



Te Runanga o Ngati Pikiao Trust

Hui a Tau

Annual General Meeting

Wednesday 8 December 2021

5.30pm



1. Mihi/Karakia
2. Apologies
3. Minutes of AGM held 26 November 2020
  - a. Any Matters Arising
4. Audited Annual Financial Statements (An Attachment)
  - a. Presentation of Audited Accounts 1 July 2020 – 30 June 2021
  - b. Appointment of Auditor for 1 July 2021 – 30 June 2022
5. Chairpersons Report – Mapihi Raharuhi
6. General Managers Report – Pare Merito
7. GP Health Services Report – Dr Grace Malcolm
8. Service Reports
9. Te Arawa Whanau Ora Report – Carolyn Jones
10. Te Papatakaro o Te Arawa Report – John Merito
11. General Business
12. Karakia Whakamutunga



Our Board of Trustees	4
Our Staff	5
Minutes of AGM 26 November 2020	6-8

## **REPORTS**

Chairpersons	9-10
General Managers	11
GP Health Service	12-13
Whanau Ora Service	14
Counselling Service	15
Rangatahi Service	16
Incredible Years Parenting Programme	17
Kia Piki Te Ora – Maori Suicide Prevention	18
Te Arawa Whanau Ora Collective – Iwi representative report	19
Te Papatakaro o Te Arawa – Iwi representative report	20

## **ATTACHMENT**

Audited Annual Financial Statements for 2020-2021	
---	--



## OUR PEOPLE OUR BOARD OF TRUSTEES



Chairwoman  
Mapihi Raharuhi representing  
Pounamanui marae



Trustee  
George Haimona representing Opatia marae



Trustee  
Tepora Apirana representing  
Punawahakareia marae



Trustee  
Tania Turner representing  
Te Awhe



Trustee  
Keith Waaka representing  
Hohowai marae



Trustee  
Carolyn Jones representing  
Paruaharanui



Trustee  
Pakitai Raharui representing Rakeiao



# OUR PEOPLE OUR STAFF



**General Manager – Pare Merito**



**Doctor Grace Malcolm**



**Our Accountant  
Kara Crookes**



**Our Receptionists  
Marie Downer & Pipiana Brailey**



**Our Whanau Ora Paearahi  
Kelley Nyman & Atapo Huriwai**



**Our Health Care Assistants  
Hinemihi Rikihana & Marcia  
Whakatau**



**Our Counsellors  
Derryn Hyde & Vivienne Wilson**



**Our Nurses  
Sheryl Baker, Saresa Luscombe & Eliza  
Stephens**



**Our Rangatahi Social Worker  
Hera Merito**



**Our KPTO Team  
Te Pae Fitzel & Mamaeroa Merito**



**Our Healers  
Clockwise: Yasa, Belinda, Rena, Lyn & Dionne**



**Our Rangatahi Navigator  
Mataku DeRoo**



# Minutes of Annual General Meeting Held 26 November 2020 at Taheke Marae Okere Falls Rotoiti Rotorua

**Trustees:** Mapihi Raharuhi (Chairperson - Houmaitawhiti rep), George Haimona (Taheke) Roland Kingi (Kahumatamoemoe), Tania Turner (Te Awhe) and Carolyn Jones (Paruaharanui)

**In Attendance:** Pare Merito (General Manager) Ngareta Delamere (Board Secretary)

**Manuhiri:** Pare Aratema, Jackie Aratema, Kepa Morgan, Vivienne Wilson, Marcia Whakatau, Roimata Ahsun, Miriamai Richmond, Ellen Tamati, Kawekura Samuels, Tepora Ashmore, Pipiana Brailey, Atapo Huriwai, Mataku DeRoo, Marie Downer, Eliza Stephens, Carol Haimona, Mamaeroa Merito, Kelly Nyman, Christine Frost, Monique Tini, Sonia

## **Karakia/Mihi:**

Kepa Morgan said the opening karakia and mihi. He noted that Te Runanga o Ngati Pikiao has been in existence for 33 years and been in business for 27 years.

The Chair acknowledged our Kuia and Koroua who had the foresight to establish Te Runanga o Ngati Pikiao for our iwi. The Chair also acknowledged those who had taken the time to attend this AGM.

## **Apologies:**

That the apologies from Emma Hawera, Lena Rapana, Pakitai Raharuhi, Bella Peti, Dr Grace Malcolm, John Merito, Tepora Apirana, and Thomas Perfect be received.

