

NGĀ KETE MĀTAURANGA POUNAMU
CHARITABLE TRUST'S

Service Booklet



*Connecting whānau with resources, ideas and
energy for wellbeing and independence*





KIA ORA

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





WHO ARE WE?

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, Whānau 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.

We are accredited:

- 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 NKMPPT 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.



WHO ARE WE?

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.





COMPLAINTS

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 NKMP 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.





YOUR RIGHTS

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, disability, sexual orientation, political opinion, marital status, employment status, and religious belief. 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.





CONFIDENTIALITY

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.





CONDITIONS

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 disclosures 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.



HAERE MAI



Head Office:

92 Spey Street, Invercargill

Te Waka Tuhono:

10 Yarrow Street, Invercargill

Tui Ora Services & Rongoa

74 Don Street, Invercargill

Dunedin Office:

Evan Parry House, Level 5,
43 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

Kōrari 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)
Hiwa-i-te-rangi (Addiction Service)
COVID Community Connection Service
COVID vaccination and testing
Tōku Oranga (Mental Health and Social Needs)
Te Whare Hāpai Tangata Reintegration Programme
Māori Cancer Kaiarahi Service
Whānau 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

Mahana provides support to individuals and whānau experiencing mild to moderate issues with mental health and addiction (alcohol, drug/s, gambling).

We offer:

- One-on-one counselling support
- Peer support groups (information below)
- Cultural wellbeing activities that focus on building cultural resilience, connections and inclusion - site/community based, Creative arts, Wananga-based interventions
- Pou Whirinaki cultural advisor support
- Mobile service options - Clinics in Te Anau, Queenstown, Oamaru, Milton

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

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

Tikanga setting: Mahana is guided by our Kāhui Kaumātua, ensuring culturally safe delivery of services to tangata whaiora and whanau.

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

Evan Pary House, Level 5, 43 Princes Street,

Dunedin 9016



Mahana

SOUTHERN MĀORI MENTAL HEALTH AND ADDICTION SERVICE

Therapeutic Groups on Offer

Invercargill Groups

Aronui Arts Therapy Programme

A group that aims to reduce alcohol and drug use and gambling harm through the medium of art. A therapeutic process which includes interactive drawing, free expression, role play, writing, painting, sculpting, pencil, charcoal, and crayon.

Te Rongo Pai

An open support group offering peer support, information/education, in a friendly environment.

Te Kore

Te Kore is a closed group for women who have experienced harm from addictions and/or mild mental health.

Te Kore Puna-Rua

Te Kore Puna-Rua is a closed group for couples who want to learn more about their communication styles. Group runs for 10 weeks.

Dunedin Groups

Iwi Taketake Mahi a Toi / Indigenous Arts Rōpu

Group for whaiora of the service with supports - Using traditional and contemporary art forms passed down from ancestral knowledge and utilizing techniques, whakapapa and pūrākau to support whaiora in self-expression, peer tautoko (support) and enhance Oho Mauri (mental health wellbeing).

Ngā Hau e Whā Rōpu / The Four winds – Alexandra Corrections

Closed Group for Corrections Dunedin and Alexandra - Ngā Hau e Whā is based off an indigenous framework and is for those who need to complete requirements in the Corrections system.

Tūrangwaewae / Mātua me Ngā Tamariki (Tuora Wheako/ELA)

A Closed Group - Providing a safe place to stand for whānau Māori who have a desire to connect deeper with themselves and their tamariki. Using traditional Māori tohu, our connection with Te Taiao me Ngā Atua.

Tamāhine Tutiaki – A Group in Collaboration with Tuturu from Mirror Services and a Dunedin based High School

A closed group that provides a space for tamāhine Māori to connect with their culture and identify barriers for students and their whānau in reaching hou ora.



MANAWA ORA

Alcohol and Other Drug Community Withdrawal Service **HOME-BASED WITHDRAWAL 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. whānau, consumer advocate (as consented).

All community withdrawal clients need a key support person (e.g. friend, whānau, 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, Māori 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.



