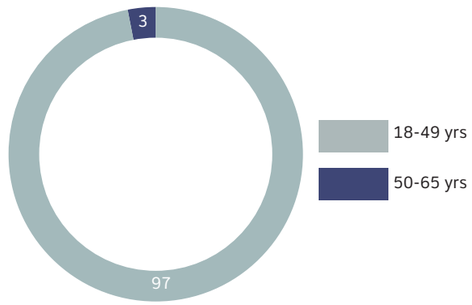
This year sees an increase in Pacific and Pakeha being served.

% OF GENDER SERVICED



Males continue to be the highest population served.

% OF AGE SERVICED



The majority of job seekers supported 18 – 49-year-old age band.

In closing, although, the efforts required to achieve the outcomes demanded of us in the new outcomes contracting framework are significant, it is with the foundations of our eight pou and the steadfastness of our kaimahi to improving life opportunities for whaiora that will see us continue to succeed across these two service areas.

HUMAN RESOURCES & STRATEGIC PROJECTS

by Traci-Mae Nathan

This report outlines the key activities with the Human Resources Portfolio for the period 01 July 2016 – 30 June 2017.

Statement of Intent

Mahitahi is a thriving and connected workplace with robust HR systems that support and develop kaimahi to work at the top of their scope

On Boarding/Recruitment

Total Employee Count: **80**

Mahitahi continues to maintain its commitment to deliver on services for Maori by Maori.

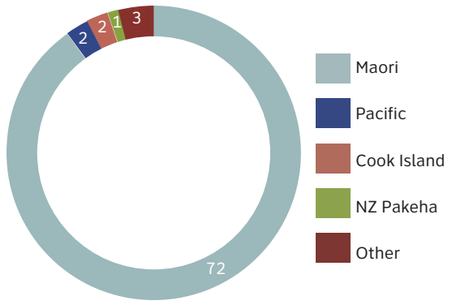
As of 30 June 2017 the Trust had a total of 80 kaimahi of which Maori made up 90% of the total workforce.

Breakdown	Total Employee Count
Fulltime	63
Part-Time	5
Casual	12

Employees Hired

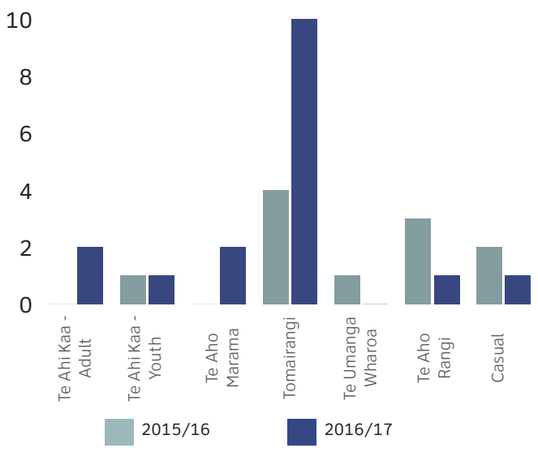
The past reporting year has seen an increase of recruitment efforts. YTD shows a total of 18 new hires. This is up 4 from last reporting year.

APPOINTMENTS BY ETHNICITY



Employee Movement (Transfers, Promotions and Rotations)

Like with recruitment of new hires, our internal appointments and movements increased from 11 in the 2016 year to 17 this reporting year. The biggest contributing factor of this was the change process the organisation conducted in February 2017. There were a total of 10 internal appointments made during this process. The other contributing factor to the rise was staff leaving Mahitahi, however requesting to remain on as a casual employee.



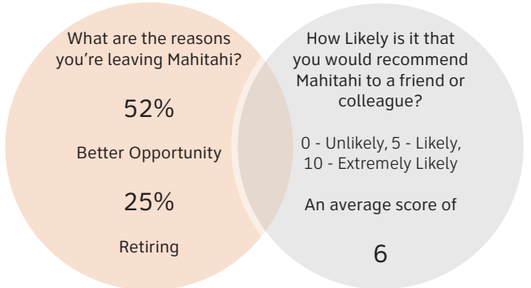
E KOEKOE TE TUI,
E KETEKETE TE KĀKĀ,
E KŪKŪ TE KERERŪ

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

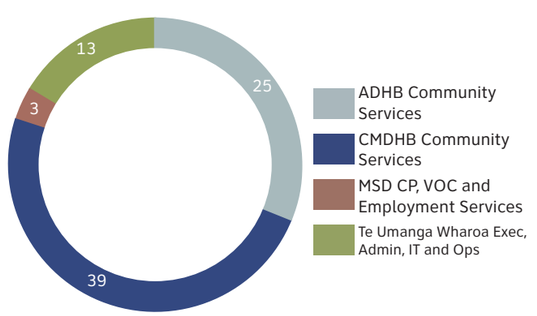
Employee Exits

We saw a total of 14 resignations this past year, up 3 from last year. Again the biggest contributor to this was the change process which saw 6 employment relationships come to an end.

The results of two key question in the employee exit interview.



Our ADHB, CMDHB and MSD funded community and employment services employ 83.75% of the overall (fulltime/part-time and Casual) employee count. Management and support staff make up the remaining 16.25%.



Induction

Employee inductions continued to be a key area of development over the past year.

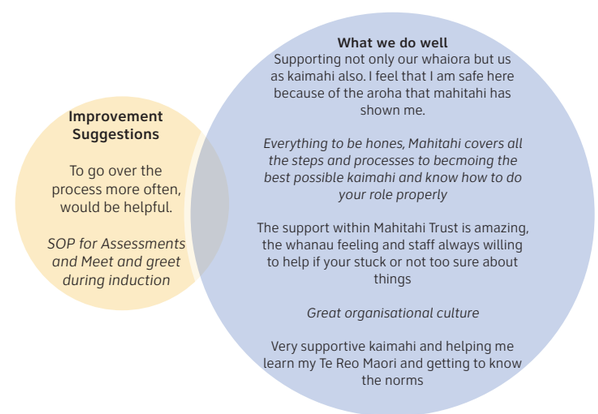
The four key focus areas we concentrated efforts on were:

1. Creating a positive perception of the Trust while communicating its culture, value and goals.
2. Increasing the retention of new employees
3. Ensuring operational efficiency as new employees become productive sooner; and
4. Ensuring a happy and motivated workforce

Of the new hires 89% completed the induction survey following the completion of their trial/induction period.
The results demonstrated that overall, we are tracking well with ensuring our new kaimahi are having a positive induction experience.

