

nkmp
NGĀ KETE MĀTAURANGA POUNAMU
CHARITABLE TRUST



SERVICE BOOKLET

NGĀ KETE MĀTAURANGA POUNAMU CHARITABLE TRUST



Kia Ora

From the CEO

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.

Nga mihi,



Tracey Wright-Tawha
Tumu Whakarae - CEO



About Us

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.

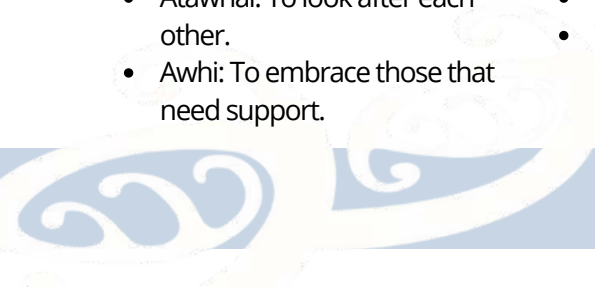
Our cultural statement is Arahina ki Te Ao ki te Ora - Leading the way towards total wellbeing.

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.

Taha Wairua: Spiritual Dimension , Taha Whānau: Family, Taha Tinana: Physical, Taha Hinengaro: Mental Wellbeing, Taha Mātauranga: Knowledge

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

- Manaaki: To demonstrate empathy, care and respect.
- Atawhai: To look after each other.
- Awhi: To embrace those that need support.
- 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.



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 NKMPPT 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.

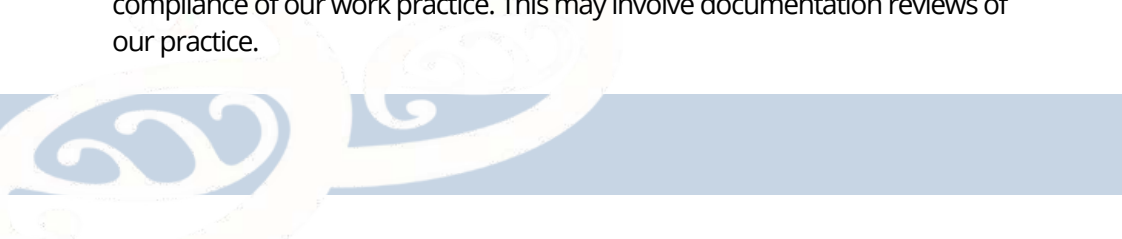
You consent to NKMP to act on your behalf in establishing appointments and any other relevant arrangements with other service providers that best meet your individual needs as discussed and mandated by yourself or your appointed advocate.

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 / Welcome

Head Office & He Puna Waiora Wellness Centre

92 Spey Street, Invercargill

Bluff Community Medical Centre

2 Tone Street, Bluff

Te Waka Tuhono

10 Yarrow Street, Invercargill

Tui Ora Services & Rongoa

74 Don Street, Invercargill

Tūmanako Oranga Wellness Centre

56 Thomson Street, Invercargill

Dunedin Office

Evan Parry House, Level 5, 43 Princes Street, Dunedin

Head Office:

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

Email: admin@nkmp.nz

Web: www.nkmp.nz

Open Hours:

Invercargill

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

Wednesday-Friday: 9am-5pm

He Puna Waiora Wellness Centre

Monday-Wednesday: 9am-9pm (by appointment)

Thursday-Friday: 9am-5pm

Bluff Community Medical Centre

Monday-Friday: 8.30am-5pm

Dunedin

Monday-Friday: 9am-5pm

Tūmanako Oranga

Monday-Sunday: 8.30am-6.30pm (24/7 supervised support)

OUR SERVICES

Addiction Services

- Mahana Southern Māori Mental Health & Addiction (Regional)
- Manawa Ora (Community Withdrawal Service)
- Hiwa-i-te-rangi (Methamphetamine Addiction)
- Southern Stop Smoking Service (Regional)

Health Services

- He Puna Waiora Wellness Centre (GP Practice)
- Bluff Community Medical Centre (GP Practice)
- He Puna Waiora Wellness Centre Pharmacy
- Tōku Oranga (Advocacy & Support)
- Rongoa (Massage Therapy & Wellbeing)