HIWA-I-TE-RANGI

Hiwa-i-te-rangi is a Southland service providing counselling and support to individuals (15-35 years) and whānau experiencing moderate to severe methamphetamine and other substance addiction issues. In addition to counselling, Hiwa-i-te-rangi offers a range of cultural resilient building activities, advocacy support, and we work collaboratively with police on education and restorative approaches.

We offer:

- One-on-one counselling
- Assessment, planning, interventions, harm minimisation
- On-referral to other agencies
- Access to peer support groups
- Cultural resilience building activities
- Education support for clients and impacted whānau
- Advocacy support
- Drop-in day programme

To refer email admin@kaitahu.maori.nz or contact 0800 925 242

Referrals can be made by Police, community health providers, social service agencies etc.

Hiwa-i-te-rangi is the youngest whetū of the Matariki cluster, and is connected to the promise of a prosperous season. Hiwa means vigorous growth. it is Hiwa that Māori would send their dreams and desires for the year in the hope they would be realised. Hiwa-i-te-rangi is the youngest child of Rehua and Matariki. Hiwa: Growth and i-te-rangi in the sky.



TE WAKA TUHONO

Te Waka Tuhono aims to build cultural resiliency and wellbeing for young Māori aged 12-17 years. Engaging in Māori practices such as Mara Kai, Waka Ama, Waka Toi, Ngahere Hikoi, and Noho Wānanga 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 kōrero from our Kaumātua on the ways of our Tūpuna. When our young people are confident in their culture and identity they will thrive.

How Does It Work?

Following a pōwhiri 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.

The team:
Joe Clarke (Pou Whirinaki)
Kim Diack
Jordan-Rose Tutengaehe

A close-up photograph of a person's hand holding a red cancer awareness ribbon. The person's face is blurred in the background.

CANCER PATHWAY

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 Kaiarahi 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





RESTORATIVE JUSTICE

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.

**PARTICIPATION FOR ALL
PARTIES (VICTIM AND
OFFENDER) IS
VOLUNTARY AND THOSE
INVOLVED CAN
WITHDRAW AT ANY TIME.**

The team: Kelsi
Henderson, Jess
McDermott &
Megan Legg





TE PAE ORANGA

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: Kelsi
Henderson, Jess
McDermott &
Megan Legg





KŌRARI MĀORI PUBLIC HEALTH

Supporting whānau hauora through deliverable campaigns, initiatives, programmes and events that encourage positive health changes and strengthen cultural resiliency in Murihiku.

Kōrari is the Ngā Kete Matauranga Pounamu public health team. The name Kōrari is the name of the reed of a traditional Ngāi Tahu vessel (Mōkihi) that our tīpuna used to transport people and supplies by water. The mōkihi represents a mātauranga māori strength, empowerment and resiliency. Our mahi is presented through a Te Ao Māori lens and is guided by indigeneous knowledge, te reo me ona tikanga and te taiao (the natural environment). Kōrari responds to the needs of the māori community, collaborates with other hāpori groups and organisations and keeps whānau at the centre of all mahi to support an overarching vision to see that Māori in Murihiku are well.

Kaupapa

- **He Poha Oranga:** Promotion of whānau health and wellbeing from pepī through to kaumātua.
- **Ōraka-Aparima Health and Wellness Strategy:** Working with Ōraka Aparima Rūnaka around aspirations to improve whānau wellbeing thereby ensuring healthy futures for the hapū. Our connections to our hāpori are strong. Ngā Kete is the mandated health and social services provider for Ōraka Aparima Rūnaka.
- **Kia Piki Te Ora:** All Age Suicide Prevention for Māori: Kōrari is not an intervention service. We work with māori communities to strengthen protective factors that reduce the risk of whakamōmori (suicide).



Mahi a te mahi

M.A.N.A Make A Noise Aotearoa

A weekly radio show and podcast for whānau to access on air and online. The hauora focused show supports community health by providing education and information on relevant kaupapa, health and social services and hāpori events that support whānau wellbeing.