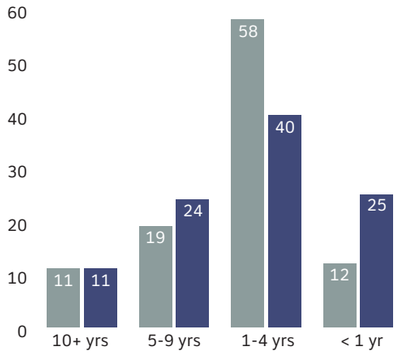
1. Creating a positive perception of the Trust while communicating its culture, value and goals.

Some of the comments received in relation to the things we are doing well and where we could make improvements were:



"CREATING A POSITIVE PERCEPTION OF THE TRUST WHILE COMMUNICATING ITS CULTURE, VALUES AND GOALS."

2. Increasing the retention of new employees
% Employee Years of Service
Compared to last year, we are up in the number of employees who have completed more than 5 years' and less than 1-year service, however with the activities over the past year we have seen a 31% drop in the number of employees remaining with us for a period of 1 – 4 years.



3. Ensuring operational efficiency as new employees become productive sooner; and

With the implementation of our new HR management platform we aim to be able to not only better record and manage comprehensive personnel records, communicate effectively with employees and management, and improve the efficiency of their HR function but provide more comprehensive reporting on all aspects of the employees journey with us from entry to exit.

In addition to this we are also in the final stages of implementing IMS Online Max (Employee Self-Service and Time & Attendance module) which will provide all users with a wealth of additional functionality in relation to all matters pertaining to their Time, Attendance and Leave Management.

4. Ensuring a happy and motivated workforce

- **Goal Setting**

A new S.M.A.R.T (Specific, Measureable, Achievable, Relevant & Results Focused, Time Bound) goal identification and establishment process has been established and Team Leaders and Managers are currently in the process of completing these with the relevant Employees.

- **Performance Evaluation Review**

Following review and approval from our Quality Committee, our new performance evaluation review process is ready to go. Before this is rolled out, training will be conducted for both Managers and Team Leaders as well as the support staff.

- **Wellness Initiatives at Mahitahi Trust**

These will be reported via the Quality/Health & Safety Manager report.

- **Workforce Development Survey**

In June 2017 Mahitahi rolled out a Workforce Training Needs survey to all kaimahi as part of the goal setting and appraisal process. This survey asked Kaimahi to consider training within the Mental Health and Addictions sector that they believe will enhance the supports provided to Tangata Whaiora and Whanau. We also wanted to provide an opportunity for other roles within Mahitahi to identify training that will support them in their roles whether it be in administration or a role that specialises in an area such as Peer/Recovery Advocacy or Occupational Therapy.

There was a total of 80 invitations sent to Kaimahi to complete the survey. We had an 82% response rate which is 66 completed surveys. The other 18% (14) surveys did not get completed as a result of kaimahi being on leave during the survey period.

The key aim of this survey was to gather information from kaimahi to assist us to identify training needs that are specific and relevant to all roles. At the moment our training program is broad and is driven by service delivery training, we aim to use the results from this survey to tailor a Workforce Training Plan for 2018/2019 that will upskill our workforce in all sector related and functional areas.

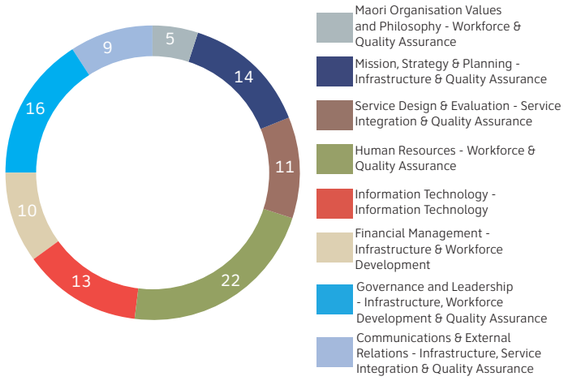
- **Employee Satisfaction Survey**

Our Employee Satisfaction Survey is scheduled to go out in Quarter 4 of 2017. Due to several other surveys being conducted (across all areas of the organisation), this unfortunately has incurred a delayed roll-out.

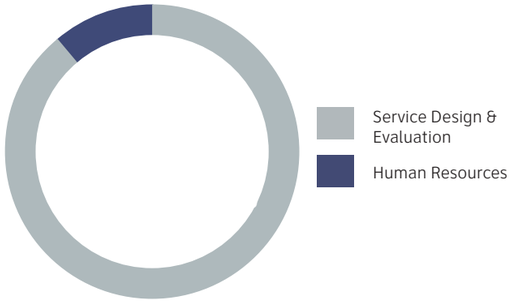
Maori Provider Development Scheme (MPDS)

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:

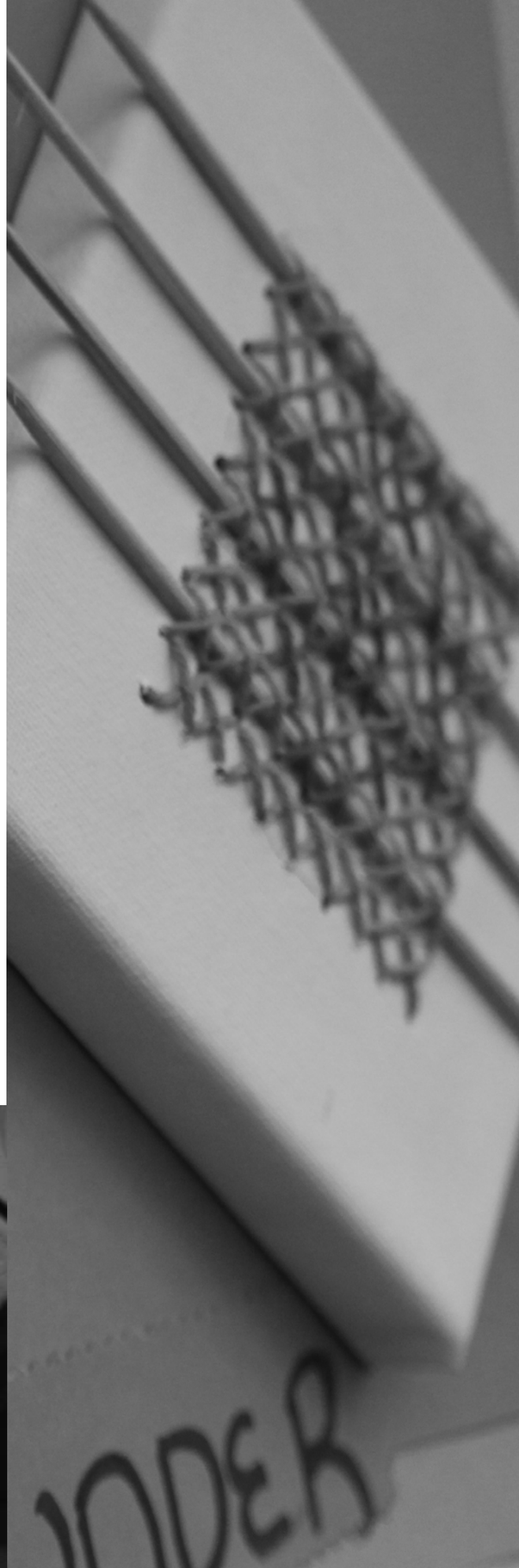
APPROVED MPDS FUNDING 16 - 17 (%)