All Other Services

- Te Waka Tuhono (Rangatahi Programme)
- Crisis Respite and Advocacy
- Māori Cancer Kaiarahi Service
- Restorative Justice
- Te Pae Oranga (Iwi Community Panels)
- Kōrari Māori Public Health
- Tui Ora (Intensive Whānau Support Work)
- Tāne Ora (Men's Wellbeing)
- Pūrerehua Transformation (Whānau Support)
- ACC Navigation Service
- Kaumātua Hapori Tautoko Service
- Building Financial Capabilities Plus (Budgeting)
- S.O.A.R. (Disability Programme)



Retail

- Toi Toi Maori Art & Gift Shop

Tūmanako Oranga

Wellbeing Centre - Mental Health & Addiction

Ngā Kete Matauranga Pounamu Charitable Trust is pleased to provide a hub of wellbeing services in a specialized, co-ordinated setting.

Services offered on site:

- Hiwa-i-te-rangi (Methamphetamine and other drugs) counselling
- Manawa Ora (Community withdrawal)
- Crisis community advocacy and crisis community respite care/residential
- A range of peer support groups
- A range of therapeutic experiential learning activities

Addiction Support: Hiwa-i-te-rangi provides counselling and support to individuals and whānau experiencing moderate to severe methamphetamine and other substance addiction issues.

Withdrawal Support: Manawa Ora is a free community withdrawal nursing service that aims to support safe withdrawal from alcohol and/or other drugs.

Crisis Community Advocacy: Support with health appointments, Whakawhanaungatanga – building relationships, and more.

Crisis Community Respite Care/Residential: Residential respite care (up to six days), therapeutic interventions, a warm, safe, comfortable healing environment, a drop-in day programme and more.

Groups & Advocacy: A range of therapeutic open and closed groups and advocacy to support you on your recovery.



Experiential Learning Activities: ELAs are activities based on the experiential learning process, where we learn through experience, reflection and experimentation.

Key Contact:

Site Manager

Kerstin Kummerer

022 462 2965

kerstin.kummerer@nkmp.nz

Open Hours: Monday-Sunday 8.30am-6.30pm
(24/7 supervised support)

For all referrals to Tūmanako Oranga:

Email us admin56@nkmp.nz

Phone 0800 925 242

56 Thomson Street, Invercargill



Mahana

(Low to Medium Needs) Mental Health & Addiction

Mahana Southern Māori Mental Health and Addiction Service provides support to individuals and whānau experiencing mild to moderate issues with mental health and addiction (alcohol, drug/s, gambling). The service is available across the region with offices in Invercargill and Dunedin.

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

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

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.

For all referrals to Mahana:

Email us (Invercargill) admin@nkmp.nz

Email us (Dunedin) adminDN@nkmp.nz

Phone 0800 925 242

Level 2, 92 Spey Street, Invercargill

Evan Parry House, Level 5, 43 Princes Street,
Dunedin 9016



Therapeutic Groups Available

Invercargill Groups

Aronui Arts Therapy Programme: A group that aims to reduce alcohol and drug use and gambling harm through the medium of art.

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: A 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.

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 hauora.



Hiwa-i-te-rangi

Methamphetamine Counselling

Hiwa-i-te-rangi is a Southland service providing counselling and support to individuals 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

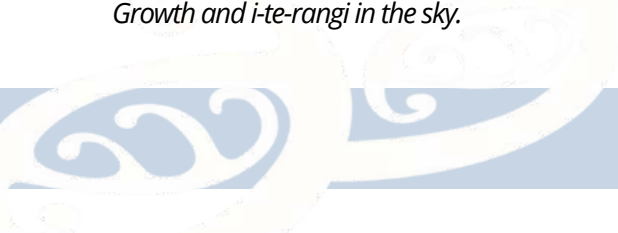
For all referrals to Hiwa-i-te-rangi:

Email us admin@nkmp.nz

Phone 0800 925 242

56 Thomson Street, Invercargill

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.



Manawa Ora

Safe Detoxification Service From Drugs & Alcohol

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.