*Moved: Carolyn Jones*

*Seconded: Kepa Morgan*

## **Minutes from Previous AGM:**

The Chair presented the minutes from the Annual General meeting held on 22 November 2019.

That the minutes from the Annual General meeting held on 22 November 2019 be received.

*Moved: Kepa Morgan*

*Seconded: Mamaeroa Merito*

## **Financial Report:**

Roimata Ahsun from GHA presented the Financial Report.

- The Runanga has a clear audit report from Cookson and Forbes.
- Sustaining good performance and holding good cash reserves over the period of two years.
- Doubled services that were provided to our people and kept money in the bank.
- The revenue from goods and services was \$1.29 million which is made up largely of the health contracts coming in layered with the social and educational contracts.
- There is other income of \$144,000 which has increased significantly from last year. This is made up of the grant from Rotoma No.1 to essentially pay for the doctor.
- Total revenue for the financial year just gone is \$1.43 million which is up from last year.
- Total expenses are \$1.39 million which has given a surplus for the year of \$44,000 and a doctor on the books.
- Current assets are \$167,602 and debt is around \$64,000 with total current assets of \$232,000.
- There is less cash in the bank because the Runanga has been able to purchase vehicles but this will be reflected in the non-current assets.
- The property, plant and equipment is \$60,530 and investments are \$22,000 and total non-current assets are \$82,000 which brings the total assets to \$314,000.
- Current liabilities are \$66,000, employee cost payable is \$44,000, income in advance is 109,000 and this has come down from last year, with total of current liabilities of \$219,462 with a net assets which are less the liabilities of \$95,000. This is a better forecast than last year.
- The Chair thanked the Runanga Accountant Kara Crookes for the work that she does in looking after the financial responsibilities of the Runanga.



# Minutes of Annual General Meeting Held 26 November 2020 at Taheke Marae Okere Falls Rotoiti Rotorua

*It was moved that Cookson Forbes Chartered Accountants be appointed auditors for Te Runanga o Ngati Pikiao 2020 / 2021 financial year.*

**Moved:** Carolyn Jones

**Seconded:** Mamaeroa Merito

*It was moved that the financial report be received and accepted.*

**Moved:** George Haimona

**Seconded:** Ellen Tamati

## Chairpersons Report:

The Chairperson presented her Report and the following was discussed:

- Thanked Pare for her continued mahi with the Board and her aroha for our people.
- Thanked and acknowledged the dedicated staff who continue to provide support and aroha for our people.
- Thanked the Board for its contribution to the work of the Runanga and the Board members for their support.
- This year was unprecedented with the COVID-19 which saw the motu locked down and the reality of not being able to visit our pakeke and mokopuna at a moments notice was unheard of.
- Acknowledged the essential workers and the Pikiao entities who provided a range of support.
- The leadership provided during this time from Piki and Pare was outstanding.
- On behalf of those of us who received a koha, a friendly visit, a smile and/or a growling we thank you.
- Nga mihi Te Tokotoru a Manawatokotoko.
- Moving forward the coming year will see the Board focus on responding to the call from the Pikiao Koeke to come together and look at future proofing Pikiao reo, Pikiao tangata and Pikiatanga.
- A leadership group which was identified by the Pikiao Koeke. It is made up of Muriwai Ihakara, Lawrence Tamati, Kepa Morgan, Waiteahoaho Emery, Raina Meha, Wairangi Whata, Ellen Tamati and the Chair of the Runanga Mapihi Raharuhi. This leadership has been tasked with working alongside the Pikiao entities and groups to design a structure where we work towards Pikiao unity. This is not a new concept nor is it an unfamiliar conversation. The original intent of Te Runanga o Ngati Pikiao was to bring Pikiao together in a co-ordinated fashion for the betterment of Pikiao.
- This is an exciting piece of work that the Board is currently involved in and we will update as we go.
- On behalf of Te Runanga o Ngati Pikiao Board of Trustees the Chair thanked everyone for their ongoing support. There are many exciting opportunities ahead but we also recognise the challenges that we face but at the centre is ensuring we remain connected, relevant and that we are able to continue to inspire each other to contribute to the ongoing vitality of Pikiao.

*It was moved that the Chairpersons Report be received.*

**Moved:** George Haimona

**Seconded:** Carolyn Jones

## Operations Reports:

Pare presented the Service Reports and the staff introduced themselves:

### Whanau Ora, Counselling, IYP, Suicide Prevention services:

- The Runanga is a part of a number of providers who have contracts with TAWO to deliver Whanau Ora services. The contract requirement was to work with 60 whanau. This requirement was exceeded and there are 70 Whanau Ora plans.
- During the COVID 19 levels Kelly and Atapo accessed Whanau Direct funding for 237 whanau.