In May 2017, Mahitahi Trust was once again successful in securing MPDS funds to support us to increase the capacity and capability of our organisation. The upcoming years funding is focused on Workforce Development & Service Design. The organisation has contracted an external consultant to complete this significant piece of work.



**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



QUALITY AND HEALTH & SAFETY

by Ngahuia Hunter

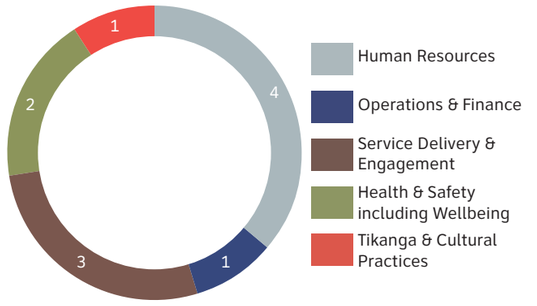
This report outlines the key activities with the Quality and Health & Safety Portfolio for the period 01 July 2016 – 30 June 2017.

Quality Improvement

Mahitahi Trust has been committed to improving our systems and processes each year. In the previous year we worked collaboratively and made good use of quality tools and methods to assist us to better understand and measure our point of difference in the way that we deliver and provide services to Tangata Whaiora, Whanau and communities.

Some of the key quality activities delivered in the past year was the introduction of eleven (11) new evaluation methods across five (5) areas within the organisation, these areas are highlighted in the graph below.

NEW EVALUATION METHODS INTRODUCED



Surveys have been the most effective method of us gaining feedback from Tangata Whaiora, Whanau, and Kaimahi. We saw an **83%** completion rate across all of our survey activities in the previous year. The information collected from these surveys has assisted us to form improvements across various systems and processes within Mahitahi Trust.

We successfully managed targeted testing of our improvement projects, which assisted us in achieving better results with Nga Moemoea Cultural Assessment, Service delivery mapping and Human resources processes. These projects focused on finding effective ways of ensuring our processes were designed to successfully achieve expected outcomes and to ensure that the people engaging in these processes understood their roles in order to maintain a satisfactory standard. About **60%** of our policy and process documents have been reviewed and align with current legislation and best practice standards.

Mahitahi was successful in increasing eleven (11) of our EQuIP criterion ratings to MA following our accreditation follow up audit in June 2017. The ratings breakdown was three (3) in Clinical and eight (8) in the Support. We received a recommended improvement action for one (1) Corporate criterion which encourages us to implement improvement actions around our Environmental waste management systems.

We completed fifteen (15) internal audits and two (2) external audits, these audits resulted in key improvements impacting on policy, process design and job tasks. We continue to monitor and re-evaluate our quality activities to ensure we work smarter not harder. Also with the development of our Results Based Accountability (RBA) framework, we continue to measure the positive influence Mahitahi Trust plays in people's lives and we aim to have demonstrable data of this in the coming year.

Workplace Health and Safety

Mahitahi Trust continues to find innovative ways to promote workplace safety processes and practices. In the previous year we saw 72% of our workforce complete accredited health and safety training informed by the Health and safety at Work Act, this included members of our governance and leadership groups. This resulted in safer practices and a reduction in event (Incident/Accident) reporting.

Evaluation of our health safety systems has helped us maintain focus on key areas relating to kaimahi wellbeing, training, safer use of resources and overall responsiveness to health and safety matters in the workplace. These areas will assist us to form one plan that will capture our Health, safety and wellness strategies for 2017/2018.

2016/2017 Workplace Health, Safety & Wellness at a glance

15 Working Days	This is the average time we spent in the previous year investigating our events
	> **80%** of kaimahi who participation in wellness activities reported satisfaction
11 Wellness initiatives delivered	> We had **3** Wellness Revitilisation days
	> Mahitahi introduced the **EAP Programme** as another avenue to support the workforce
0 Serious Injury/ harm	No notifications to Worksafe NZ in the previous year
ZERO Outbreaks	Our surveillance and infection prevention activities were sucessfully maintained

Our top Health, Safety and Wellness Initiatives

Some of the initiatives we delivered to kaimahi in the previous year were Mirimiri *(Traditional Maori Massage and healing)*, Rongoa *(Natural maori medicine)*, Diabetes Awareness, Smoke-free World Day, Wig Day *(Raised awareness to support the Child Cancer Foundation)* Fight the flu packs, Driver safety, Fire safety awareness and Immunization programme.

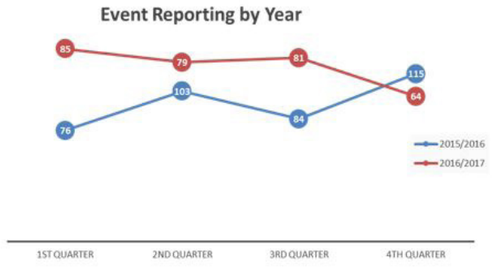
Event Reporting

Mahitahi Trust refers to Incidents and Accidents as "Events", this is because of our approach to reporting incidents and accidents has changed in the previous years. We view these types of events as opportunities to improve our systems and processes. We achieve this through the "Working together, working smarter in a safer environment" value by actively involving kaimahi in all areas relating health and safety.