For all referrals to Manawa Ora:

Email us admin@nkmp.nz

Phone 0800 925 242

92 Spey Street, Invercargill



Te Waka Tuhono

Rangatahi (Youth) Programme

Te Waka Tuhono aims to build cultural resiliency and wellbeing for young Māori aged 12-17 years.

Engaging in Maori practices such as Mara Kai, Waka Ama, Waka Toi, Ngahere Hikoi, and Noho Wananga. These alongside many other aspects of Te Ao Maori can resource young rangatahi to 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.

Kia Kaha, Kia Maia, Kia Manawanui
Be Strong, Be Brave, Be Steadfast

Along this journey with Te Waka Tuhono, rangatahi will learn about their culture at a foundation level starting with whakapapa (pepeha), karakia takutaku, haka, waiata, kemu maori, and at times they will hear kōrero from our Kaumātua on the ways of our Tūpuna. We believe that when Rangatahi 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:

Email us admin@nkmp.nz

Phone 0800 925 242

10 Yarrow Street, Invercargill





Restorative Justice

Nga Kete is the Southern provider of Restorative Justice. Our team of three trained professionals cover Invercargill, Gore and Queenstown Court on a weekly basis.

Restorative justice is an informal, facilitated meeting between a victim and offender. It helps to give victims a voice and helps offenders to understand the consequences of their actions on other people. Sometimes the offender will agree to do something to help put right what has happened.

The opportunity for restorative justice takes place before an offender is sentenced in court. The judge will consider any agreements made during the restorative justice conference discussions at the time of sentencing, but this doesn't mean that the offender will receive a reduced sentence. The judge will also be told if no agreement could be reached in the restorative justice process.

Participation is VOLUNTARY throughout the restorative justice process. Informed consent is always sought from participants, victims determine their own level of participation and all outcomes are arrived at voluntarily.

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 For Offenders

Iwi Community Panels (ICP) are an alternative resolution process for low-level offenders focusing on education, prevention and accountability. Service provided by Ngā Kete Mātauranga Pounamu Charitable Trust in partnership with police, local iwi and the wider community.

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

What are Iwi Community Panels?

- ICP are a community-led alternative to court for offenders. Offenders (known as participants) 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 ICP also encourages a support person to be available i.e. a parent, friend or whanau member.
- An inquisitive hearing with a purpose of discovering the underlying reasons for offending and determine outcomes to address these - We want to affect long-term social and behavioural change to reduce reoffending.

What are the outcomes?

Outcomes should be tailored to each participant and should address their reasons for offending. Education and prevention focused (strengths based). Outcomes can include reparation, apology letters, voluntary work, and educational courses (defensive driving, driver licensing etc.)

All referrals to Te Pae Oranga from Police.



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.

Ko wai au:

Kōrari is the Ngā Kete Matauranga Pounamu Māori public health team. Kōrari is the name of the reed used in the making of a traditional Ngai Tahu vessel (mokihi).

The mōkihi represents 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 tīkanga 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.

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 relevent kaupapa, health and social services and hāpori events that suport whānau wellbeing.

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).

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, tīkanga 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.

To get in touch with Kōrari:

Email us admin@nkmp.nz

Phone 0800 925 242

Level 2, 92 Spey Street, Invercargill



Kaumātua Hapori Tautoko Service

Elders Community Support Service

Supporting Kaumātua wellbeing and independence - hauora oranga.

Our Kaumātua Kaiawhina can assist kaumātua with:

- Health and wellbeing
- Connections - Whakawhanaungatanga
- Advocacy - Health care, transport, linkage to other services
- Support with physical exercise - Strength and balance
- Care calls - Checking in with calls and planned visits.

The Kaumātua Hapori Tautoko Service is guided by the pou of Te Whare Tapa Whā Māori Health model, to support better outcomes for our kaumātua.

Taurite Tū

Taurite Tū is a kaupapa Māori strength and balance exercise programme tailored for kaumātua, and combines traditional Māori exercises with physiotherapy to promote wellness and prevent falls.

Taurite Tū is held every Wednesday at 10am at Te Tomairangi Marae.