# Minutes of Annual General Meeting Held 26 November 2020 at Taheke Marae Okere Falls Rotoiti Rotorua

- The difference with the Whanau Direct funding during COVID 19 was a quicker turnaround of funding and this was reflected by the high number of whanau accessing the fund.
- The Runanga has a counselling service contract with Oranga Tamariki. This contract is around crisis counselling for adults, advocacy support for rangatahi and connecting tamariki with Pikiao whanau.
- The referrals are received from a number of different sources but these are limited due to capacity.
- During this reporting period 34 adults were referred for crisis counselling, 7 rangatahi were referred for advocacy support and 250 hours were spent supporting whanau to reconnect back to Pikiao whanau.
- The contract requirement was exceeded for the adults but under for the rangatahi contract. In conversation with the Oranga Tamariki Manager this was acceptable due to this occurring during COVID 19 period.
- Following negotiations with Oranga Tamariki the counselling service was increased.
- The Incredible Years Programme runs twice per year. This programme was designed to develop positive whanau relationships.
- Pare thanked and acknowledged all her staff for their contribution and amazing mahi that they have provided all year.
- Ellen also thanked all the staff

## **Health Services:**

- Acknowledged the resilience of Maori during COVID 19. Observed the level of anxiety was high during COVID 19.
- Whilst there were challenges during COVID 19 the Clinic continued to grow. On target for predicted enrolled patient numbers but in order to maintain this growth phase the Runanga needs to be innovative and smart in the type of services that are being offered.
- Operational changes in 2020 emphasised a more holistic and traditional approach to maintaining the health of Pikiao.
- Health team continues to grow in capacity and resource. The Runanga is very fortunate to have Dr Grace Malcolm.
- This year's disruptions with COVID 19 has seen the team strengthen, innovate and sustain growth in very difficult times.

*It was moved that the Service reports be accepted*

**Moved:** Carolyn Jones

**Seconded:** George Haimona

## **General Business:**

### **Representation on Te Runanga o Ngati Pikiao Trust**

- The Chair discussed representation on the Board and asked that maraes look at ensuring they have two representatives on the Board. It is helpful to have two representatives as when one is able to attend the meetings the other member can attend.

*There being no further business, Kepa Morgan closed the hui at 6.28 pm.*





## Nau mai haere mai ki te ripoata a tau o Te Rūnanga o Ngāti Pikiao Trust.

As Chairperson of Te Rūnanga o Ngāti Pikiao Board of Trustee's I present the Chairperson's report to you for the year 1 July 2020 to 30 June 2021.

This year has seen the Runanga continue to deliver exceptional services to our people within the Te Arawa rohe. Whilst we remain focused on our 'Business as Usual' delivery, the Rūnanga has also contributed to participating and contributing to the work directed by our Koeke – Whakakotahi a Pikiao. This work has moved to the selection of 7 interim Governance members to activate the work program agreed and developed by the initial leadership group selected by the Koeke.

The Interim Governance Group are:

Laurence Tamati	Reina Engelen
Cheryl Stephens	Matarena Ihakara
Tepora Apirana	Matene Haimona

Firstly, I want to congratulate you all and thank you for putting yourselves forward for the important work ahead of you. Know that the Runanga Board are here to support you in this mahi. Kia kaha!

In these extraordinary times of Covid-19, I also want to acknowledge the work of our Runanga Leadership Team – Pare and Dr Grace. Our General Manager, Pare Merito provides the leadership and support we require to not only operate and manage our business as a Rūnanga but she continues to provide the Board with what we need in order to provide Governance to the Runanga. Your dedication and aroha is seen in the way in which the Runanga goes about our business. Nga mihi Pare, I say this every year, but thank you for your dedication, your aroha to our people.

Dr Grace Malcolm and her team in our GP services, have continued to provide an excellent level of care of the patients registered with the Runanga GP Clinic, as well as leading the Te Arawa Clinical Governance Group leading the Te Arawa Covid-19 vaccination program. As we are all aware, the drive to ensure Māori across the Te Arawa rohe receive the Covid-19 vaccine – two shots – has been a mammoth task. Dr Grace and her team have provided excellent education about Covid-19 vaccination to the wider communities of Rotorua, Murupara, Mangakino and Kaingaroa. Whilst there is still a lot of work to do, Dr Grace providing information based on the facts of Covid-19, has enabled many of our whanau to make informed decisions about vaccinating for Covid-19. Nga mihi Grace!

