NGĀ KETE MĀTAURANGA POUNAMU CHARITABLE TRUST'S

Service Booklet



Connecting whanau with resources, ideas and energy for wellbeing and independence





At Ngā Kete Mātauranga Pounamu Charitable Trust we believe that people can achieve anything if they are empowered or connected to information that helps them solve problems, motivates and stimulates them. The first step towards positive change needs to occur within. The Trust is an organisation with energy, zest and resources that can support a person on their journey and empower them to succeed with planning, access, navigation and advocacy.

We strive to represent Aroha ki te Tangata - "highest regard for the welfare and wellbeing of mankind in our work." This is enhanced by our understanding that everything in life is connected, Ki Uta Ki Tai "from the mountains to the sea."

You are welcome to embrace our service and I am pleased to share that I have a huge measure of confidence and respect for my team in the quality of their provision of all services offered.

If we fall short I am equally keen to hear your voice. With your input we will strive for excellence.

If you have any queries regarding our service please do not hesitate in contacting our staff, or myself.

Tracey Wright-Tawha Chief Executive Officer



Ngā Kete is a not-for-profit charitable trust that delivers a range of health and social services at low or no cost including mental health and addiction counselling, Restorative Justice, Whanau Ora, He Puna Waiora Wellness Centre (A Low Cost Access doctor service), and Stop Smoking support.

The trust was established in 2000 with programmes that support the aspirations of our whakapapa ties to Ōraka-Aparima Rūnaka.

MSD SSAS Standard 396 L2 Cornerstone Accreditation

Our mission is to connect whānau with resources, ideas and energy for wellbeing and independence.

Our vision is excellence in service delivery to whānau and community. *Our cultural statement* is Arahina ki Te Ao ki te Ora - Leading the way towards total wellbeing.

Our working philosophy is NKMPT Governance, management and staff uphold the belief that wellness encompasses four key cornerstones - as aligned to the whare tapa whā model.

To this we have added a fifth dimension - Mātauranga.





Taha Wairua: Spiritual Dimension

Taha Whānau: Family **Taha Tinana:** Physical

Taha Hinengaro: Mental Wellbeing **Taha Mātauranga:** Knowledge

NKMPT management and staff strive to personify a set of working ethics so whānau and community can strongly identify with our mode of delivery.

Wairua: We embrace our spiritual being.

Whānau: Is the centre of wellbeing.

Aroha: Love of fellow man is evident.

Tautoko: To support in an open, honest way.

Manaaki: To demonstrate empathy, care and respect.

Atawhai: To look after each other.

Awhi: To embrace those that need support.





As a client of the trust, you have the right to submit a complaint.

Complaints must be made in writing and addressed to the CEO within two days of the incident occurring. The CEO will assist you in this matter.

A full investigation of events and allegations will be completed by the CEO.

You will be informed of the outcomes by either a phone call, letter or meeting from or with the CEO. A letter closing the issue/investigation will be sent to you.

Where a solution is not immediately achievable, it may be necessary for NKMPT to seek legal advice or ask for the matter to be passed on to an independent mediator. The complaint turnaround timetable from the date the CEO receives the complaint is 28 days (excluding mediation).

The CEO is dedicated to quality service provision and welcomes any opportunity to hear views, service improvement ideas and concerns from whānau.

In the event of a complaint, we reserve the right to seek the complainants opinion as to what they feel would be a fair outcome. Your complaint will be treated in a sensitive manner.



All whānau/clients have the right to be treated with respect.

All whānau/clients will be treated in a fair and equitable way, with no discrimination against age, creed, disability and religion. All whānau/clients have the right to whānau support wherever and whenever possible.

NKMP staff will ensure that the mana of the client is not intentionally compromised. NKMP will respect and uphold the guiding principles that form the operational fabric of the trust. Whanaungatanga will bind staff and management.

Whakamana will empower, energise and build confidence for our client group in a setting of excellence.





Client records are stored in a locked, secure environment. Your information is never disclosed unless, with your permission.

If you would like to see your file, you can make a request in writing to the CEO stating your reasons. Identification must be supplied.