Te Waka Taiohika o Murihiku Waka Ama

A rangatahi initiative delivered during the school year that utilises waka ama as a vessel for health for our young people. We work alongside schools and community groups to uplift their rangatahi through physical activity, connection to the natural environment, tikanga and whakawhanaungatanga to encourage mental health resiliency. This kaupapa is guided by the Te Ara a Kewa Health Model.

Kaumātua KoriKori Tinana

A weekly group for Kaumātua hosted at Te Tomairangi Marae. This day at the marae supports the four walls of Te Whare Tapa Wha for our beautiful kaumātua.

Ki Uta Ki Tai Waka Ama Regatta

An annual event that promotes wellbeing for māori and other whānau through waka ama in Te Anau on Labour Weekend.

Te Manawa Whānau

An annual event that changes yearly hosted at Takutai o te Tītī Marae to connect whānau to each other and our māori spaces.

Preventing and Minimising Gambling Harm

- Promoting healthy public policy in relation to gambling harm.
- Encouraging supportive environments to minimise gambling harm.
- Enhancing the capacity of communities to define and address gambling harm.
- Maintaining and developing accessible, responsive and effective interventions.
- Assist the development of people's life skills and resilience in relation to preventing or minimising gambling harm.
- Multi Venue Exclusion – allowing you to formally request to exclude yourself from Invercargill and Bluff gambling (pokies) venues from three months to two years.



HE PUNA WAIORA

He Puna Waiora Wellness Centre is a VLCA Very Low Cost Access GP Practice offering doctor and nursing services.

He Puna Waiora Wellness Centre is a friendly, holistic and patient-centered General Practice offering a range of services, including:

- GP Consultations
- Nurse Consultations
- Cervical Smears
- Jadelle Insertion/Removal
- IUD Insertion/Removal
- Emergency Contraception
- Depo-Provera
- Liquid Nitrogen
- Shave or Punch Biopsy
- Minor surgery
- Wound dressings
- Removal of sutures/staples
- ECG
- Vaccinations including: Adult and child Pfizer (COVID-19), childhood vaccinations, adult and child flu vaccination, Diptheria/Tetanus/Whooping cough, HPV, Meningococcal, shingles and more.
- Medical Certificates
- Eyesight Tests (License)
- Brief Intervention Service Referrals

He Puna Waiora Wellness Centre also offers the He Puna Waiora Wellness Centre Pharmacy, Toku Oranga (A service to empower individuals to self-manage and set goals to improve health and wellbeing outcomes), Manawa Ora (A community home-based withdrawal nursing service that aims to support safe withdrawal from alcohol and/or drugs and the Mauri Ora Mobile Nursing service (offering mobile clinics).

He Puna Waiora Wellness Centre can also on-refer to our wide range of in-house services, as well as external services.

Our Base fee for our Low Cost GP service is \$19.50
(Other fees may apply and payment must be made on the day.)
Ask for a copy of our full fees list.

Our Hours

Monday - Tuesday 9am to 7pm (to 7pm by appointment)

Wednesday - Friday 9am to 5pm

Closed public holidays and between Christmas and New Year - dates will be advised.

He Puna Waiora Wellness Pharmacy

He Puna Waiora is pleased to be working in partnership with Steve Jo, Tae Song and Terry Son to provide the He Puna Waiora Wellness Centre Pharmacy on site.

Open Monday-Friday (HPW Hours)
92 Spey Street, Level 1 - Open to everyone!

- Zero prescription fees (terms and conditions apply).
- Delivery services available (conditions apply).

Phone: (03) 929 6696

Fax: (03) 929 6697

Email: ngaketepharmacy@gmail.com





TŌKU ORANGA

The Tōku Oranga Team are health and wellbeing navigators who work with enrolled patients from He Puna Waiora Wellness Centre and Bluff Medical Centre.

Toku Oranga kaimahi empower individuals to self-manage and set goals to improve health and wellbeing outcomes. This is a free and patient-led service.

Our **Health Improvement Practitioner (HIP)** can help you identify what is important to you, what you value, and provide support in choosing a path that moves towards embracing those values.