A key area that we have specifically focused on is Discomfort prevention, detection and treatment. Most of our workforce engage with resources and devices differently, therefore it is crucial that we continue to adapt the way we work to not only meet the needs of the communities we work with but to ensure that our kaimahi are not exposed to risks that can be prevented such as discomfort and pain. Our new Health, Safety and Wellness Plan 2017/2018 will assist us in achieving our goals and targets to promote and maintain healthy work practices and environments.

What is our data telling us?

The graph below shows the number of events reported in each quarter in the previous two years. The red line represents quarterly reporting totals for 2016/2017 with **309** the overall total for the year. This was **18%** less reporting represented in the 2015/2016 reporting period. This result can be attributed to improved processes around reporting and general adherence with health and safety practices. Of the 309 events a total of **6** were Complaints relating to services provided to Tangata Whaiora and Whanau, all of these complaints gave us an opportunity to improve our services and also gave the complainants a chance to review their supports.



In my previous annual report, a focus area was for us 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 relating to their health, safety and wellbeing whilst working for Mahitahi. We have made steady progress in achieving this through regular reviews of our workplace hazards and we actively maintain kaimahi engagement with these reviews. A new Health and safety initiative was implemented in the previous year, this involved us sending regular memo around workplace safety practices to all kaimahi and we surveyed their knowledge and understanding of what we covered in each memo. For kaimahi that received 100% correct answers in the survey, they went into a draw to win a Pak n Sav or Warehouse voucher. This assisted us to gauge the level of kaimahi awareness and knowledge around our workplace health, safety and wellbeing practices. We will continue to refine our practices in the coming year to further foster a proactive safety culture and to continuously look to improve our practices.

In closing I would like to acknowledge all the work and contribution of everyone over the previous year, the achievements big and small were made possible through 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.

"WE WILL CONTINUE TO REFINE OUR PRACTICES IN THE COMING YEAR TO FURTHER FOSTER A PROACTIVE SAFETY CULTURE AND TO CONTINUOUSLY LOOK TO IMPROVE OUR PRACTICES."

OPERATIONS & FINANCE

by Dan Harrison

This report outlines the key activities with the Operations & Finance Portfolio for the period 01 July 2016 – 30 June 2017.

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)

The cost of insurance premium for this financial year was the same as for the previous year, albeit there was a small increase in the combined Business Assets, Business Interruption and the Management Liability cover, this was offset by a reduction in the total market value of the motor vehicle fleet. The low number of motor vehicle claims lodged during the period notably through driver error rather than third party liability has also helped to keep the rates at the same level.

Therefore, after an annual review of all our commercial policies and on and confirmation from our insurance broker that the insurance cover was full and comprehensive, all current policies were renewed 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.

The maximum entry age of eligibility is 70 years, and the sum ensured per person $25,000.00. In exceptional circumstances the health and well being of an individual may be considered.

Mahitahi Trust as the owner of the policy is committed to meeting all ongoing maintenance costs and has given an assurance, that in the event of the untimely passing of any beneficiary during the time of employment, a settlement in the form of a lump sum payment of at least $10,000.00 would be paid to the deceased person's estate/whanau.

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

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, 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.

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

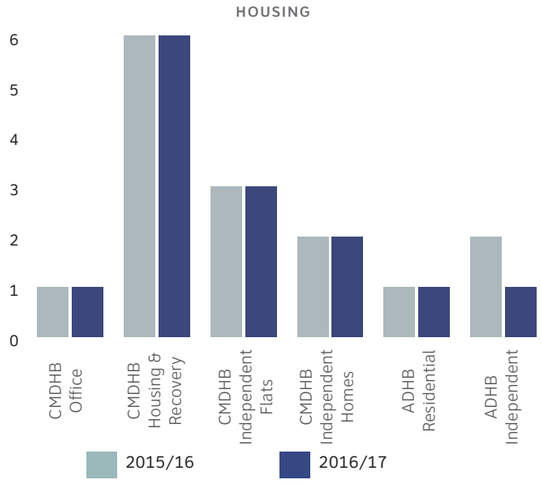
NB: There were only three incidents reported during the year, **two** were rated low risk (Door secured through the automatic security locking system, door key lock not engaged) and **one** high risk (A smash and grab incident)

Housing Portfolio

We continue to provide accommodation to meet the CMDHB Housing and Recovery model of care. Collectively that is a total of twenty eight separate bedrooms held to accommodate tangata whaiora living independently in the community with wrap around support.

The unit at 8 Noel Burnside Rd, Wiri had to be temporarily vacated and returned to Housing New Zealand following a report it had been contaminated by "P" The dwelling has been professionally cleaned and refurbished and a new tenancy agreement signed.

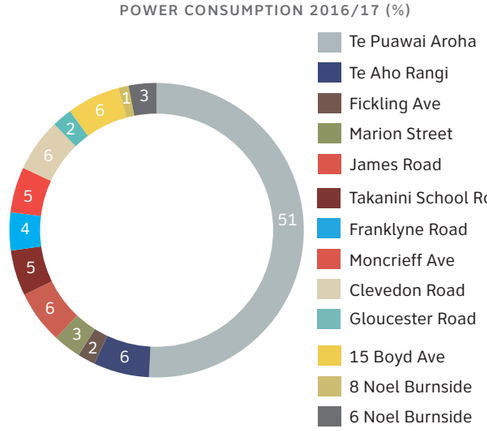
The tenancy at 17 Fickling Ave, Mount Roskill was terminated in November 2016. This house was formerly one of the ADHB independent homes.



Power Consumption 2016/17

The following graph illustrates the distribution of power usage across the organization. An analysis of the total cost of consumption, compared to the previous year, shows an overall increase of just under 1%.