We are required by the Ministry of Health to provide statistical information only, including ethnicity, gender and health conditions as part of our reporting requirements.

No personal information is disclosed to anyone without your explicit consent.

In the event we are audited, random file checks may occur to check the competency of our work.

Photographs and your story

Our Communications, Media and Marketing Manager often works with whānau who have a desire to share their stories. You will check and proof read, make changes if required and be prepared to give written consent before we publish to our website, Facebook page and any other media publications.





By registering with NKMP as a client you are agreeing to the following conditions: Personal information cannot be disclosed to any outside person or organization, other than non-identifying statistical data, or unless you give written consent.

You give authorization that non-identifying information such as ethnicity and/or gender can be disclosed for the purposes of statistics or research, as required by the Ministry of Health.

You consent to NKMP to act on your behalf in establishing appointments and any other relevant arrangements with other service providers that best meet your individual needs as discussed and mandated by yourself or your appointed advocate.

You understand, as a client of NKMP, it is your right at any given time to exit from the service. You also understand that it is your right to re-engage with the service at any time.

Special note: NKMP must report discloses that represent significant risk or harm to the safety/wellbeing of children and youth to Oranga Tamariki and/or police.

NKMP have a zero-tolerance policy to aggression and violence and will notify police if staff or a child's safety is compromised.

NKMP is audited by external auditing agencies who check the standard and compliance of our work practice. This may involve documentation reviews of our practice.





Note: Our opening hours will vary due to the COVID-19 pandemic. Please see our Facebook page for the most up-to-date hours

Head Office: 92 Spey Street,

Invercargill

Dunedin Office: Level 4, 333

Princes Street, Dunedin

Phone: (03) 214 5260 Freephone: 0800 925 242 Doctor: (03) 214 5261 Dunedin: (03) 244 8209

admin@kaitahu.maori.nz Web: www.kaitahu.maori.nz

> Open Hours: Invercargill
>
> Monday-Tuesday
> 9am-7pm
>
> Wednesday-Friday

> > 9am-5pm

Dunedin Monday-Friday 9am-5pm



NKMP SERVICES

Körari Māori Public Health Mahana Southern Māori Mental Health & Addiction Service (Regional) Gambling Harm Counselling Te Waka Tuhono (Rangatahi Programme) Southern Stop Smoking Service (Regional) He Puna Waiora Wellness Centre (GP Practice) He Puna Waiora Wellness Centre Pharmacy Manawa Ora (Community Withdrawal Service) **COVID Community Connection Service** COVID vaccination and testing Töku Oranga (Mental Health and Social Needs) Te Whare Hāpai Tangata Reintegration Programme Māori Cancer Kajarahi Service Whanau Ora Navigation Building Financial Capabilities + Pataka Oranga (Food Bank) SOAR (Disability Service) Restorative Justice Te Pae Oranga (Iwi Community Panels) Tui Ora - Intensive Intervention

Toi Toi Māori Art & Gift Shop



Mahana Southern Māori Mental Health and Addiction Service is available to support people living independent lives in the community, who are currently experiencing a problem or issue with their mental health or wellbeing. In addition to counselling, Mahana facilitates a range of cultural resilience-building activities that promote wellbeing.

Mahana offers **Mental Health services** to help you or someone you know, we can offer: Assessments, Intervention, Access to cultural wellbeing activities and Mobile service options.

Mahana also offers **Alcohol and Drug Addiction services and Gambling Harm Counselling**, we can offer: One-on-one counselling support, peer support groups, Cultural wellbeing activities - site/community based, Creative arts, Wananga-based interventions, Pou Whirinaki cultural advisor support, and Mobile service options. In addition to counselling, Mahana facilitates a range of cultural wellbeing initiatives, delivered as experiential learning activities that focus on building cultural resilience, connections and inclusion.

We also offer **Gambling Harm Multi Venue Exclusion:** We offer MVE support which allows you to formally request to exclude yourself from Invercargill and Bluff gambling (pokies) venues from three months to two years.

Please note: If you are engaged with a secondary service, you are not eligible for entry into Mahana. We are NOT a crisis intervention service.

Services are extended Monday-Friday 8.30am-4.30pm. Late night options by appointment.

