



Te Piki Oranga Ltd  
MĀORI HEALTH SERVICES



# Annual Report

2015 / 2016

# Mihi

*E ngā mana e ngā reo e ngā karangamaha i tautoko nei te āhuatanga o te wā tēnā koutou.*

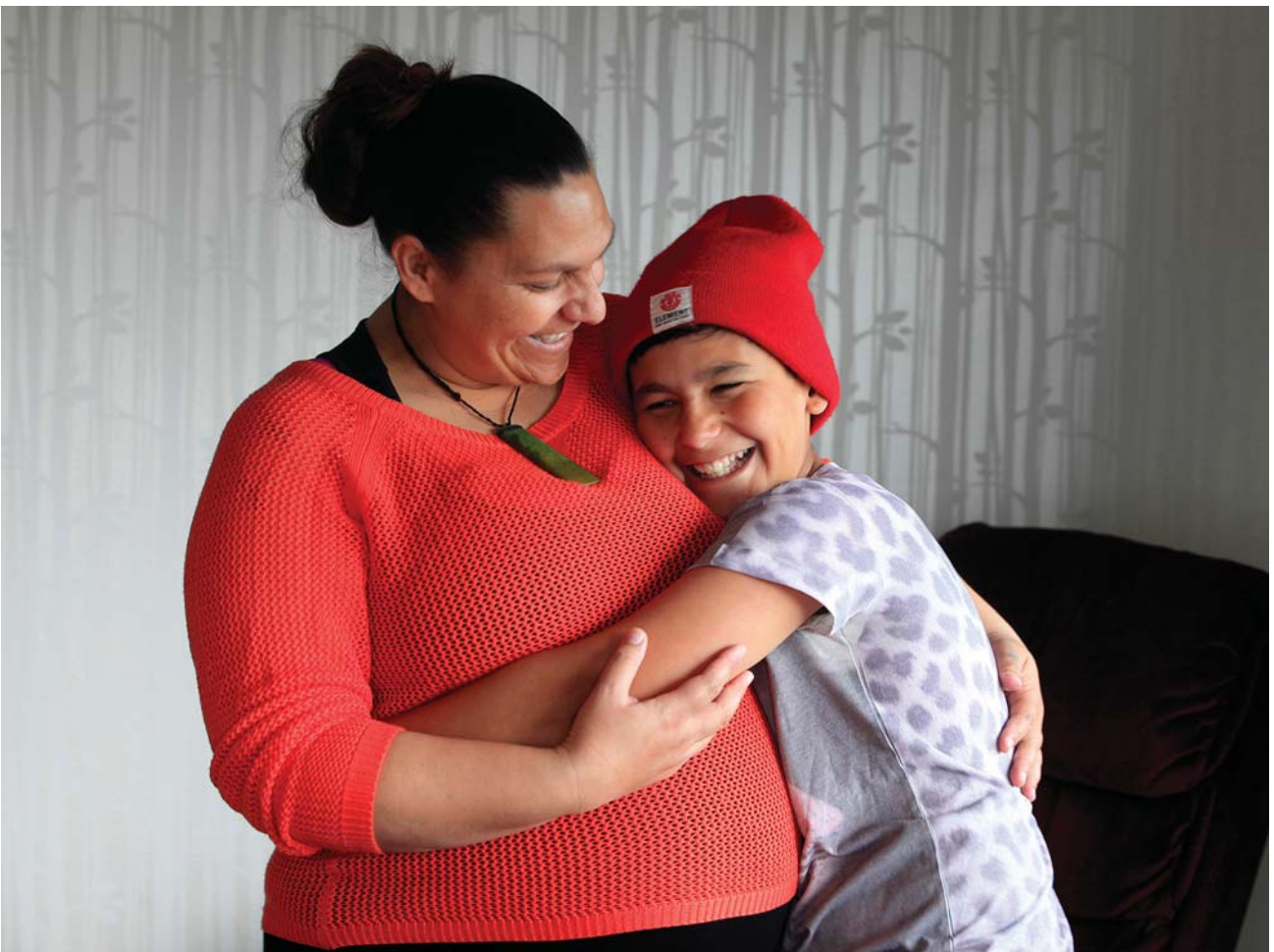
*Ki te hunga kua moe, nā raatou i whakatōkia mai ai ki te ngākau ko te reo me ōna tikanga, ka tangi. Ki a koutou moe mai okioki ai.*

*Ki a koutou te hunga ora tēnā koutou katoa.*

*Te ao hurihuri te ao huri ai ki tona tauranga: Te ao rapu; ko te huripoki e huri nei i runga i te taumata o te kaha.*

*Ko tēnei te mahere ki whakawhanake ai ngā mahi o Te Piki Oranga ki te ahu whakamua.*

*Mauri ora!*



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# Te Piki Oranga Ltd

Te Piki Oranga are leaders in Māori public health in Te Tau Ihu (the top of the South). Set up in collaboration with the Nelson Marlborough DHB and existing Māori Health providers, we deliver a range of health services on behalf of regional and national health partners.