I want to also take this time to acknowledge the committed staff who work in our Runanga. You have all provided service to our people with manaaki, aroha and helpful words. Your contribution to the health and wellbeing of our people has not gone un-noticed. I thank you for your contribution, perseverance and mahi. Ngā mihi aroha ki a koutou!

To my fellow Board members, thank you for attending our monthly hui and contributing to finding the solutions to the challenges the Runanga has worked through. It has certainly been a tough two years, but we have leaned into the challenge, and we are now seeing the fruit of that work. Thank you for your contribution to the Governance of the Runanga. Ngā mihi.

To our Runanga stalwart and life member uncle Willie Emery who passed away this year, we thank you for everything that you did for our Runanga, we miss you dearly, and you will always be remembered.



Finally, I want to take a moment to acknowledge our Pikiao Council of Elders. You have all provided the guidance and aroha to the Board and staff of the Runanga. Your consistent availability to participate to the challenges but also celebrating with us the great things that the Runanga has achieved. Thank you for your support and confidence to the Runanga during these unprecedented times of Covid-19.

In summary, on behalf of Te Runanga o Ngāti Pikiao Board of Trustees I would like to thank you all for your ongoing support. There are many exciting opportunities ahead, but we also recognize the challenges we face. At the forefront of our Runanga is ensuring we continue to remain connected, relevant and that we are able to continue to inspire each other to contribute to the ongoing vitality of Pikiao in our own way.

Na,

Mapihi Raharuhi

Chair



## Ngati Pikiao Whanau, tena koutou katoa

As we gather together this evening to share with our Iwi Ngati Pikiao how the Runanga fared through the 2020-2021 financial period, I firstly wish to acknowledge the amazing vision and insight that our Rangatira had back in 1986, when they stood in our wharetupuna Te Takinga, and with agreement from the whanau present, decreed that this Runanga be established to meet the health, social and educational needs of our Iwi. I'm quite sure though, that they may not have foreseen that in the year 2020 a global pandemic would strike this beautiful land of ours, and change forever the way that we hui together, and that instead of us all being at the pa, whanau would be zooming in from the comforts of their homes, to participate in the 28<sup>th</sup> Annual General Meeting of Te Runanga o Ngati Pikiao Trust!!

And on that note, I am pleased to be here at the Runanga with our Chair Mapihi Raharuhi, our very own Doctor Grace Malcolm, our Kaumatua Pakitai Raharuhi and our IT 'fixer' Mamaeroa Merito, to share in the presentation of our Annual General Report.

I will now share with you some significant operational developments, and how we have worked in our Iwi space:

### Significant Developments

- MOE research mahi that ultimately leads to Ngati Pikiao local histories being taught in early childhood centers including kohanga reo, mainstream and kura kaupapa.
- ACC research mahi that leads to Paearahi supporting koeke to reduce or eliminate the risk of being hurt through accidents in the home.
- Rotoiti te Moana Mauri model – Kepa Morgan
- Budget Advisory service
- Purchase of *Exess* database
- Re-development of the Runanga website
- Traded in the old Runanga fleet for a new fleet
- Two new kaimahi in the services
- How our kaimahi work within a pandemic environment

### Our Iwi Space

- Te Tokotoru a Manawakotokoto
- Ngati Pikiao Ahurei
- Iwi Maori Partnership Board
- Whakakotahi a Pikiao

### In conclusion

It is an honor and a privilege to be able to work within a team that values above everything else, the physical and spiritual well-being of the whanau that we serve, and in particular those of our whanau for whom life has not been kind, and who need assurance and hope that there is 'light at the end of the tunnel'. I can say that these values are the hallmark of our kaimahi who work for the Runanga. To our Madam Chair, thank you for your unwavering support and strong leadership in the governing of our Runanga, to our trustees nga mihi nui ki a koutou, and last, but certainly not least, thank you to our koeke me nga whanau, hapu o te Iwi o Ngati Pikiao.



## GP Health Services Report Dr Grace Malcolm & Practice Coordinator Marie Downer

### **Tēnā koutou katoa**

Another year has passed and it is fair to report that 2021 has been another year of adapting to the changing strategies and workload that Covid19 has placed on our workforce and community. Our team have answered the call to deliver support services in every possible way to ensure that our community continued to have access and have all their health needs met.