For all referrals to the Kaumātua Hapori Tautoko Service:

Email us admin@nkmp.nz

Phone 0800 925 242

Level 2, 92 Spey Street, Invercargill



Emma Furlonge



He Puna Waiora Wellness

General Medical Practice

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 and 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, Driver License (Medical check), Brief Intervention Service Referrals.

He Puna Waiora Wellness Centre also offers the He Puna Waiora Wellness Centre Pharmacy, Tōku 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 Hours

Standard business hours: Monday - Friday 9am-5pm

Late night hours: Monday and Tuesday until 7pm (by appointment)

After hours: Monday - Wednesday until 9pm (non-enrolled patients welcome)

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

To book an appointment:

Phone (03) 214 5261 or free phone 0800 925 242
Level 1, 92 Spey Street, Invercargill

Please note that this practice is contributing to, and accessing healthcare information from HealthOne

What is HealthOne?

HealthOne is a South Island based secure electronic record that allows registered healthcare providers directly involved in your healthcare, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne adheres to the principles of the Privacy Act 2020 as well as the Rules set out in the Health Information Privacy Code 2020. Access is only possible via an approved highly secure healthcare information network which is regularly audited and tested. Privacy auditing is used to check that only those directly involved in your care are accessing your information.

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.

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

Phone: (03) 929 6696

Email: ngaketepharma@gmail.com

Open Monday-Friday (HPW Hours)

92 Spey Street, Level 1

Open to everyone



NGA KETE MATAURANGA POUNAMU

He Puna Waiora
Wellness Centre

Bluff Community Medical Centre

General Medical Practice

Bluff Community Medical Centre (BCMC) is a VLCA Very Low Cost Access GP Practice offering doctor and nursing services.

BCMC is a friendly, holistic and patient-centered General Practice offering a range of services, including:

- GP and 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, Brief Intervention Service Referrals, Aclasta Infusion, Driver License (Medical check), Ring Fenced Maritime Medical.

BCMC also offers Tōku Oranga (A service to empower individuals to self-manage and set goals to improve health and wellbeing outcomes)

Our Hours

Monday - Friday 8.30am-5pm

To book an appointment:

Phone (03) 212 7337

2 Tone Street, Bluff



Please note that this practice is contributing to, and accessing healthcare information from HealthOne

What is HealthOne?

HealthOne is a South Island based secure electronic record that allows registered healthcare providers directly involved in your healthcare, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne adheres to the principles of the Privacy Act 2020 as well as the Rules set out in the Health Information Privacy Code 2020. Access is only possible via an approved highly secure healthcare information network which is regularly audited and tested. Privacy auditing is used to check that only those directly involved in your care are accessing your information.



BLUFF COMMUNITY MEDICAL CENTRE



Tōku Oranga

Mental Health Support & Advocacy

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.

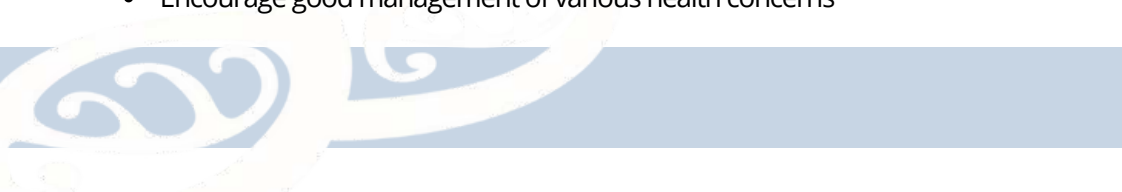
Our **Health Improvement Practitioner (HIP)** can help you identify what is important to you, what you value, and provide support in choosing a path that moves towards embracing those values.