Tikanga setting: Mahana is guided by a kāhui Kaumātua, ensuring culturally safe delivery of services to tangata whaiora and whānau.

Aronui - Art Therapy Programme (Invercargill only)

A group programme, facilitated at our Invercargill office, which aims to reduce the harm of alcohol and drug use and problem gambling by exploring and understanding why participants use these substances. Through art participants can explore the role alcohol and/or drugs plays in their lives, the impact it has on themselves, whānau and community, their attitudes, behaviours, beliefs and value, the actions and consequences of substance abuse, an understanding of self and a life without alcohol and/or drugs.

For all referrals to Mahana:

Email us admin@kaitahu.maori.nz
Phone 0800 925 242
Or self refer by presenting at the following offices:
Level 2, 92 Spey Street, Invercargill
Level 4, 333 Princes Street, Dunedin

For urgent assistance contact:

Need to talk? - Free call or text 1737

Lifeline - 0800 543 354

Youthline - 0800 376 633, free text 234 or email talk@youthline.co.nz

Samaritans - 0800 726 666

Suicide Crisis Helpline - 0508 828 865 (0508 TAUTOKO) Online chat is available 7pm–10pm daily.

The Lowdown - thelowdown.co.nz, or email team@thelowdown.co.nz, or free text 5626

Alcohol Drug Helpline - 0800 787 797 or free text 8681





Te Waka Tuhono aims to build cultural resiliency and wellbeing for young Māori aged 14-17 years. Engaging in Māori practices such as Mara Kai, Waka Ama, Waka Toi, Ngahere Hikoi, and Noho Wananga that resource Rangatahi to reduce harm (alcohol and other drug use / impact from others addiction), become more resilient, make better choices and establish strong cultural connections. The service aims to empower our Rangatahi to stand proud in their identity as Māori. Along this journey with Te Waka Tuhono they will learn about their culture, their tikanga, and hear korero from our Kaumātua on the ways of our Tupuna. When our young people are confident in their culture and identity they will thrive.

How Does It Work?

Following a powhiri process, Rangatahi will go on a camp. Included is a range of ongoing learning experiences in a Marae and classroom setting, with referral to specialist counselling interventions as required.

For all referrals to Te Waka Tuhono:

Referrals accepted from whānau, schools, community and Rangatahi.

Janette Clark (Manukura), loe Clarke (Pou Whirinaki), Kim Diack (Kaiarahi)





Restorative Justice conferences are directed by judges. At a conference the victim and offender (as well as support people) will sit down together with specialist facilitators to discuss the offence. The victim has the opportunity to tell an offender how they have been affected, have a say in how the harm can be repaired and begin to resolve some of the effects of the offence. Offenders have the opportunity to apologise to the victim and take responsibility for their actions.

Restorative Justice puts the people most affected by crime at the heart of the justice system. Once a conference has taken place, the facilitator then sends a report to the judge, which is taken into account during sentencing.

Offenders are referred to Restorative Justice directly from Court by a judge. The offender must have pleaded guilty to the offence.





Te Pae Oranga (Iwi Community Panels) are an alternative resolution process for low-level offenders focusing on education, prevention and accountability. The service is provided by us in partnership with Police, local iwi and the wider community. At the hearing, offenders appear in front of a panel of three volunteer community members, which include the ICP co-ordinator, a police officer and, at times, an observer. The purpose of the hearing is to discover the underlying reasons for offending and determine outcomes to address these - we want to affect long-term social and behavioural change to reduce offending. Outcomes can include reparation, apology letters, voluntary work, and educational courses.

Police can refer a participant to the ICP if they are 17-years or over and the participant accepts the Police summary of facts. All referrals from Police.

The team: Taylor Hill, Jess McDermott & Ramari Paul



Kōrari is the Ngā Kete Mātauranga Pounamu Māori Public Health Team.

Kōrari Māori Public Health is guided by tīkanga Māori values and Te Pae Mahutaonga
(a Māori Health Model). The overarching aim is to further strengthen whānau, hapu &
lwi health with the vision that "Māori in Murihiku are well".