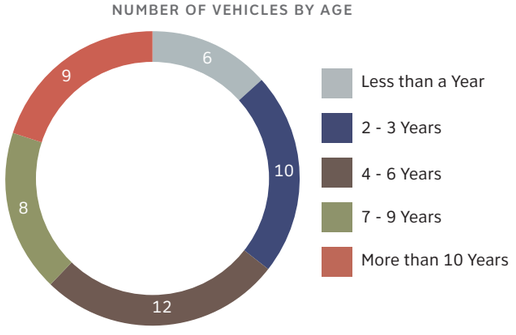
This is due mainly to the supply agreement we signed with Prime Energy on the 25 May 16 at a reduced fixed network rate for a term of three years. We continue to closely monitor power usage and ensure the houses are adequately insulated and the best heating options considered. The proposed installation of a Power Factor Correction Meter to the main office is still a viable option as this will help minimize any undue power wastage and better utilize electrical current delivered from the grid.

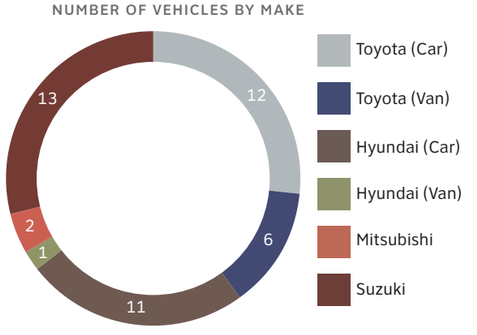


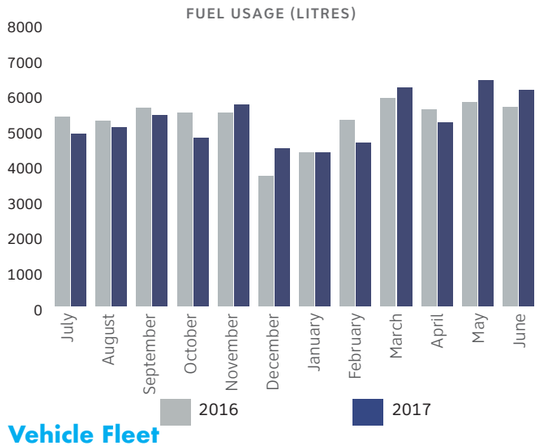
Z Energy Fuel Consumption Report

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 March, May and June 2017 was noticeably higher.
These increases could be attributed to the following:

- An additional three vehicles added to the vehicle fleet.
- The model of care changing to support hours
- Housing & Recovery, changes to service delivery (one on one support)
- A number of clients now living in the farther reaches of the Franklin catchment area.
- An increase in travel to support MCS clients.







Vehicle Fleet

Although an earlier review of the vehicle fleet had recommended we consider replacing at least three of the older Toyota cars and a Toyota Hiace van. At the time there was some uncertainty about the number and type of vehicles we required following the changes to the Housing & Recovery model of care. It was decided we would keep these vehicles as part of a carpool and fully assess the utilization and demand across all the services.

It is important that we continue to review the age and condition of our vehicle fleet and regularly upgrade our vehicles, not only will this help to reduce future maintenance cost but also enhance the quality, performance and safety features of our vehicles.

Carpark Enforcement

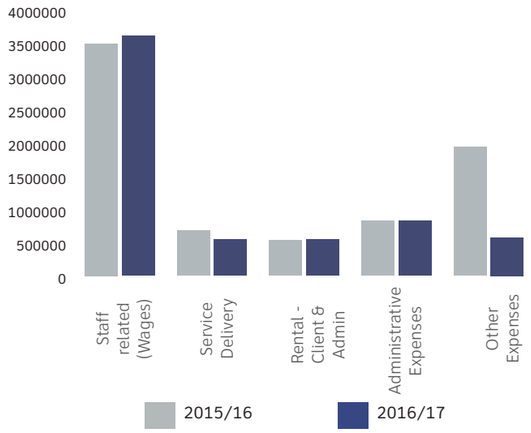
We have a signed agreement with Parking Enforcement Services (A Division of Wilson Parking New Zealand Limited) to manage the unauthorized parking of vehicles at 15a Ronwood Ave Manukau.
Adequate signage has been erected to inform users of the carpark restrictions, any breach of these restrictions could result in us asking the enforcement agency to issue an infringement notice onsite.
Unfortunately, of the few reported incidents, the offenders had left before an enforcement officer arrived.

Financial Report

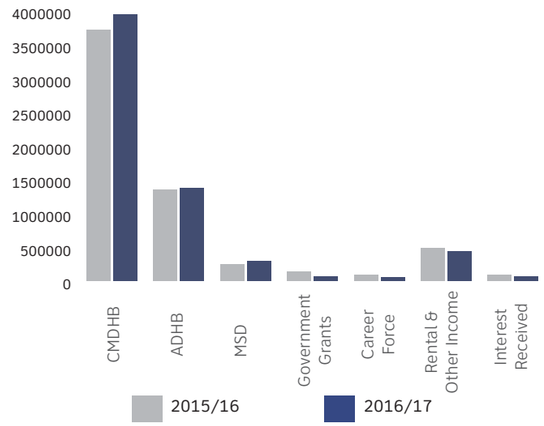
The graphs illustrate and reflect where and how we received our income and how the funds have been applied.

The revenue graph provides a breakdown of income from the various funding sources and the expenditure graph illustrates the relevant operational costs of the Trust.