The HIP can support with:

- Lifestyle changes and health choices
- Chronic pain and treatment issues
- Addiction
- Problems with sleep, stress, anxiety, depression or grief

Our **Health Coach** works collaboratively with whānau experiencing concerns that impact on their health and wellbeing. The focus is to inspire motivation and capability to better understand and self-manage their physical and emotional wellbeing needs.

The Health Coach can support with:

- Support to understand healthy choices
- Working with whanau towards health and wellbeing goals
- Encouraging good management of various health concerns

- Health care planning for GP appointments
- Action planning/Goal setting with a focus on better health and wellbeing outcomes
- Empower you to self-manage your health and wellbeing
- Group workshops with a focus on understanding, educating and prioritizing your health and wellbeing
- Providing advocacy within the health setting
- Understanding and overcoming barriers to health care

Our **Community Support Worker** provides support to whānau in the community. With a focus on supporting your independence and working alongside you towards your health and wellbeing goals, connecting whānau with resources, ideas and energy for wellbeing and independence.

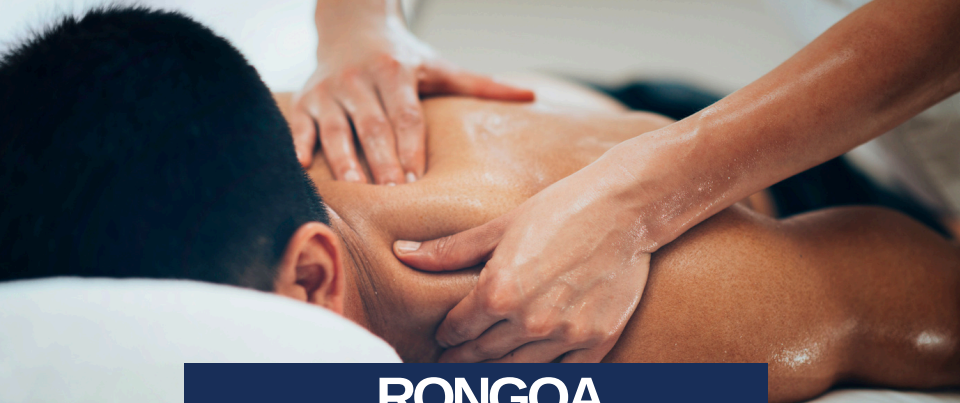
The Community Support Worker can support with:

- Supporting independence with a focus on better health and wellbeing outcomes
- Understanding and overcoming barriers to health care
- Working with whānau towards health and wellbeing goals
- Connecting whānau to health and wellbeing services in the community
- Support to understand healthy choices
- Action planning/Goal setting with a focus on better health and wellbeing outcomes
- Health care planning for GP appointments
- Empower you to self-manage your health and wellbeing
- Group workshops with a focus on understanding, educating and prioritizing your health and wellbeing
- Providing advocacy and support within a community health setting eg, GP, Hospital, specialist appointments

For more information, or to book an appointment, phone us on 0800 925 242 or call into:
He Puna Waiora Wellness Centre, 92 Spey Street, Level 1, Invercargill
Bluff Medical Centre, 2 Tone Street, Bluff, 03 212 7337



The team: Joanne Te Tai,
Maria Tipuna-Shore, and
Annaleah Ah Kuoi



RONGOA

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

Sessions are usually 45-60 minutes

Appointments from 9am-4.30pm 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



COMMUNITY CONNECTOR

Our COVID Connection Service is available to support individuals and whānau to self-isolate safely in our community.