The HIP can support with:

- Lifestyle changes and health choices
- Chronic pain and treatment issues
- Addiction
- Problems with sleep, stress, anxiety, depression or grief
- Relationship Problems
- Child/Youth developmental difficulties

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 you to understand healthy choices
 - Work with whānau towards health and wellbeing goals
 - Encourage good management of various health concerns
- 

- Health care plan for GP appointments
- Action plan/Goal setting with a focus on better health and wellbeing outcomes
- Support with group workshops with a focus on understanding, educating and prioritizing your health and wellbeing
- Empower you to self-manage your health and wellbeing
- Provide advocacy within the health setting
- Support you in 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 Community Medical Centre, 2 Tone Street, Bluff



Rongoa

Massage Therapy & Wellbeing

A private, safe and confidential service, which includes

- Therapeutic treatment plans
- Mirimiri
- Nutrition and hydration advice
- Reiki
- Lymphatic drainage
- Relaxation massage
- Reflexology

Fee:

Kaumātua 65+ : \$20

With a community services card: \$25

Without a community services card: \$50

Sessions are usually 45-60 minutes

Appointments from 9am-4.30pm Monday-Friday

To book an appointment with the Rongoa Service:

Email us admin@nkmp.nz

Phone 0800 925 242

74 Don Street, Invercargill



Māori Cancer Kaiarahi Service

Cancer Support & Advocacy

The Māori Cancer Kaiarahi Service is a free service designed to support whānau with a high suspicion of/or diagnosis of cancer. Support includes advocacy to get the right information about treatment options.

Kaiawhina can support with making the pathway as smooth as possible, and ensuring that you have all the information you need to make informed choices about your treatment plan. They will also assist in making sure you are able to attend all appointments, that you understand medical terms, and guide you and your whānau to other services that may support you on your journey. Kaiawhina also connect with you regularly through phone calls and visits.

For all referrals to the Cancer Kaiarahi Service:

Email us admin@nkmp.nz

Phone 0800 925 242

Level 2, 92 Spey Street, Invercargill

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



Jo Cullen & Barbara Metzger

Tui Ora

Intensive Whānau Support Work

Nga Kete works collaboratively with Oranga Tamariki to bring you Tui Ora, supporting Māori whānau and young persons in Murihiku to be well and thriving. The Tui Ora team provide intensive, home-based social support with the intent to assist whānau to become or remain independent of Oranga Tamariki.

Tui Ora provides a range of services, including:

Whānau Tautoko

Working with the Intake and Intensive Response Teams at Oranga Tamariki; supporting whānau to facilitate change and prevention of whānau re-engagement with Oranga Tamariki.
Community based referrals accepted.

Iwi Family Group Conference

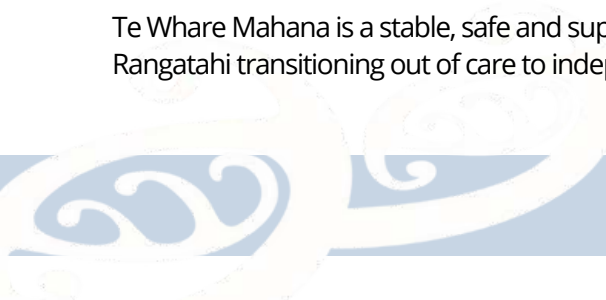
Kaimahi work to strengthen whānau with the aim Tamariki will not go into care. Kaimahi create aspirational and purposeful plans that are mana enhancing and enable whānau to lead out while ensuring tikanga practices are adhered to.

Transition to Adulthood

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.



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.

Programmes:

- Taputapu Mātua - Connecting whānau with information, advice and services in regard to parenting.
- Te Rourou Paioranga - 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.
- Pūrerehua Transformation - Providing comprehensive support to whānau as they embark on their journey towards achieving their goals.

For all queries to Tui Ora:

Email us adminto@nkmp.nz

Phone 0800 925 242

74 Don Street, Invercargill





Pūrerehua Transformation

Goal Attainment Programme

Pūrerehua Transformation is committed to supporting whānau on their journey toward positive change and resilience. We offer tailored, holistic support to help whānau achieve their collective goals.

Our Services Focus On:

- **Strengthening Foundations:** Working closely with whānau to build strong, supportive structures.
- **Prevention and Risk Reduction:** Focusing on prevention to reduce risks and promote long-term stability.
- **Holistic Support:** Offering services in education, employment, health, and wellbeing to build on whānau strengths.
- **Long-Term Resilience:** Empowering whānau to create secure, sustainable futures.
- **Supporting Tamariki:** Cultivating environments where children can thrive and reach their full potential.