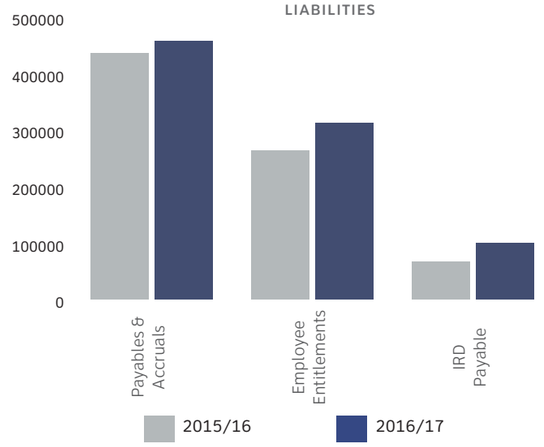
OPERATING EXPENDITURE



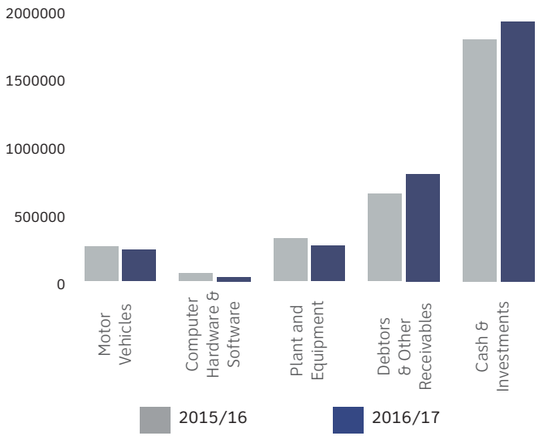
REVENUE BY SOURCE



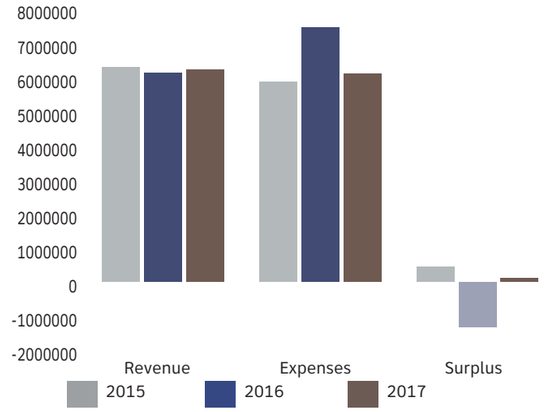
LIABILITIES



ASSETS



The surplus graph demonstrates the Trust's end of year financial results over the past three years. The deficit for the year 2016 reflects the contribution given toward the purchase of the two residential properties in Otara. Otherwise, we have continued to meet our financial commitments and obligations and show a small surplus for financial year end 2017. The Trust recognises its charitable status and is committed to ensuring we are a progressive and innovative organisation and will continue to work toward making a positive difference to the lives of the people we serve.



CEO REPORT

by Raewyn Allan

I hope the managers' reports provided an insight into all of the work completed over the course of the past year.

The last year saw the addition of four new positions to the organisation. Two General Managers, a Data Analyst and an additional Team Leader. These roles saw a change in the organisation structure and reporting lines.

With this we also re-aligned the Operations Manager role to that of GM Finance and Operations.

In addition, it is with great pleasure I announce that Tamati Ngerengere decided to come out of retirement and return to us on part-time basis as our Tikanga Advisor. This role provides advisory services to the office of the CEO and works as required alongside Te Oranga Pumau to ensure cultural safety in practice.

RBA Measures

As mentioned in my opening statement the organisation has developed a suite of RBA measures. Some of the more significant service delivery ones to us as a Kaupapa Maori organisation are:

- #/% of Cultural assessments complete
- #/% Whaiora who report their dreams and aspirations are being realised (AO,S)
- #/% Whaiora who report their cultural needs are being met (CC,S)
- #/% Whaiora who report they feel more confident with respect to their culture (AO,S)
- #/% Whaiora who know their pepeha (SK,S)
- #/%Whaiora who reconnect and engage with whanau hapu iwi (BC,S)
- #/% Whaiora who report a sense of belonging to a wider whanau/family (mahitahi)

Initiatives

As mentioned Mahitahi Trust is involved with:

1. Integrated Locality of Care (iLoc)

Mahitahi has been contributing to the Franklyne iLoc. In particular, we have been able to make significant progress in engaging with the Maori of this rohe. This is a very exciting opportunity for Maori to be involved in the development of what iLoc for Maori could look like in the future. Further to this; the Manukau South iLoc is preparing a team to replicate the mahi that has been done in Franklynne.

2. Home Based Treatment (HBT)

Mahitahi has contributed 1.0 FTE resource to work alongside the HBT South team. This initiative is a preventative to admissions to acute services. The HBT south team have been suitably impressed with the way the staffing resource, Andrea Reid has worked with them as part of a team to support whaiora to attain wellness in their own home.

3. Awhi Ora

This is a very similar concept to ILoc where our registered nurse, Billie Morgan has been making significant progress with the GP clinics and whanau she has been working with. Current resource.

4. Fit for Future

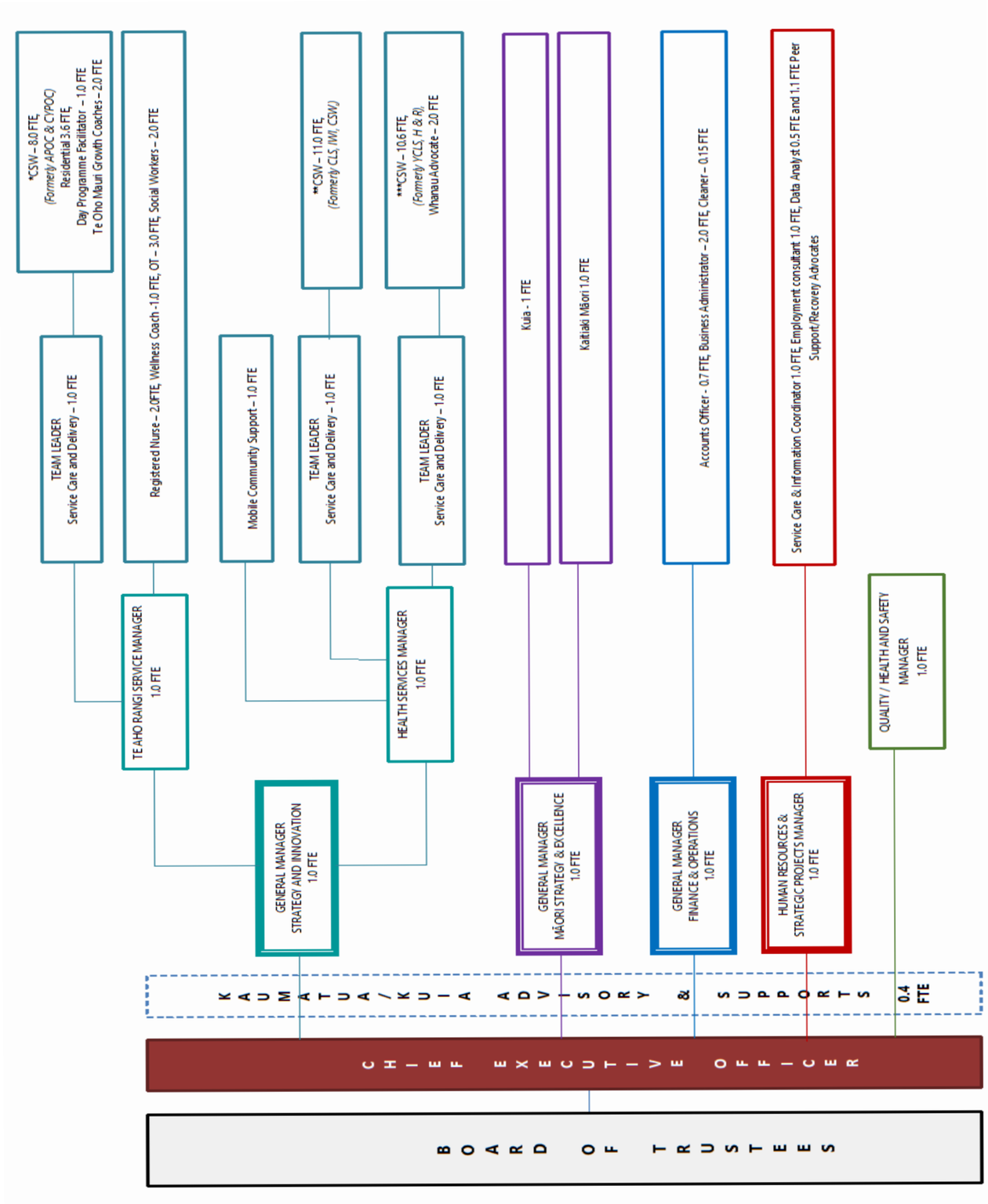
This is an extended roll-out of the Awhi Ora initiative where Mahitahi Trust was allocated funding for another 1.0 FTE resource to work closely with GP clinics and social services.