CURRENT CONTRACTS:

He Poha Oranga: General Whānau Health (Pepe through to Kaumātua)
Kia Piki Te Ora: All Age Suicide Prevention
Öraka-Aparima Health Strategy
Kōrari Māori Public Health respond to these contracts by providing events,
deliverables and programmes within our community.

Preventing and Minimising Gambling Harm

- Promote healthy public policy in relation to gambling harm.
- Encourage supportive environments to minimise gambling harm.
- Enhance the capacity of communities to define and address gambling harm.
- Maintain and develop accessible, responsive and effective interventions.
- Assist the development of people's life skills and resilience in relation to preventing or minimising gambling harm.



Service Manager Karina Davis-Marsden



The Māori Cancer Kaiarahi Service is a free service designed to support Māori and their whānau with high suspicion of/or diagnosis of cancer, to get the right information, make informed decisions and treatment options and get to treatment. The kaiawhina attends appointments with patients, helps patients to access services to meet their needs and supports with regular phone calls and visits.

The kaiawhina will assist and make the pathway as smooth as possible by ensuring that you have the information you need to make informed choices about your health and treatment, making sure you are able to attend all of your appointments. The kaiawhina can attend important appointments with you, ensuring that you understand medical terms, helping you and your whānau to access other services to meet your needs with regular phone calls and visits.

For all referrals to the Cancer Kajarahi Service:

Referrals can be made by GPs, Cancer Society, the hospital, friends, whānau, Hospice, district nurses, any health providers and other professionals.

The team: Jo Cullen & Barbara Metzger





He Puna Waiora WellIness Centre is a Cornerstone Accredited Low Cost Access GP practice offering doctor and nursing services to enrolled patients. The service also offers a Pharmacy and Rongo/Natural therapies.

Fees:

U13 FREE

U18 \$13.00

18+\$19.00

Nurses Consultations \$10

Payment:

Other fees may apply. Fee lists are available from

the practice.

Payment must be made on the day. Automatic payment options are available.

Open Hours:

Monday & Tuesday 9am-7pm *Late night by appointment* Wednesday - Friday 9am-5pm

He Puna Waiora Wellness Pharmacy is open Monday to Friday (HPW hours), 92 Spey Street, Level 1 - Open to everyone!



He Puna Waiora Practice Manager Maria Colligan-Haggart



A private, safe and confidential service, which includes Therapeutic treatment plans, Mirimiri, Nutrition and hydration advice, Reiki, Lymphatic drainage, Relaxation massage and Reflexology.

\$25 per session

Appointments from 9am-3pm Monday-Friday 74 Don Street, Invercargill Contact (03) 214 5261 to make an appointment!

For all appointments and/or queries regarding our GP services or Rongoa please phone (03) 214 5261 or Free Phone 0800 925 242

Our Rongoa Experts Peter Baker and Bobi-Rose Leatherby





The Tōku Oranga Team are part of He Puna Waiora Wellness Centre, and work with HPW's registered patients, as well as patients of the Bluff Medical Centre. The team empower individuals to self-manage and set goals to improve health and wellbeing outcomes. This is a free service that is patient-led and is a safe space to share your thoughts and aspirations.

OUR KAIMAHI CAN ASSIST WITH:

- Support to understand healthy choices
- Health care planning for GP appointments
- Action planning
- Goal setting
- At home visits (if required)
- Self-management support
- Group workshops
- Providing advocacy and support with community access

He worken eke noa

We are all in this together



Alcohol and Other Drug Community Withdrawal Service HOME-BASED NURSING SERVICE

MANAWA ORA is a free community home-based withdrawal nursing service co-ordinated by our nursing team that aims to support safe withdrawal from alcohol and/or other drugs, supporting your move to improved health, recovery and wellness.

A tailored plan for managed withdrawal is completed with your full participation and support person e.g. whanau, consumer advocate (as consented).

All community withdrawal clients need a key support person (e.g. friend, whanau, or advocate) over the 14 day withdrawal treatment plan period.