We have experienced a significant growth in enrolments in the 2021 year. An increase of 458 new patients enrolling during the 2021 year took the roll to 1958 to end of June 2021 and stands at 2221 as of last week. Many enrolments have come via support workers as Rotorua has answered the call to house those in need in hotels and motels around the rohe. Many of these clients have presented with complex conditions and required wrap around care and services.

### **Innovation**

The Runanga has welcomed another Spiritual Healer this year. Lyn Creighton is an experienced healer who delivers mirimiri, readings and energy healing two days a week to our whanau. Dionne and Belinda from Healing Touch NZ and Rena Morehu delivering mirimiri services have also continued to deliver their valued healing services. Renovations to accommodate an extra healing space have been undertaken to ensure that patients experience healing in a welcoming quiet space. Spiritual healer Yasa who explores intergenerational trauma assisted by talking therapist Vivienne have continued their work.

All of the healing services offered at TRON have had consistently positive feedback resulting in repeat services for those who require a series of sessions to reach a desired level of healing. Many visitors have commented that there has been a significant “change” on entering the building - a positive type of vibe or energy – which is now flowing amongst us all as our team carries out our work in holistic way.

### **Performance Targets**

There has been a small improvement in our performance targets and work is still being done to rise to the National average. Workforce had been reorganized but due to staff resignations and the stressors of Covid19 it has proved extremely hard to recruit replacements during this time. We are now operating again with a full compliment of clinical staff to be able to reboot our strategies moving forward into the new year.

### **Workforce**

All of our valued staff have worked extremely hard during difficult times. Including social, mental health, administrative and clinical who have all stepped up to the challenge this year and last year with onset of covid 19 lockdowns and alert levels. Our nurses and administration staff have been key in the clinic being able to move forward, grow and be adaptive to the ever changing environment that is covid 19 and health and to contribute their services also to the Te Arawa-Rotorua community. It has been team comradery and the great leadership from our Dr Grace Malcolm that has been instrumental to successfully navigate the ever changing strategies of COVID 19 – versatility and adaptation has been at the forefront of everyday operations. Without the support of our frontline staff it would not have been possible for Dr Grace to do the work that she has been able to do.



## GP Health Services Report Dr Grace Malcolm & Practice Coordinator Marie Downer

Dr Grace has achieved beyond and above and I know that all of the staff have been behind her innovative ideas; her exceptional organization skills, hui and zooms which along with Korowai Aroha, Western Heights Medical Centre, Manaaki Ora, Te Arawa Covid Hub and many other organisations facilitated the establishment of the Drive-through vaccination hub on Clayton Rd. This in itself is an achievement of outstanding significance and has made an exceptional impact on vaccination numbers for our whanau. Many public attendances to workplaces, radio interviews and tv interviews to speak to whanau about covid19 and the advantages of vaccinating have been undertaken by Dr Grace. It was especially rewarding to receive a personal visit by Prime Minister Jacinda Ardern (fondly known as Aunty Cindy) to TRONP to congratulate all services on our achievements and future plans, offering assistance wherever needed to continue the covid19 work into the new year. This work includes moving vaccinations into the clinic and delivering wrap around services to the community when COVID 19 strikes. Education and information distribution to our community has also been at the forefront of the service delivery. Our facebook page a constant source of information for sharing.

Also to Marie Downer Practice Coordinator who has cheerfully held the fort and quietly filled the gaps that needed filling whilst “important” people went about their business, a huge thank you and acknowledgement.

### Summary

It is encouraging that the continued growth of our population has improved our capitation payments. Additional funding from Government and disbursed through DHB and PHO during COVID has assisted us to maintain a positive balance sheet. Our team has further strengthened, become more creative and innovative through difficult times .

We are thankful for our Leader Pare Merito who through her ability to encompass the values of Te Aō Māori into our daily practice. An open door, smile and humor helps us all to connect and stay both grounded and connected through the tough times.

We would also like to acknowledge the Board who continue to serve and provide guidance, wisdom and clarity at the upper echelons of the Runanga.

Last but not least to our whanau, hapu and iwi from Pikiāo, Te Arawa, mata waka, tawahi and those who have settled and live here in Rotorua and thrive in our practice, we extend our humble thanks for the privilege of serving and caring for you, our community.