5. Auckland Mental Health & Addictions Programme Board

There has been steady progress made by this group with much of the work being similar to that of Counties Manukau health Integration mahi.

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



Te Ara Whiriwhiri

REFLECTION ON 2016 - 2017
Despite ongoing challenges as a result of the continued changes to the Mental Health environment Te Ara Whiriwhiri still managed to achieve some great results alongside the providers who contributed and/or accessed available initiatives.

These results are provided below:

- **001FY18001 – ENHANCED PHYSICAL HEALTH**

The Enhance Physical Health Initiative was impacted by the developments across the mental health sector. There was now a change of thinking to developing the approach to better support the durability and effectiveness of the initiative. As a result, the initiative was re thought and re designed to ensure that regardless of the integration developments across the sector the initiative pilot will have durability and effectiveness for whanau.

In April 2017 we concluded our negotiations with a registered nurse who not only has extensive knowledge of and expertise in the mental health sector but is also of Maori descent. She commenced her role as Project Lead shortly after.

Since then the project lead has completed her review on the current scope of the Mental Health support workforce. Her findings have been that alongside supporting Whaiora to address their mental health needs there is a significant aspect of the Support Workers efforts being afforded towards addressing social issues. The enhanced physical health initiative is seeking to increase the work a support worker does in a health context. This will range from providing very basic health literacy to empower whanau to better communicate health/mental health matters with their GP's and/or clinical teams to undertaking physical health checks.

To support this piece of work she has started looking at what existing and relevant health qualifications there are that could be tailored to complement the current competencies already required of the mental health workforce that would provide the opportunity to gain the necessary qualifications and competencies to perform clinically governed and sanctioned health checks.

A key part to this piece of work is completing the scoping exercise with GPs as to what they would support mental health support workers to do in a health context. We are proposing targeting the top 3 chronic conditions as phase one which would see an increase in Health Literacy for workers and whanau and baseline monitoring by workers that can be communicated regularly to the GP's/clinical teams. This would support the better sharing of health information (albeit manual at this stage) between NGO's, PHC and Tertiary Services, it also supports the DHB's strategic goal of Equally Well.

- **003FY17001 - MA-ROCK**

SumMA-ROCK event took place on Friday 17 February and was held at Action Sports Centre Manukau.

The purpose of this year's event was to enhance Whanaungatanga between the Counties Manukau Mental Health & Addictions services by bringing together as many people as possible for a day of connection/re-connection and fun.

The day focused on four key Pou, these being:

- Whanaungatanga - Networking and Participation in a fun, safe environment
- Mahi Ngatahi – Encouraging Team Work
- Rangatiratanga - Promoting particpants to over-come fears and barriers
- Matauranga - Learning new skills and activities.

A total of 110 whaiora (supported by 35 kaimahi) registered and attended this years event. Providers in attendance included:

Penina, Raukura Hauora o Tainui, Emerge Aotearoa, Framework Trust, Affinity, Recovery Innovations NZ (RINZ), Te Puna Waiora and Mahitahi.

The days events included:
- Tug-o-War
- walk the plank
- Ki-o-Rahi
- Swiss ball soccer
- Noodle Hockey
- Limbo • Volleyball
- Ice breakers
- T-shirts and caps
- BBQ lunch
- Venue
- Prizes
- Networking and connecting

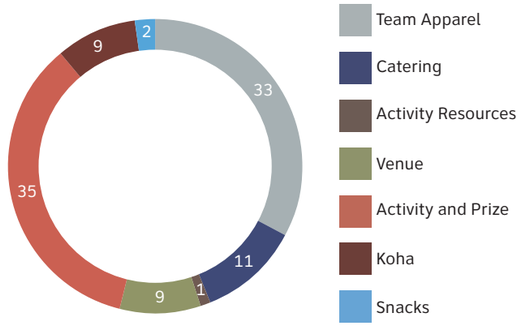
Although event evaluations are still being received the common trend in responses received thus far are that the whaiora enjoyed the event, they had heaps of fun, the opportunity to connect to new friends and reconnect to old friends was great, they enjoyed being challenged by the events, they learnt new abilities and "talents", they thoroughly enjoyed the kai and can't wait until the next MA-Rock event.

Given the committee has asked for Whaiora feedback, the response time is taking slightly longer than anticipated. A full evaluation report will be available once this process is complete.

"I had a lot of fun today, I meet up with friends I haven't seen years" – RINZ participant

"Loved vouchers brought my shopping for week" – Framework participant

The committee worked extremely hard to ensure the funds for this event were not only appropriately allocated but ensured a good return on investment. The following graph identifies all categories of spend for this event.



- **004FY17001 – RECONNECTION**

Thirteen (13) Whaiora reconnection grants awarded.