The nurse can:

- •On-refer, support, and advocate as per the treatment plan goals. It's not uncommon to access a range of services as part of your plan and we can assist with this.
 - ·Provide home-based detox, progress and wellbeing need checks. (By appointment). Treatment support accessible from 92 Spey Street, Invercargill.
 - ·Liaise and link you to addiction counselling services, support groups, community providers, Rongoa, Maori Service Providers, and other health services as required.
- Discharge: Discharge planning occurs as part of the initial assessment and as a plan outcome.

Referrals: You can self-refer or referrals can be made by your General Practitioner and other health providers.

Seeking to support safe managed community withdrawal, a return to improved health and wellbeing. Supporting your return to participation in society and doing the things you care about.



COVID-19 VACCINATIONS AND TESTING

We are a designated COVID-19 testing site. Phone (03) 214 5261 - appointment required. FREE SERVICE - OPEN TO ALL. We are testing daily.

We are also a designated vaccination site.

FREE SERVICE - OPEN TO ALL.

We are vaccinating on-site daily. No appointment required for all pfizer vaccines including children.

Check our website www.kaitahu.maori.nz and Facebook page www.facebook.com/nkmpt for any upcoming vaccination clinics.



COMMUNITY CONNECTOR

COVID Community Connection Service

With COVID-19 now expected to be a part of our everyday lives, we have a new COVID Connection Service available to support individuals and whanau to self-isolate safely in our community.

Our COVID Community Connectors will:

- Assess your current situation and needs to be able to self-isolate safely.
- Help you put together an isolation plan for you/whanau.
- Assist you to connect with other services/agencies that can assist.
- Consider financial support (in certain situations).
- Support individuals/whanau during and after self-isolation.

We are here to help with any concerns you may have about having to self-isolate at home and we can support you to do this safely.

Self-referrals are welcome if you have been directed to self-isolate due to having COVID, or you are considered a household contact, or because you are concerned about your wellbeing. We will also receive referrals direct from the Ministry of Social Development.

Contact our connector: Miringa Popham 022 506 7342



Te Whare Hāpai Tangata Reintegration Service supports young men to explore their identity, develop the capacities needed to live a good life and desist from offending.

Te Whare Hāpai Tangata Reintegration Service is made up of two sections: Rehabilitation – An education programme facilitated by Corrections and Te Whare Hāpai Tangata Reintegration Service – An intensive mentoring coach programme facilitated by Ngā Kete Mātauranga Pounamu Charitable Trust.

The programme, aimed at men aged 18-24, supports Rangatahi to move to wellbeing free from recidivist offending.

OUR MAIN AREAS OF FOCUS ARE: Accommodation, Employment, Relationships (nurture, restore), Education (skills/knowledge), Social reintegration – Work and Income, doctor, dentist etc





Ngā Kete works collaboratively with Oranga Tamariki to bring you Tui Ora, an Intensive Intervention Service, which supports family group conference plans and progression.

The team provide intense social support to whānau to assist in developing and maintaining safe care of tamariki.

We are whānau-centric, whānau-led and mana enhancing, Community strengths based - Linking and connecting; we advocate for sustainable change, demystify and inform whānau of new opportunities to educate, skill develop, and create pathways for choice or change.

The kaimahi meets the whānau following a family group conference, goes over the plan, and creates an aspirational wall chart to help guide whānau and provide clarity of interventions the kaimahi will progress alongside whānau.

REFERRAL SOURCE: ORANGA TAMARIKI THE TEAM: DAVINA JONES (MANAGER) PH: 027 225 3753, MARY-ANNE TIPA AND JORDAN NIKORA





Whanau Ora is a whānau-centered service that supports families to achieve their aspirations. Whanau Ora recognizes the strengths and abilities that exist within whānau and aims to support and develop opportunities that fulfill potential. Navigators assist with social needs, problem solving, and connection and linkage to other agencies. The navigators will also work with individuals and families on a pathway plan to support goals and future change.

Navigators work to the 7 Pou of wellness: Whānau are self-managing and empowered leaders, Whānau are leading healthy lifestyles, Whānau are confidently participating in Te Ao Māori, Whānau are participating fully in society, Whānau are economically secure and successfully involved in wealth creation, Whānau are cohesive, resilient and nurturing, Whānau are responsible stewards of their |living and natural environment.