Our qualified staff create a supportive environment for whānau, providing quality and accessible Māori Health and Social services that are consistent with the concepts of whānau ora and tino rangatiratanga (self-reliance and independence).

We operate from three regional hubs: Wairau, Whakatu and Motueka. Many services are free and mobile, designed to improve health outcomes for Māori in Te Tau Ihu.





*Kia korowaitia āku mokopuna ki te korowaitanga hauora -  
We want to wrap our future generations in a korowai  
of health and wellness.*



# Chairperson's report

*Ma Te huruhuru, Ka rere Te manu*

*Me Whakahoki mai te Mana ki te*

*Whānau, Hapu, Iwi, ara,*

*Kia korowaitia aku mokopuna ki te korowaitanga hauora.*

*Tihei Mauri ora!*

*E tangihia ana matou te hunga kua wheturangitia. Nā rātoua tonu ngā kaupapa e arahi nei i a mātou ngā uri whakatipu e mahi nei. Moe mai rā koutou i ou moenga roa okioki ai.*

*E ngā mana, e ngā reo, e ngā karangamaha nau mai whakatau mai ki tēnei hui a Tau o Te Piki Oranga.*

*As the whakatauki says, give the bird feathers and they will fly. Let us return empowerment to family and the Tribe to envelope my grandchildren in a cloak of health and well-being!*

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In Te Piki Oranga Ltd's second year of operation we have continued to deliver health services within an ever-changing environment and the dynamics of changing staff.

The Board is currently made up of three independent directors - Kereopa Ratapu, Cathleen Walker and Rangitane representative Lauree Walker (Rangitane has not taken up the offer of a shareholding in the company).

The shareholders are: Whakatu Marae – Jane du Feu; Te Korowai Trust – Myra Dick; Te Awhina Marae – Keith Palmer; and Ngati Apa ki Te Ra Tō – Aroha Bond.

Te Kahui Hauora o Ngati Koata has yet to complete its winding up and still holds shares in the company with no representative currently. The shareholding will be resolved this coming year.

The Board has worked very closely with the Tumuaki to make sure all the policies and procedures have been signed off and are now moving into the review process. This has been a mammoth task for the Tumuaki and Board, but one that was necessary to ensure the implementation of good business practice for the benefit of the company and our staff.

One of the biggest challenges has been the amount of administrative work required to have a fully operational organisation with limited management staff. This has led to a review of the infrastructure with a view to increasing staffing in the near future and thus improving the efficiency of the service.

As part of the reporting process, although the Tumuaki reports directly to the Board on all matters, it has been very informative to see the reports from the rest of management, allowing the Board to have a clearer view on the dynamics of the service spread over such a large geographical area.

The company has been through two audits in this financial year.

1. The NMDHB requested a review against the original business case to consider the success or otherwise of the venture.
2. A Ministry of Health audit against the contract.

While the feedback has been good, we have yet to receive the final documents. Our good interim results are largely thanks to our administration team, led by Lindi Rule, who ensured that all the financial and HR processes were firmly in place.

Financially the company is very sound, having operated within budget and received a clean audit under the expert eye of the Nelson Tasman PHO accountant who is contracted to manage our books along with the Board and Audit and Risk Committee.

An extensive consultative process occurred for the development and completion of the Development and Strategic Plans this last year. These documents have set the framework and a pathway forward for the organisation.

The establishment of the Pou Taki position in August 2015 has made a huge difference to the development of Tikanga and Kaupapa Māori practice within the organisation. A programme has been developed for staff training to increase the level of understanding and improve cultural competencies within the organisation. It is also assisting the consolidation of the organisation.

This last year has seen the organisation review its sites and a decision was made to have all Whakatu kaimahi at Whakatu Marae. This will occur at the start of the new financial year. We thank Te Korowai Trust for the use of their site and their understanding for the need to consolidate and rationalise leasing arrangements. This will allow the review of the leasing arrangement at Whakatu to be at market rates.

The Board acknowledges and appreciates the hard work carried out by the Tumuaki, her management team, the clinical team leaders, and staff who make the service the success that it is. Service delivery is the essence of the organisation and it is constantly evolving and extending as the community becomes more aware of who we are and what we do.

The development of results-based assessment as a reporting tool has yet to be fully developed by the NMDHB, but it is an exciting initiative and one that the organisation is committed to achieving positive results for the whānau we serve.

Finally, I wish to acknowledge the hard work and the dedication of fellow Directors in getting Te Piki Oranga to where it is today and confirmed by the NMDHB to continue operations into 2017.

