



# He Waka Tapu

Pānui whakahaerenga | Newsletter

April 2022



**HE WAKA TAPU**

*Me mahi tahi tātou mo te oranga o te whānau*



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# Chief Executive Officer update Jackie Burrows

Nau mai, hoki mai, welcome back!

The year 2022 is already flying by. As we head into the month of April we enter a new season being autumn, and another season to indulge, to gain a couple of kgs with the easter bunny bearing too many chocolate gifts.

Since our last external newsletter, we discussed the challenges of COVID-19 and Delta, fast forward to now with the Omicron variant and "isolation days". These additional challenges have required some brainstorming to continue supporting the wellbeing of our kaimahi and hapori.

I want to acknowledge the team at He Waka Tapu. They go above and beyond to ensure our whānau continued to be supported in these difficult times, even when at times kaimahi are working hard to manage their whare, whānau and having to isolate themselves, it is tough and I truly appreciate the mahi they continue to do for our hapori. Ngā mihi, thank you.

The year has seen the team jump straight back into developing new business opportunities. The first business venture was the Chatham Islands. Running from day one, our small team engaged with over 12 individuals to provide appropriate support in collaboration with the court and New Zealand Police. This mahi has then continued with a coordinator being employed on the Island, to manage and liaise the support needed for whaiora/whānau in preparation for 6 site visits throughout the year. Our second venture was Rarotonga, I initially intended to travel over with the support of others, however, due to the added variant of Omicron and the majority of our kaimahi was isolated. It was important for me to stay and manage the risk if any occurred. However, with a second option at hand I felt it was appropriate that Daryl Gregory headed to Rarotonga and continued to develop the model of support that will work for services across Rarotonga, He Waka Tapu and the Volunteer Service Aboard (VSA). I am looking forward to the next steps in developing professional development opportunities for our kaimahi and further opportunities to support the hapori in Rarotonga.

Over Christmas (2021), [videos were released](#) to promote 0800Heybro (language warning) and engage with our community. As a service that provides support in family harm, the trend of engagement increases in the Christmas/summer period with a significant influx of calls to the 0800Heybro line being a total of 265. In response to this, our Integrated Safety Response (ISR) team, Precinct navigators, whānau kaimahi and those within the Tūpono collaboration have been busy managing the increase to provide further safety for whānau within their households. This is always exceptionally complex, but very rewarding given the expertise of our kaimahi and collective partners.

Community connectors linked to the Ministry of Social Development (MSD) are now part of our organisation, with kaimahi based in both Ōtautahi and Hakatere supporting these regions for whānau and individuals who are required to isolate. Due to the rapid spread of this Omicron variant, I imagine this will continue for a long time yet.

With the growth of He Waka Tapu, we are always looking at improving systems. It is important to ensure our main tools of communication the IT infrastructure is equipped to support our kaimahi in their roles. So in April we officially go live with our new client management system Noted, this is an exciting opportunity for our kaimahi as we have stronger capabilities to ensure we are capturing the whaiora/whānau journey across the organisation. After 10 years of being a Vodafone user, we have officially transitioned to 2Degrees, which will now be our preferred supplier for all our mobile requirements.

Lastly, our General Practice clinic opened on the 4th of April 2022 in partnership with Te Aranaga Clinic (the old Portsmouth clinic) and Better Health. This is an exciting time for He Waka Tapu and we look forward to providing a great service, with low-cost GP services to ensure everybody can afford to go to the doctor when they need to. Further communications will be coming out from our Facebook Page with links and on our website.

Stay warm as autumn has hit with a winter bite and enjoy our newsletter update.

Noho ora mai,  
Jackie Burrows

# Workforce Development

COVID-19 has certainly thrown a spanner in the works and yet we continue to push onwards and upwards.

This month saw He Waka Tapu continuing the drive and passion for workforce development with the placement of two nursing student placements (ARA). The students are in their 2nd year of the Bachelor of Nursing – completing the Course Curriculum “Nursing the person with Altered Mental Health or Addiction”. Both demonstrate passion and enthusiasm and are thoroughly enjoying their community placements

He Waka Tapu will be hosting eight students from Ara throughout the 2022 year.