In the words of Dame Tariana Turia, *Whanau Ora is about empowering whanau to take control of their future, so that they can be self-determining, live healthy lifestyles, be participating fully in society and be economically secure.*

And with this profound message to inspire us, Te Runanga o Ngati Pikiao Trust along with several other Maori Providers in Rotorua, came together at Korowai Aroha in 2010 and from that hui, established Te Arawa Whanau Ora. And through Maori Provider partnerships with Te Arawa Whanau Ora came our Paearahi, whose mahi continues to bring to fruition the words of Dame Tariana Turia.

Our Paearahi are Kelley Nyman who joined our team in August 2018, and Atapo Huriwai who came onboard in January 2020. Kelly and Atapo work alongside whanau to co-design a Whanau Ora Plan, which is then actioned, monitored and reviewed as and when needed.

Entry criteria is 'open' with referrals coming from self-referrals, internally (other Runanga services) and externally from providers, community sectors, and agencies. Our highest number of referrals are received from the external sources.

#### Data Information

In terms of this reporting period, our Paearahi were required to work with **50** individuals to complete whanau Plans. Kelley and Atapo exceeded the requirement and completed Whanau Ora Plans with **57** individuals. In total, there were **107** whanau members connected to the 57 individuals, and from the 107 whanau, their demographic profiles were;

- Maori (99); European Pakeha (2); European Other (4); Not Stated (4)
- Ngati Pikiao (26); Te Arawa (31); Ngati Tarawhai (5); Tuhourangi (2); Tuwharetoa (4) Other Iwi (24); Not Stated (7)
- Kaumatua 65+ (5); Pakeke 18-64 (89); Rangatahi 13-17 (3); Tamariki 6-12 (6); Unknown ages (4)

#### Whanau Ora Plan

A Whanau Ora Plan is made up of sets of goals that contribute towards achieving a positive outcome. Below, are some of the outcomes that our whanau achieved.

- Finding affordable and suitable accommodation,
- Home repairs and home ownership,
- Finding training or employment,
- Passing Learners, Restricted, Full, truck and trailer Class 4 & 5 and Forklift licenses,
- Making their vehicle roadworthy,
- Re-connecting with whanau

Below are some of the underlying challenges that whanau learnt to manage better, in order to achieve their goals and outcomes.

- Gaining more self-confidence
- Improving communication skills
- Improving literacy and numeracy skills
- Relationship building with partners, tamariki and wider whanau



In 1994, Te Runanga o Ngati Pikiiao Trust was approved as an Iwi Social Service and a Community Service provider under s 403 of the CYPF Act 1989. The Runanga maintains this approval status through its annual audit that is undertaken by Senior Assessors from Ministry of Social Development.

Our counsellors are Vivienne Wilson who joined our team in November 2019, and Derryn Hyde who came onboard in July 2021.

Vivienne and Derryn offer kaupapa Maori counselling for adult victims of physical, sexual, mental and emotional abuse. Progression towards well-being is co-developed by way of a comprehensive care plan, which is subsequently actioned, monitored and reviewed as and when required.

Entry criteria is 'open' with referrals coming from self-referrals, whanau, internally (other Runanga services) and external providers, community sectors, and agencies.

In terms of this reporting period, MSD negated the traditional 'counting of numbers' requirement, and instead our counsellors are able to focus on the 'quality of care' as opposed to the 'number throughput'.

In this context, Vivienne received **66** counselling referrals, and of this number, 24 whanau members completed their comprehensive care plan.

#### Comprehensive Care Plan

Similar to the whanau ora plan, a counselling care plan is made up of sets of goals that contribute towards achieving a positive outcome for whanau. Below, are some of the outcomes that the whanau that we support, achieved.

- Improved communication between partners and whanau
- Finding and building on new whakapapa connections
- Considered pros and cons of remaining in a relationship that was unhealthy
- Being able to look for employment
- Finding a purpose to face each day, and taking it one step at a time

Below are some of the underlying challenges that whanau learnt to manage better, in order to achieve their goals and outcomes.

- Relationship and whanau issues
- Trauma
- Intergenerational abuse
- Housing issues



This contract sits alongside the counselling service, and is also audited annually by Senior Assessors from Ministry of Social Development, as a requirement of being an Iwi Social Service and a Community Service provider under s 403 of the CYPF Act 1989.

Mataku DeRoo is our rangatahi navigator who firstly joined the Kia Piki Te Ora team in June 2020, and then moved to the rangatahi navigator role in January 2021.

This service provides support/intervention for rangatahi by way of individual case-management plans that include assessment, intervention plans and regular reviewing and monitoring of plans.