16/17 TAW RECONNECTIONS GRANTS AWARDED

One of the most significant reconnections made was for a Whaiora from Affinity Services who through the use of the Te Ara Whiriwhiri reconnection fund was able to reconnect with her brother after 19 years. This was a very emotional reconnection as not only was she was able to see for herself that he was being looked after well but through the sharing of memories and stories assisted the doctors and support workers to piece together some of the missing parts of his story/life.

Her brother responded positively to her visit and the feedback received from doctors and supports was that they had not seen him so calm and responsive in all the time he had been in their care which was extremely pleasing to witness and experience.

- **006FY1603 – KAIMAHI SYMPOSIUM**

The Te Ara Whiriwhiri Kaimahi Symposium returned to Umupuia Marae (Maraetai) this year, with promises of being a bigger, more challenging symposium for maori who work within the Mental Health sector of Counties Manukau. This year Te Ara Whiriwhiri welcomed the Mahi-A-Atua program, a two-day workshop facilitated by the Mataora Team from Ngati Porou. The program, developed by Dr. Diana Kopua (nee Rangihuna) and well know Ngati Porou tohunga, Mark Kopua, is an approach used which draws from Maori creation stories known as purakau to explore culturally relevant ways of assessing and treating mental health problems.
The use of purakau provides a frame of reference for Maori, an insight into how our ancestors understood and found meaning to both the 'seen' and 'unseen' aspects of their lives, and the rituals and ceremonies that reflected their values.

Those well versed in traditional knowledge can feel more connected to the approach being used, while those who are disconnected from their indigenous identity can develop a stronger sense of cultural connection. The purakau provide a space to explore culturally relevant meaning to the whaiora's experiences that have brought them into Mental Health. The creation stories are part of the social conversations held frequently in many areas including on the Marae, within karakia, waiata, etched in carvings and skin Maori tattoo (Moko).
The use of Mahi a Atua in mental health services began in 1996 when Dr Diana Kopua worked as a clinician alongside a colleague and her good friend Clinical Psychologist Lisa Cherrington who worked with narrative therapy. Together they occupied space in therapy to share creation stories with individuals and whanau.

With over 50 registered kaimahi, and over 50 of them returning on the second day, this year's symposium proved to be a huge success. Many kaimahi providing positive feedback with a keen eagerness to learn more about Mahi-A-Atua.

- **006FY1604 – VAHS CULTURAL EXCHANGE**

In January 2017 TAW received notice that VAHs had undergone a change process and had welcomed in a new CEO. In addition to this we were advised that the new CEO did not have an appetite to continue with the Exchange programme.

In May 2017 a request was made by the TAW Chair to the funder for consideration to approve the use of some of this funding to support 2x TAW members to attend the Aug 2017 TheMHS conference being held in Sydney, Australia.

The interest in attending TheMHS came about as a direct result of there being a focus on integrated systems, making a real sustained difference, the challenge of managing innovation and building culturally appropriate client based mental health services. Given the CMH Integration work taking place in Counties Manukau, TAW felt this was an appropriate opportunity for knowledge and experience sharing and growth.

- **008FY16001 – TE OHONGA**

Once again, considerable effort and resource went into actively supporting Te Ohonga (Kaumatua/Kuia) Roopu to deliver upon their work stream.

The sharing of the wealth and depth of knowledge and experiences of the participating Kaumatua/Kuia has enabled Te Ohonga to move forward with the development of a website that will enable them to:

- Promote the identity and role of Te Ohonga;
- Allow other MH services to access Cultural expertise within the group;
- Provide a digital bank to deposit resources cultural specific vide clips (interviews with Kaumatua/Kuia;
- Collate informaton/data as to the demands for cultural support and guidance within the MH sector.

Strategic Plan

The goals and objectives from the strategic plan are very much focused towards the integration mahi taking place across the region. All the objectives are on target except one (Kaimahi and whaiora surveys). These are in the process of being prepared and being sent out.

Celebration

On the 27 May 2017 Mahitahi celebrated its 20th birthday.

To celebrate 20 years, we had a DVD made which chronicles the 20-year journey of Mahitahi Trust from its humble start in Franklynne Road, Otara to where it is today. Those who played a significant role in Mahitahi Trust were invited to share in this auspicious celebrations with us. The day commenced with the launch of our new tohu. This was followed by a luncheon where speeches and kapahaka occurred.

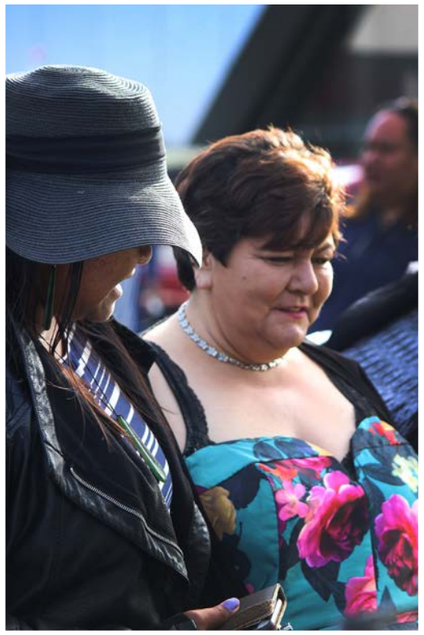
I just want to thank everyone who has contributed to an extremely busy yet exciting year of growth. In particular, I want to pay a special acknowledgement to the staff for their resilience and for continuing to participate in a journey that has seen us make a difference in the lives of our whaiora and whanau.

The coming year will bring with it further change for the organisation. These changes are all about improving the health and wellbeing of our whanau and while this time may be uncertain there are also opportunities for us to deliver services differently, smarter and more efficiently. It is going to be busy and thought provoking year, but we are ready and we are excited to see the future unfold whereby we are achieving Mauri Ora for all.
In closing, I would like to thank the board for their undying support and confidence for me and my team to be able to whatever is required to take our organisation into the future. Your support is appreciated and I thank you for your ongoing commitment to Mahitahi Trust.

Kua tawhiti ke to haerenga mai,
kia kore e haere tonu.
He tino nui rawa ou mahi,
kia kore e mahi nui tonu.

You have come too far,
not to go further.
You have done too much,
not to do more.

Ta Himi Henare Ngati Hine, 1989.



Mahitahi Trust

Ma te mahi tahi ka whiwhi ora
People together nurturing wellness

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