



Te Piki Oranga
MĀORI WELLNESS SERVICES

Te Puna Pānui

TE PIKI ORANGA NEWSLETTER

Ngahuru |
Autumn
2023



KAIMAHI
CULTURAL
CAPABILITY SET
TO SOAR WITH
TUKU TE RERE

MANU ORA – GOING
BEYOND
TRADITIONAL
HEALTHCARE

PREPARE FOR
THE
UNEXPECTED
WITH A RAUTAKI
Ā WHĀNAU /
WHĀNAU PLAN

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Our whakatakanga

Mission statement

Ma te huruhuru ka rere te manu

*A bird is adorned with its
plumage in order that it may
take flight*



A message from Anne



E rere ngā mihi ki ngā mate o te motu
Ki a koutou kua mahue mai i a mātou whakangaro atu rā
Kia a tātou ngā mahuetanga o rātou,
kei te mihi, kei te mihi, kei te mihi.

Kia ora

Kia ora and thank you for reading this pānui. In my last message, I mentioned I was looking forward to our intention to strengthen the integration of tikanga and kaupapa Māori into our wellbeing service delivery. I am delighted to say Te Piki Oranga is now firmly on this journey, with the launch of Tuku Te Rere, our kaimahi cultural capability programme developed by Te Pou Taki, Carl Baker.

In this pānui, Carl explains the kaupapa of Tuku Te Rere and how cultural competency is important to achieving better outcomes for our whānau. Kaimahi also share their early experience of Tuku Te Rere and you will see the Manu Ora team represented in one of the photos.

Manu Ora are one of the shining lights in this pānui – after more than a year in service this unique kaupapa Māori primary healthcare service in Wairau is really starting to make a difference. Manu Ora is a registered charity and joint venture between Te Piki Oranga and Nuku Health and an independent evaluation in late 2022 very clearly defines why it is tika and pono to offer a fully kaupapa Māori primary care option in the Wairau rohe.

Quite simply, Manu Ora offers what other primary care providers cannot – enrolling Māori, allocating more time for whānau, longer and more flexible appointments, innovative approaches to going beyond traditional healthcare and centring their service around whānau, tikanga and Te Whare Tapa Whā principles. I encourage you to look through the highlights document from the Manu Ora evaluation, available on our website.

Another point of progress, since my last pānui update, is that of Te Aka Whai Ora – the Māori Health Authority established on 1 July 2021. It is good to see Te Aka Whai Ora starting to make its presence felt by directing more funding to frontline kaimahi and whānau.

To close this brief karere, I encourage you to do what you can to be well, and stay well, this winter. Protect yourself and those you love and care about by getting immunised against influenza and COVID-19. You can also boost your immunity against viruses by eating nourishing and healthy kai, as encouraged by Te Puna Kai Ora (Dietitian) Brittani Beavis in this pānui.

Nāku noa, nā
Anne Hobby, Tumuaiki

Cultural capability set to soar with Tuku Te Rere

Mā te huruhuru ka rere te manu: A bird is adorned with its plumage in order that it may take flight.

This Te Piki Oranga whakatakanga / mission statement is embodied in the new kaimahi cultural capability development programme Tuku Te Rere.

Carl Baker, Pou Taki and tātāriki of Tuku Te Rere, was pleased to launch the programme at te tari o Whakatū on 19 January. Wairau kaimahi were next to start Tuku Te Rere, closely followed by Motueka and Waimeha. Most recently, Tuku Te Rere was introduced to the primary care team at Manu Ora in Wairau.

"Our kitenga – vision – is to have culturally capable kaimahi providing an exemplary kaupapa Māori service to whānau, hapū and iwi of Te Taihū o te Waka-a-Māui," Carl says.

"Kaimahi are increasing their cultural capability by progressing through four phases of learning that are shaped around the concept of a manu, or bird. The hatchling, in its cultural infancy grows into a young bird, and then a more competent fledgling before becoming a manu tāiko – a culturally-proficient guardian."

Tuku Te Rere is part of te anga āheitanga ahurea, the Te Piki Oranga cultural capability framework. Kaimahi are given time and resources towards collectively achieving Te Piki Oranga pae tawhiti – organisational goals, such as:

- Te reo me ōna tikanga
- Rautaki (strategy)
- Te Tiriti o Waitangi
- Māori models of health

Towards the te reo me ōna tikanga goal, some kaimahi started te reo Māori classes in mid-March through the Te Ataarangi programme.



Te Piki Oranga kaimahi (Whakatū) with their new Tuku Te Rere guide

Story continued on page 6

Mō Mātou: Te Ataarangi

Te Ataarangi is a programme for adult Māori language learning developed in the late 1970's by Dr Kāterina Te Heikōkō Mataira and Ngoingoi Pēwhairangi.

It is modelled on a learning method developed by Caleb Gattegno, which uses cuisenaire rods (rākau) and spoken language. His methodology was further developed to incorporate Māori values and customs, and Te Ataarangi was born.