Daisy Leo (University of Canterbury) has commenced her internship working alongside Sue Carswell. Daisy's mahi will be exploring further the He Waka Tapu Evaluation – “a collective impact evaluation, of all He Waka Tapu services”. Daisy's tutor at the University is Aaron Hapuku, whom many of you will know well.

Bina Low has increased her hours at He Waka Tapu offering counselling support on Fridays for He Waka Tapu. Previously Bina was only available to the residential where access was limited only to the whaiora in the program. The additional hours will allow Bina to build the required 270 hours required to complete her Counselling Diploma.

## CareerForce Level 4 Health & Wellbeing

Most of our apprentices have completed their first 10 credits related to the first module. Some are racing ahead having completed close to three to four modules.

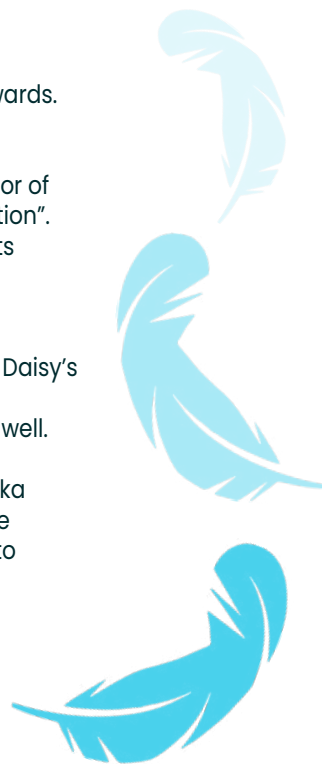
COVID has changed the landscape with some contracting the virus and those spared having to carry the workloads of those who have not, in addition, to carrying the studies they have all committed to.

James Faulds (University of Otago) continues with his monthly session. The last session was hugely enjoyed by all kaimahi. Here's some kaimahi feedback:

- “I am pleased that I attended this forum. James speaks well and structured the time well. I aim to attend as many of his offerings as I can”
- “Attended yesterday and found it to be very informative – the group participation was awesome looking forward to the next session”
- “Informative information was shared by James in a way we all had an opportunity to feed into the session”

Future topics include

- Psychosis: assessment and treatment
- Risk assessment and management, with a focus on violence
- Methamphetamine
- Alcohol



# Māui Clinic @ South City



*The staff were absolutely phenomenal. I was completely blown away by the kindness and patience they showed to my kids. They made the whole experience fun for them and I know this made them less afraid of future vaccinations too. They really went above and beyond, all the staff from the booking desk to the waiting area were all amazing.*

Our vaccination initiatives have been serving our populations for more than seven months. In that time, we have vaccinated just over 1000 tamariki and over 15,000 adults, all receiving their 1st, 2nd and booster vaccines.

In a recent audit – the Māui Clinic @ South City was identified as a well-run safety-focused site dated March 2022.

Vaccination numbers have decreased of late which was expected, after a good six months of high numbers achieved. The focus has now moved to support our covid struck whānau with Rapid Antigen Testing kits – along with masks, sanitiser and kai support.

We would like to offer a huge ngā mihi to all the kaimahi who have supported and worked in this kaupapa inclusive of vaccinators, kaimanaaki and administration staff.

## Te Aranga Health – GP clinic

On the 4th of April 2022, there was a soft launch of a new partnership with Te Aranga Community Health | Portsmouth Street and our very own GP Clinic – Te Aranga | He Waka Tapu.

A blessing was held that morning with a much more formal opening scheduled soon.

We welcome Dr Paul Hercock to He Waka Tapu and look forward to working with him to serve our whaiora and the local community.

Te Aranga Health | He Waka Tapu is welcoming new enrolments. These can be done in person or online

Fees:

He Waka Tapu will be subsidising whaiora consultation appointments so keep an eye out for this information. These details will be coming soon.