Our COVID Community Connector will:

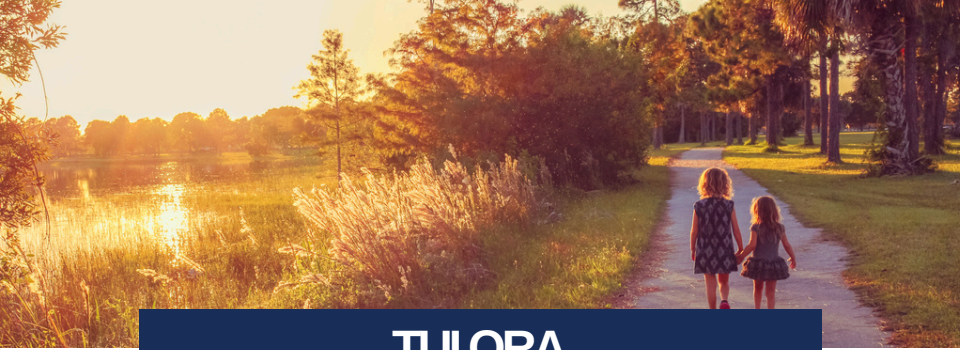
- Assess your current situation and needs to be able to self-isolate safely.
- Help you put together an isolation plan for you/whānau.
- Assist you to connect with other services/agencies that can assist.
- Consider financial support (in certain situations).
- Support individuals/whānau during and after 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:
Martina Smith 022 506 7342





TUI ORA

Nga Kete works collaboratively with Oranga Tamariki to bring you Tui Ora, a Kaupapa Māori whānau support service.

The Tui Ora 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, advocate for sustainable change, demystify and inform whānau of new opportunities to educate, skill develop, and create pathways for choice or change.

Tui Ora provides a range of services, including:

Whānau Tautoko

Working primarily with Intensive Response Team supporting whānau placements Kaimahi will walk alongside whānau when care and protection concerns have been identified by Oranga Tamariki.

Iwi Family Group Conference

Kaimahi work to strengthen whānau with the aim Tamariki will not go into care. Kaimahi also create aspirational and purposeful plans that are mana enhancing and enable whānau to lead out while ensuring tikanga practices are adhered to.

Transition Kaimahi

The Transition Kaimahi supports eligible rangatahi aged 15-21 on their journey transitioning from care into adulthood, independent living and long-term wellbeing.

Te Whare Mahana

Te Whare Mahana is a stable, safe and supportive living environment for Rangatahi transitioning out of care to independent living.

Programmes

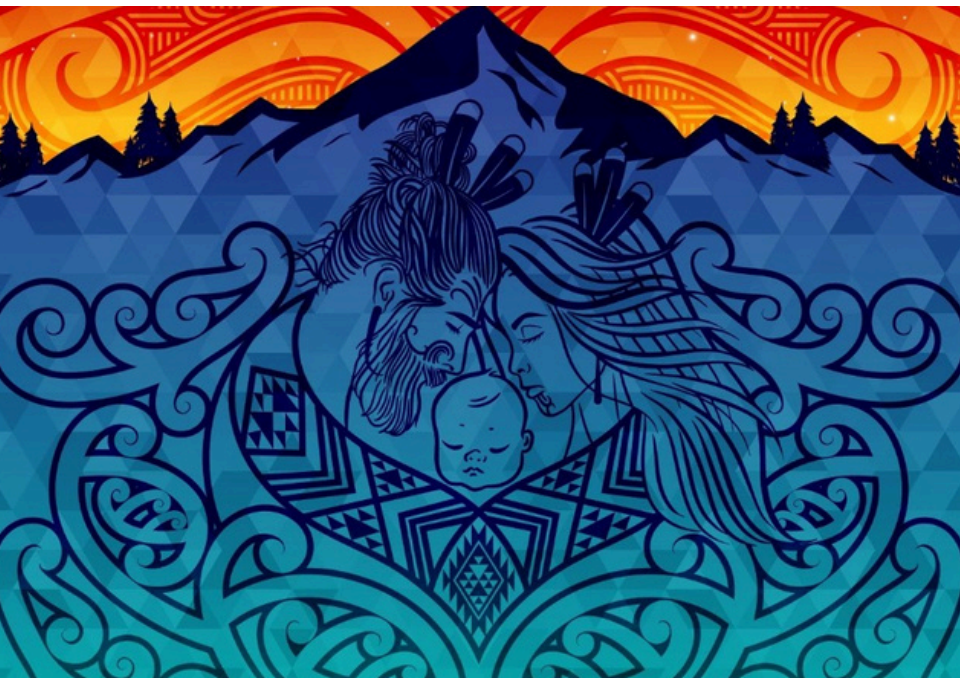
- **Taputapu Mātua** Parenting group programme - Connecting whānau with information, advice and services in regard to parenting.
- **Te Rourou Paioranga** Nutrition programme - Connecting whānau with cost effective and healthy nutritional recipes and ideas, budgeting, how to cook, and an understanding of Māori kai.
- **Nga Tane Taherea** (Dads or grandads within a Corrections Facility) - A 12-hour (2-day or four morning) parenting programme designed to educate around communication, connection and life in the community.