During this reporting period Mataku was required to provide support/interventions for **30** rangatahi who were finding it difficult to cope in their daily lives. She did extremely well by supporting **26** rangatahi, given that she joined the team six months into the contract period.

In her initial assessments, Mataku found that although many of our rangatahi were bright and clever with ample potential, too many of them experienced;

- Bullying from peers
- Suicide ideation
- Emotional instability
- Relationship breakdown with partners causing whakama (shame, embarrassment)
- Pressure and expectations of parents and grandparents,

In terms of a case-management plan, Mataku worked with rangatahi to set achievable tasks and activities that would help them to reduce and manage the impact of bad experiences. These included;

- Referral to Runanga counsellor
- Learning strategies to recognize and avoid negative triggers
- Building self-confidence
- Creating a CV
- Considering a different learning pathway
- Researching courses that training providers offer
- Facilitating relationship building between rangatahi and whanau





## Incredible Years Parenting Programme Facilitators – Cissie Bennett & Ruth Palliser

Te Runanga o Ngati Pikiao Trust has held a contract with Ministry of Education since 2014 to deliver the Incredible Years Parenting Programme. Since November 2016, we have been jointly delivering the programme with Ruth Palliser from *Positive Families* Tauranga, and in 2020 we brought onboard Cissie Bennett as the Runanga co-facilitator for the programme.

The Incredible Years Parenting programme is a 14 week session programme with an average running time of 3 hours per session. This programme is delivered in the early evening to make it more accessible for whanau who work during the day. The aim of the programme is to provide whanau with strategies and tools that will help them to maintain and build on positive relationships with their tamariki. The programme is particularly helpful for situations where parents may find themselves ‘at their wits end’ when trying to manage the behaviour of tamariki who may think and act a lot differently to other tamariki.

We are contracted by Ministry of Education to deliver two programmes per year, with a minimum of **20** whanau participating across the two programmes. Our first programme ran between July-October 2020, and our second programme during March-June 2021. Our Incredible Years Parenting programmes are delivered from out of the Runanga

A total of **35** whanau participated across the two programmes. Of this number:

- 35 whanau completed the programme
- Maori (20); European Pakeha (12); European Other (1); Pasifika (2)
- Females (25); Males (10)

### Session Topics

Whanau have found the sessions invaluable, as it offers in the first instance, strategies to self-regulate emotions and behaviours for ones-self. Below is a list of some of the topics being offered

- *How to play with your child,*
- *Positive attention, encouragement and praise*
- *Limit setting*
- *Tangible rewards*
- *Ignore*
- *Time out to calm down*
- *Natural and logical consequences*
- *Helping children to regulate their emotions*

### Whanau Evaluations

Weekly evaluations indicated a high level of satisfaction from parents. Comments were all of a positive nature.

Attendance was intermittent for some parents, but the catch-up session was always available to them the following week. Our facilitators noted that catch-up sessions did not capture the rich discussion and thinking that takes place in the programme itself, and it was difficult to help parents understand that at times.



## Kia Piki Te Ora – Maori Suicide Prevention Co-ordinators – Te Pae Fitzell, Mamaeroa Merito

Te Runanga o Ngati Pikiao Trust has held the *Kia Piki Te Ora – Maori Suicide Prevention* contract with Ministry of Health since 2010. The KPTO kaupapa works towards longer-term goals of reduced suicides and harm associated with suicidal behaviors in Maori communities.

For the Runanga, our contract requirements are linked directly to an annual plan that Te Pae and Mamaeroa set in July of each year.

For this reporting period the annual plan consisted of **5** key activities with associated sub-activities. **The 5 key activities are denoted in red below**, and are followed by a summarised version of key responses to the activity.

- 1. Follow recommendations of precious research project for a needs analysis to create guidelines for cultural response to supporting whanau,**
  - Three hui held with Runanga staff to develop training wananga, with alignment to Mataariki and Maramataka. COVID 19 interruption, this mahi continuing post-July 2021.
- 2. Work with Lakes DHB postvention leadership group with development of suicide prevention and postvention framework,**
  - Te Pae & Mosey are part of the AWHI team established via postvention leadership group, and working closely with Lakes DHB Postvention consultant. Some issues arising with the consultant that are related to Public Health level responsibility versus hands-on wrap around support for grieving whanau – still working towards being resolved.
- 3. Work with our community and stakeholders to support the access and delivery of online wellbeing pathways,**
  - Received funding support from RDC towards digital space for rangatahi
  - Working with Putake Nui – Rotorua Youth Voice
  - Working with Tu Taua & Rotorua Police – methamphetamine wananga for whanau victims
- 4. Work in collaboration with community and whanau to improve access to holistic wellbeing and healing,**
  - Hosted the Tūramarama Wellness Wānanga at Owhata Primary School on Sunday the 28th of March, more than 200 registrations, with approximately 60 not registering. Excellent feedback via evaluations
- 5. Support local events and initiatives which raise awareness around suicide prevention,**
  - Hikoi 4 Life (Community Kaupapa)
  - World Suicide Awareness Day - Seeds of Hope (Community Kaupapa)
  - Mental Health Awareness week -He tirohanga anamata- Wellbeing Together; Rangatahi Art workshop (Community Kaupapa)
  - Waiata in the Pa