GP / NP consult	
18+ years of age	\$19.50
14 - 17 years of age	\$13.00
Under 14 years of age	Free
Nurse consult	\$5.00
Nurse prescriber	\$10.00

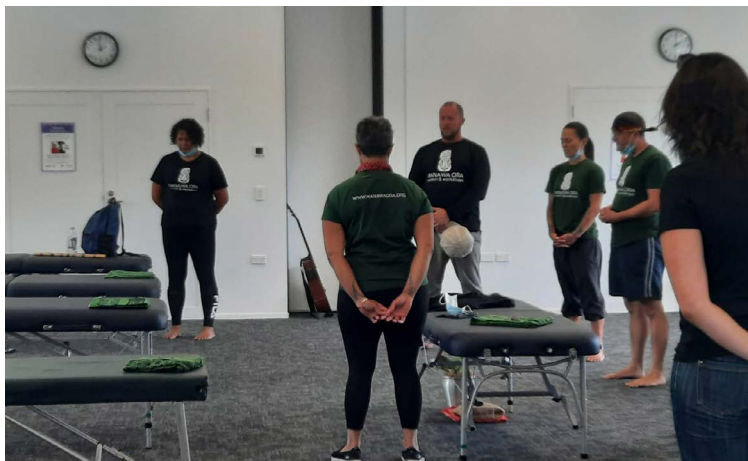


# Rongoā services | Mirimiri

Mirimiri massage and its techniques are very much part of traditional Māori culture, with the skills and necessary knowledge passed on by the elders to successive generations. Practitioners follow in the footsteps of their tipuna or ancestors and are following in a tradition that dates back thousands of years - while evolving the technique to embrace the modern era. He Waka Tapu now provides mirimiri services to whaiora and the community.

To book a mirimiri, fill out the [online form](#).

It was awesome to have the Manawa Ora Community Clinic utilise the space at He Waka Tapu for their mirimiri and romiromi roadshow.



# Te Whaioranga

After consultation and with appropriate advice, the Alcohol and Other Drugs team have undergone a name change. We are now named Te Whaioranga - "Journey to wellness". We believe this better incorporates our essence as a team that resonates with Te Ao Māori.

Te Whaioranga has had another busy quarter. Along with the rest of the world, we have been facing COVID-19 restrictions and working in bubbles, remotely and managing staff illness. With our resident cook away isolating, the team stepped up to prepare kai for the AOD groups that we hold, and the results were, although a long way off our normal, great all the same. We have enjoyed finding new, innovative ways to mahi in these challenging times and come out the other side of the hopeful peak better than ever. We have had some staff movement and are currently recruiting 1 new FTE as a Community Support Worker.

We welcomed Daniel Ready and Amy James to the team. They bring some great skills and experience and are both also quite handy in the kitchen.

We are all looking forward to our next foray into different types of mahi and helping across the organisation and the sector however we can.



# Community Connectors

There have been quite a few challenges for whānau and the community with the latest COVID-19 outbreak. Some whāiora have needed extra support as they began isolating. The Community Connectors have been working hard to provide some assistance to those in need. They continue to deliver kai packages, cleaning products, Rapid Antigen Tests and required medications across Christchurch and Ashburton.

What the Community Connectors can help with:

- If whānau/individuals are eligible for MSD assistance, they can work alongside them to help them get food grants, assistance with clothing or any bedding etc. they may need
- If whānau/individuals are not eligible for any MSD assistance and are needing food grants, assistance with clothing or any bedding etc, Community Connectors have resources to help (they must not be eligible for MSD assistance in any way)
- If the whānau/individual are needing delivery or pick-up services for groceries, medications, or other important errands they may not be able to complete, they can complete them.
- The Community Connection position is not an income-tested service. Meaning, that if a Whāiora is not eligible for MSD assistance due to high income/assets, but only needs someone to help them facilitate important errands they can still step in and help.

An [online form](#) through the MSD website needs to be completed to access Community Connector assistance. Alternatively, whāiora can call the MSD Customer Service line on 0800 559 009.

## *He Waka Tapu Connector Rangimarie in action*

Stuff recently published an article featuring He Waka Tapu Connector, Rangimarie. The article talks about the struggles that whānau go through while sick with COVID-19 and isolating, and shares Kristin Webster's story. Kristin Webster said she was extremely grateful for the care package delivered by He Waka Tapu.

[Read the full article.](#)

## *Meet the He Waka Tapu Connectors*

### Ōtautahi | Christchurch



**Renee  
Willis**



**Rangimarie  
Teautama**

### Hakatere | Ashburton



**Gina  
Tomlinson**



**Rana  
Kohunui**

# Tinana Free Community Gym

With the vaccine mandates now lifted, we can welcome all community residents back into Tinana Community Gym. Membership numbers are currently at 840, and continue to grow.