Social Worker in Schools (SWIS)

Supporting rangatahi to succeed at Kura in their academic endeavours by supporting students and parents to navigate challenges and barriers.

We are based at 74 Don Street, Invercargill. To get in touch with us contact Davina Jones 027 225 3753

All referrals from Oranga Tamariki





TE WHARE HĀPAI TANGATA

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

REFERRAL SOURCE:
CORRECTIONS

Kaimahi Shaun Taane





WHANAU ORA

Whānau Ora is a whānau-centered service that supports families to achieve their aspirations. Whānau 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 foodbank run by the Whānau 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 Whānau 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



BFC+

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.

We offer:

- Safe and non-judgmental space and support you on your pathway to obtaining financial goals
- Tools to empower whānau to take control of their money management
- Support and knowledge around financial literacy
- Budgeting support and advice
- Tips to help reduce daily living costs
- Assistance with KiwiSaver withdrawals and savings plans
- Advocacy on behalf of clients with government departments – WINZ, IRD, ACC
- Assist clients to negotiate debt repayments with creditors and finance companies
- Ongoing assistance with budgeting skills and debt repayments

Outcomes:

- Reduced financial stress.
- Improved relationships and support networks.
- Improved wellness and independence.
- Whānau are managing finances confidently.
- The ability to bounce back more quickly from financial difficulties.

To refer phone 0800 925 242 or email admin@kaitahu.maori.nz





STOP SMOKING

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.

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

We also offer two incentive programmes, Smoke Free Families and Pregnant Women. The Smoke Free Families Incentive Programme is offered to parents and family members who smoke in the primary home of a child who has recently been admitted to hospital for a tobacco associated health issue (i.e. respiratory infection or glue ear).

The Smoke Free Pregnant Women Incentive Programme aims to encourage and support pregnant women to become smoke free.

Get in touch with us today!

For all referrals to the Southern Stop Smoking Service:

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

Email: admin@stopsmoking.nz

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



Service Manager Teina Wilmshurst



S.O.A.R.

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

S.O.A.R. offers:

- Workplace presentations - Showcasing the views and opinions of those living with a disability around being hired
- Community events
- A weekly radio show SOAR With Jack on Radio Southland 96.4FM - Highlighting services available to those with disabilities and raising awareness around different types of disabilities
- Access and advocacy - Access to information, pro-social events and gatherings, services, on-air opportunities, and opportunity to provide feedback and support in shaping documents and plans such as the Southern District Health Board Disability Strategy and Action plan and the Tenei Au (This is me, here I am) workshop – how can we apply the Enabling Good Lives Principles and approach to build greater choice and control?
- Regular fun and informative group hui - A social gathering where members often discuss important topics such as where they can help in the disability sector, and often includes guest speakers.



TOI TOI

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

Forselling 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
Manager



Teina Wilmshurst
Southern Stop Smoking Service
Manager



Kerstin Kummerer
Community Services Manager



Jessica McDermott
Specialist Facilitation Service Manager



Maria Colligan-Haggart
He Puna Waiora Wellness Centre
Practice Manager



Davina Jones
Tui Ora Service Manager

Urgent Assistance Contacts

Emergency Phone Numbers:

Police, Ambulance, Fire - 111 or non-emergency 105

Women's Refuge - (03) 216 1040 or 24 hour line (03) 218 9790

Oranga Tamariki - 0508 326 459

Southland Hospital - (03) 218 1949

After Hours Doctor - (03) 218 8821

National Helpline Numbers

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