## Te Arawa Whanau Ora Collective Carolyn Jones – Runanga/Iwi representative

Te Arawa Whanau Ora (TAWO) was established in 2010 by seven member organisations coming together to form this entity; Korowai Aroha, Te Roopu a Iwi o Te Arawa, Aroha Mai Cancer Support Services, Te Papa Takaro o Te Arawa, Te Waiariki Pūrea Trust, Maketu Health and Social Services and Te Runanga o Ngati Pikiao make up the Collective members of Te Arawa Whanau Ora. There are also thirteen associated members as well as other organisations we work with.

The Board is made up of five skills-based members. Te Ururoa Flavell, Eugene Berryman-Kamp, Paraone Pirika, Aroha Bray, and Mere George. The current CEO is Paora Te Hurihanganui.

### TAWO Vision:

“He whanau tonui e whakatutuki nei i o ratau wawata i roto o Te Arawa”

“Whanau thriving and achieving their dreams in Te Arawa”

2020 – 2021 has been a time of huge change and transition for Te Arawa Whanau Ora. The biggest impact this year has been Covid 19. When the country went into lockdown, TAWO worked closely with whanau in this difficult time. Major contribution was food parcels, firewood, electricity costs and other necessities. TAWO also worked with the Te Arawa COVID Hub Strategy with Te Arawa Lakes Trust by co-ordinating provider response and engagement with iwi. TAWO may take more of an operational role in this area in the future.

2021 has seen huge growth, increasing activities and staffing, and development in areas such as Nga Tini Whetu – a robust support system to help whanau realise their dreams; Whaimua Respiratory programme – better control of respiratory disease and causes; Breast and Cervical Screening; Maori Mental Health and addiction; Health Coaching; Emergency Housing; Hapai Huanga – working with the Police and those needing support; Tamariki Coordination service to remove barriers to accessing support; Renewable Energy – wananga providing education, insights and korero about renewable energy systems and saving; Hapu Ora Wananga, looking at a wider whanau centred approach to ensure pepi thrive. Then there is Healthy Families that aims to improve health outcomes and increase health equity through improved nutrition, physical activity, mental health, smoke-free and reduced alcohol-related harm.

Te Arawa Whanau Ora is moving into some exciting times ahead with continued growth and good and better outcomes for all our people.

Na, Carolyn Jones

Te Runanga o Ngati Pikiao Board member representative on Te Arawa Whanau Ora



## Te Papatakarō o Te Arawa John Merito – Runanga/Iwi Representative

Te Papa Takaro o' Te Arawa (TPTOTA)

This year with our full support Paora Hurihanganui our Manager moved to a new position at Te Arawa Whanau Ora in the senior managerial role .

Steven Te Moni is the new manager of TPTOTA and is a very capable replacement. The operational focus has been impressive with achievement of our contracts in terms of outcomes in a challenging environment.

The trust is also in a very healthy financial position .I acknowledge my fellow trustees for the specialist skills they bring to our organisation.

In Governance Mr Peri Marks resigned after many years as the chairman and Mz Erin Thompson-Pou replaced him. We reviewed the original trust deed with the first attempt to make this a reader friendly document. Old Language was replaced while retaining the original intent of the document and this work continues. At our AGM we resolved to pay trustees a meeting fee of \$100 plus tax for a maximum of nine meetings per annum. A new policy was established to enable the chair and manager to interview and appoint new staff, this alleviated many privacy issues.

One of our life members Mr Willy Emery passed away and we honour his lifetime commitment to youth activities and sport. Willy Emery and HMP Kingi (Pihopa) were our two life members.

Moving forward I join with other trustees to support our Chairperson Erin and manager Stevie along with his team to deliver a range of activities and events through our Te Arawa lense.

Nga mihi o te tau...me te tau hau.

John Merito