Pataka Oranga is the NKMP internal foodbank run by the Whanau Ora team. Kai parcels are provided to whānau in need. By receiving the first kai parcel whānau is given

the opportunity to meet with a Whanau Ora navigator for an assessment of need. Requesting a second kai parcel, whānau will be referred to our Building Financial Capabilities Plus service.

Community Services Manager Kerstin Kummerer



Building Financial Capability Plus is an intensive, wrap around service that supports whānau to manage finances, debt and other needs impacting on wellbeing and independence.

Our Goal is to build financial resilience and enhance whānau wellbeing.

Our Aim is to provide the right support, at the right time, in the right way, with whānau.

To this, we offer:

A reliable and safe service tailored to whānau needs.

Support and guidance with planning goals for change.

Advocacy and connection with services.

A specialist financial mentoring service.

A space to realise hopes and dreams.

Outcomes

Reduced financial stress.

Improved relationships and support networks.

The ability to bounce back more quickly from difficulties.

Improved wellness and independence.

Whānau are managing finances confidently.

For all referrals to BFC+:

We accept referrals from all agencies as well as selfreferrals. Referral forms are available by contacting 0800 925 242.

BFC+ Kahukura Rachel Robinson



We provide a free Southern wide service offering community group clinics and one-on-one support with eight site coaches operating across the Southern region.

Individuals, health providers, workplaces, and community organisations can refer.

We provide free nicotine replacement therapy resources to support you on your journey to become smoke-free. These include gum, lozenges and patches.

Get in touch with us today!

For all referrals to the Southern Stop Smoking Service:

Phone: (03) 214 5260 Free Phone: 0800 925 242

Email: admin@stopsmoking.nz

Refer online: http://www.kaitahu.maori.nz/online-referrals



Service Manager Teina Wilmshurst





S.O.A.R. Securing Our Aspirational Realities is a programme aimed to better understand and grow awareness and knowledge around working alongside whānau with disabilities and to appreciate more fully the service options and needs they have to live full, enriched lives.

Jack Lovett-Hurst leads this work and hosts a weekly radio show, runs a Facebook page, and facilitates group think-tank opportunities.

S.O.A.R. With Jack is a weekly radio show on Radio Southland 96.4FM. The show airs every Wednesday and covers disability issues through Jack's interviews with local families, agencies, and individuals.

The S.O.A.R. Facebook page allows us to share stories, podcasts and digital stories on disability matters. It allows us to reach a wider audience of people who use social media which increases our ability to connect and reflect



Anyone is free to join our regular hui.



The Toi Toi Maori Art & Gift Shop is a Ngā Kete enterprise. Did you know your support enables us to help others? All proceeds from the shop help support the range of services NKMP extend. Our shop is stocked full of goodies including pounamu, weaving, paintings, korowai, glassware, woodware, and more. We offer gifts and locally made products with free gift wrapping and layby options.

119 Dee Street, Invercargill Open Monday 10am-5pm, Tuesday-Friday 10am-5.30pm, and Saturday 10am-2pm Phone (03) 218 6488

www.facebook.com/ToiToi15

You can also now buy online on our new website: www.kaitahu.maori.nz

For selling on consignment contact Joanne White (03) 2145260 or joanne.white@kaitahu.maori.nz

Raeana Davis and Manager Joanne White



MANAGEMENT



Tracey Wright-Tawha CEO



Joanne White Finance Manager Toi Toi Maori Art & Gift Shop Manager



Melanie Reed General Manager Quality Assurance Manager



Karina Davis-Marsden Kōrari Māori Public Health Manager



Wendy Ellis Mahana Southern Māori Mental Health & Addiction (Invercargill)



Blondie Ngamoki Mahana Southern Māori Mental Health & Addiction (Dunedin)

MANAGEMENT



Nicci Fowler Communications, Media & Marketing, and SOAR manager



Teina Wilmshurst Southern Stop Smoking Service Manager



Kerstin Kummerer Community Services Manager



Joe Clarke Pou Whirinaki



Maria Colligan-Haggart He Puna Waiora Wellness Centre Practice Manager



Davina Jones Tui Ora Service Manager