We engage the Poutama Model, which consists of three key stages: Kakano, Tipuranga, and Te Puawaitanga.

- **Kakano - Seed:** We help whānau set clear goals and take the first steps toward their aspirations.
- **Tipuranga - Growing:** We review progress, acknowledge achievements, and provide the skills and knowledge needed to succeed.
- **Te Puawaitanga - Flourish:** We celebrate and honor whānau as they reach their goals and thrive.

For all referrals to Pūrerehua Transformation:

Email us admin@nkmp.nz

Phone 0800 925 242

92 Spey Street, Invercargill

ACC Navigation Service

Advocacy & Support

The dedicated ACC Navigation Service is led by a passionate and community-minded kaimahi, ensuring that every individual receives a high-quality, personalized experience. This service is especially beneficial for those with complex ACC cases, guiding whānau through the process and ensuring their voices are heard.

Key Features of our ACC Navigation Service:

- **Comprehensive Support:** Our kaimahi lead the navigation of ACC claims, ensuring you receive the best possible guidance and advocacy throughout the process.
- **Whānau-Centered Approach:** We ensure that the needs and preferences of whānau are central to every step of the navigation process.
- **Informed Connections:** We keep all ACC service providers informed and connected, promoting seamless communication across the network.
- **Whānau Feedback:** Through survey collation, we actively gather the voices of whānau to improve the service and ensure it meets your needs.
- **Ongoing Support:** We walk alongside you, supporting you through your ACC claim or query, ensuring you are informed and empowered throughout.
- **Consultation and Networking:** We bridge communication between ACC and clients, and build cooperative relationships to ensure the best outcomes for all involved.

For all referrals to the ACC Navigation Service:

Email us admin@nkmp.nz

Phone 0800 925 242

92 Spey Street, Invercargill

Tāne Ora

Men's Wellbeing Programme

A men's wellbeing programme with one-on-one support throughout the six-week duration.

- One-on-one hui with Tāne
- A wellbeing group – a safe space for tāne to connect and share their stories.
- Key elements of the group include:
 - Whakawhanaungatanga (building relationships and connection).
 - Whakapapa (acknowledging identity and heritage).
 - Whānau/relationships (fostering strong family and social connections).
 - Experiential learning activities (hands-on activities to promote growth and learning).

For all referrals to Tāne Ora:

Email us admin@nkmp.nz

Phone 0800 925 242

92 Spey Street, Invercargill





BFC+

Building Financial Capability/Budgeting

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:

- 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
- A safe and non-judgmental space

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.

For all referrals to Building Financial Capability Plus:

Email us admin@nkmp.nz

Phone 0800 925 242

Level 2, 92 Spey Street, Invercargill



0800 925 242



SOUTHERN
STOP SMOKING
SERVICE

www.stopsmokingservice.co.nz

Southern Stop Smoking

Quit Support

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.

For all referrals to the Southern Stop Smoking Service:

Email us admin@stopsmoking.nz

Phone 0800 925 242

or Refer online: www.nkmp.nz/online-referrals

92 Spey Street, Invercargill



**SOUTHERN
STOP SMOKING
SERVICE**



S.O.A.R.

Disability Support & Advocacy

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.

For any queries regarding S.O.A.R.

Email us admin@nkmp.nz

Phone 0800 925 242

Level 2, 92 Spey Street, Invercargill



Toi Toi Māori Art

Gift Shop

The Toi Toi Maori Art & Gift Shop is a Ngā Kete enterprise.

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 website: www.nkmp.nz

For selling on consignment contact Joanne White on (03) 214 5260 or email joanne.white@nkmp.nz



Urgent Assistance Contacts

In an emergency contact 111 or:

Healthline 0800 611 116

Police non-emergency 105

Mental Health crisis Helpline 0800 800 717

Alcohol and Drug Helpline 0800 787 797

Lifeline (24/7) 0800 543 354

Depression Helpline (24/7) 0800 111 757

Gambling Helpline (24/7) 0800 654 655

Youthline 0800 376 633 or text 234

Women's Refuge 0800 733 843

Domestic Violence Helpline 0508 744 633



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CHARITABLE TRUST