No reira,

Nga Manaakitanga

Jane du Feu, Chairperson



# Tumuaki's report

*Tenei te mihi tino mahara ki a tatou kātōa, te komiti matua o Te Piki Oranga, nga whānau, nga hapu, nga iwi o Te Tau Ihi O Te Waka A Maui.*

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Te Piki Oranga has grown substantially in the second year of operation, both in staff and facilities. The Board has worked really hard to ensure that all levels of the organisation have the tools they need to deliver a quality service. They have shared their expertise and time unstintingly and I give my personal thanks to the Chairperson, Jane du Feu, who is always but a phone call away.

## **Experienced kaimahi to ensure quality service delivery**

Over two and a half thousand whānau accessed our services during the year and we generally recruit experienced kaimahi to ensure whānau get a quality service. Now Te Piki Oranga is established we can start to grow our own under the guidance of our skilful Pukenga Kaiwhakahaere (team leaders).

Meanwhile, I wanted to acknowledge some kaimahi changes this past year. Anne Hampton the Pukenga Kaiwhakahaere for Motueka retired and Lydia Mains was promoted into the position. Anne has done a tremendous amount of wonderful work in the Motueka Māori community for many years and it was heartening to see that she had nurtured someone of high calibre to take her place.

The skill and fortitude of particular kaimahi should also be highlighted. Insufficient admin staff and nurses throughout the year has meant the Pukenga Kaiwhakahaere - Ripeka Houkamau, Michelle Edwards and Lydia Mains - have had to be change managers, administrators and clinicians requiring a high level of expertise. I thank them sincerely for their work, as they are essential to the success of the organisation.

## **Tikanga and Kaupapa Māori extends throughout the organisation**

In August we welcomed Sonny Alesana to the position of Te Pou Taki - cultural advisor and an integral part of the management team. In our first year of operation it was identified that a high level of cultural support is desirable in a Kaupapa Māori service and Sonny ensures that our Māori philosophy underpins everything we do. His guidance has been very evident as we have welcomed three Pukenga Atawhai (nurses), two Whānau Kaimahi a-Iwi (social workers), two pukenga Manaaki (navigators) and an Alcohol and Drug Service cadet over the year. This cadet position is very important to us as it is the first in our workforce development programme.

## **System challenges overcome**

Heading into our second year we changed our database, and this has proven a tremendous challenge to Pukenga Kaiwhakahaere, kaimahi and Ratapu Hippolite, our Te Kaiwhakahaere Hangarau (IT and



contracts manager). I am sure he did not foresee the level of teaching required to ensure that we are able to use the phones, tablets and computers that are vital to the survival of any organisation nowadays. Being able to collect our own data is a powerful tool to understand the efficacy of our services.

### **Site changes**

In Whakatu the service has been delivered from two sites, Whakatu Marae and Te Korowai Trust. Despite the generous *maanaki* of Te Korowai Trust (the host with the most) being at two sites presented challenges and it was agreed by all parties that the service would consolidate at Whakatu Marae from 1 July 2016. The manager of Whakatu Marae, Kim Ngawhika, worked with us so we could expand our services on their site.

At the same time the roopu moved from Te Amo Hauora in Motueka to a new purpose built office at Te Awhina Marae. This office, in conjunction with the community meeting room 'Tainui' that is also available for our use, is proving to be a first class facility.

For our management team, the Nelson Marlborough PHO built our offices on the first floor of their building, and we appreciate their clearly demonstrated desire to support our development.

### **Delivering on strategic contracts for our whānau**

Our strategic plan has been cautious with a combination of consolidation and identifying existing gaps in service delivery.

In addition to our Nelson Marlborough District Health Board (NMDHB) contract targeting diabetes, cardiovascular, cancer, respiratory and mental health conditions (including alcohol and other drugs), we provided a Kaupapa Māori drink driving course from Whakatu Marae. This was at the request of Community Corrections and Te Piki Oranga has entered into another contract with them for Tikanga programmes in Wairau over the coming year. The Wairau team also hold weekly "Sit N B Fit" classes and clinics at Waikawa Marae. An MOU was signed between the marae committee and Te Piki Oranga and the marae has provided an excellent clinic for our use.

My thanks to Harold Wereta, the NMDHB General Manager - Māori Health and Whānau Ora, who left us in June to return north. He was closely involved in the establishment of Te Piki Oranga. The NMDHB reviewed the service against the 2014 business plan and I hope this will provide opportunity for improvements to the model in the near future. Our quality management system is now under review to improve the operations and I acknowledge Dr Melissa Cragg for leading this work.

**In summary, it has been a challenging and busy year.**

Te Piki Oranga is delivering the services as required under our contracts but more importantly, whānau are telling us that our service is making a difference to their health and wellbeing.

We know we have assisted whānau to access general practice, pharmacy and specialist services, who would not have done so otherwise. The wonderful kaimahi of Te Piki Oranga have made this happen supported by all the people who have played their part in our successful year.

Anne Hobby, Tumuaki

*Ma whero ma pango ka oti ai te mahi -  
With red and black the work will be complete.*





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