The weekly classes continue to be very popular as they cater to all abilities and demonstrate a range of exercises that the community can work on outside of the gym.

What's available at Tinana Community Gym?

- Strength equipment
- Cardio equipment
- Group fitness
- Individual training
- Health clinics & education

To keep up to date on what classes and pop-up clinics are occurring, check out the Facebook group.



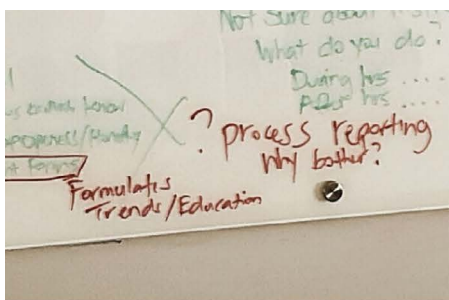
# Mauri Ora Experience

In the Alcohol and Other Drugs (AOD) Residential space, we have been working on implementing a closed group structure to more adequately meet the needs of tangata whaiora. The first intake of 12 tangata whaiora will be welcomed with a pōwhiri by He Waka Tapu on 25 May 2022. Tangata whaiora will then progress through the programme and graduate together, developing a strong support network within the cohorts.

The programme has also developed a Tihei Mauri Ora model, which promotes kaupapa Māori content delivery through the stages and supports the transformation of tangata whaiora. Referrals will continue to be reviewed weekly by the multi-disciplinary panel, with admissions occurring every 8-weeks moving forward. The option of respite can still be accessed by tangata whaiora, depending on availability.

We would also like to welcome Tawhai Te Karu and Stephanie Dorreen to the team who have taken up Kaiawhina roles. Tawhai brings a wealth of knowledge from Te Ao Māori, including experience in whānau ora. We also look forward to Stephanie expanding her skill set in the service, especially in the group facilitation space with her background in psychology and sociology.

Kaimahi that works with whaiora participating in the programme recently attended a medication refresher course.





# Integrated Whānau Services

During uncertain times I'm pleased to report that our presence within the precinct remains undisturbed and we've been able to function business as usual. COVID Health & Safety restriction engagement has been received well. We have two kaimahi in training to provide cover for current navigators if isolation is required. We have also started going into the precinct in the afternoons to provide further support and reach more whaiora & extend our reach in that space.

There is a great team working hard behind the scenes in how we promote and advertise the 0800 HEYBRO line. The latest promotional video was released early this month. Along with IT supports we are currently receiving calls to improve quality service nationally. We are recruiting new team members internally to help field the high volume of calls. We are receiving around 130 calls per month however we know this will continue to climb.

Nau mai, haere mai to the new kaimahi into our team.

- Tyler Kini - Out of Gate kaimahi
- Te Amo Tamainu & Riua Patawai - Integrated Safety Response Kaimahi
- Nicola Beedles - Te Herenga Tangata Kaimahi.

We look forward to all the wonderful mahi they will bring and the skill sets that are so valuable to our organisation & community.



## New opening hours!

Over the past three years, COVID-19 has proved that He Waka Tapu can operate efficiently with kaimahi utilising wellbeing days, flexi days, working from home and finishing at 3pm on Fridays. Making sure we look after the wellbeing of our kaimahi is a high priority. These processes help our kaimahi to be in the right headspace to deliver their mahi without harm.

To make our programmes and services more accessible to whaiora and the community, we allowed kaimahi to restructure their hours. A 4 day work week survey was sent to all kaimahi, asking if they wanted to opt-in for a 4 day work week and work one Saturday every two months. There has been lots of research into the benefits of a 4 day work week, including that of [Jarrod Haar](#).

There was insightful feedback that came from the survey. 80 kaimahi responded resulting in 78 supporting the kaupapa. Those that declined the initiative still work their normal hours with a 3pm Friday finish.

It is important for hapori to have the opportunity to access support outside 9:00am - 5:00pm, Monday - Friday.





# He Waka Tapu

**Me mahi tahi tātou mo te oranga o te whānau  
Working together for the wellbeing of family**

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