Thousands of adults have learned to speak te reo Māori in Te Ataarangi classes, with Te Piki Oranga kaimahi starting their Te Ataarangi journey this year.

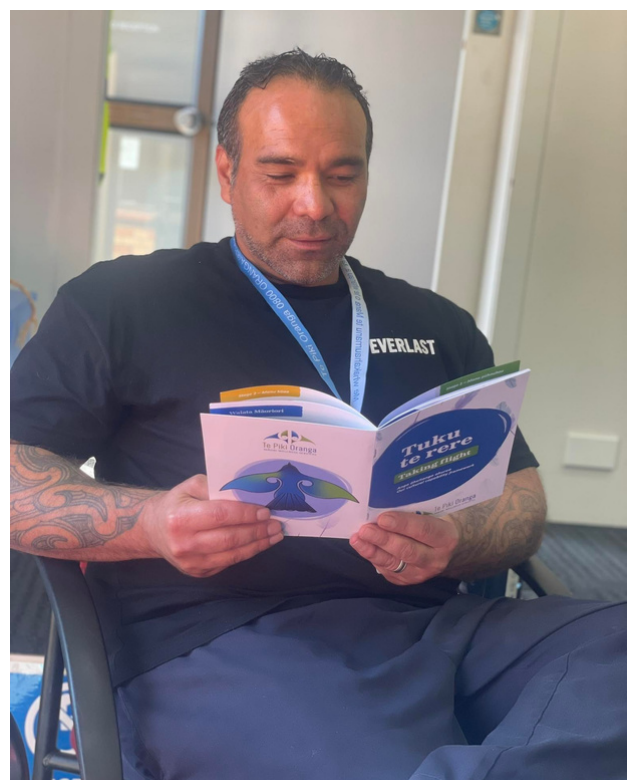
“We have kaimahi well-versed in te reo sitting with kaimahi beginning their journey, embracing the Mahi a Atua principle ‘Ka mā te ariki, tauira, ka mā te tauira’ that is about being an active learner. This principle encourages us to be responsive to each other and to our environment,” Carl says.



Rākau rods in action during a Te Ataarangi class



Ngā pūkenga atawhai (nurses) Carol Whitfield and Wayne Simons



Story continued on page 7

Tuke te Rere continued

He tirohanga mai i te kaimahi

Karen MacDonald, Pūkenga Manaaki, has completed the first stage – Manu Pūhouhou.

She is now firmly on her te reo Māori journey and aspires to kōrero more confidently by the end of the year. Reflecting on the kaupapa of Tuku Te Rere, Karen says it is important kaimahi are competent and capable in tikanga Māori.

“So we understand the meanings of whanaungatanga, rangatiratanga, manaakitanga – all the ‘tanga’! And so as a rōpū can support our whānau in a te ao Māori environment, not just in a clinical space.

Karen says that it is also important for kaimahi to “have an actual knowledge of tangata whenua, ‘kōrero ki te kōrero’.”

Hana Randall, Pūkenga Manaaki in adult mental health, has also completed the Manu Pūhouhou stage. She is now set to continue learning te reo at NMIT as well as during her worktime with Te Ataarangi.

“I want to try continue with as many wānanga Māori where I can continue my learning journey in my own time.

“Tuku Te Rere is going to keep me tika and pono in my learning journey and with what I should already be doing working in a kaupapa Māori space,” Hana says.

“If we are not competent and capable, then why are we serving as a kaupapa Māori service? We should be living by tikanga every day and learning as we can.”



Photo: Manu Ora kaimahi have embraced the opportunity to be part of Tuku te Rere.

Manu Ora – going beyond traditional healthcare

Manu Ora is a Wairau primary healthcare team established in August 2021 as a registered charity and joint venture between Te Piki Oranga and Nuku Health.

Manu Ora refers to the bird taking flight having achieved hauora (wellbeing), and in December 2022 an independent evaluation assessed the ways in which this unique kaupapa Māori primary healthcare service in Wairau is achieving its goals.

One of the clear themes from the evaluation report is that Manu Ora goes beyond traditional healthcare. Examples include:

- Giving more time to whānau. A much higher ratio of clinicians to patients, compared to other practices, means more time with whānau and longer, more flexible appointments.
- Helping whānau into housing, providing kai (pātaka) and improving access to care with free transport, appointments and home visits
- Offering an extended programme for taha hinengaro (mental health) and wraparound services for vulnerable hapū māmā and pēpi in their first 1,000 days.
- Allocating daily time to collaborate with community agencies, schools and other healthcare providers. Manu Ora is a qualified teaching practice for medical and nursing ākonga.
- Easing the pressure. Effective, early intervention before whānau become seriously unwell has led to fewer presentations to ED and urgent care.
- Te Ao Māori values and tikanga underpin all models of care. Kaimahi embed Te Whare Tapa Whā principles from the start of their kōrero with whānau.



Photos: Some of the whānau who are now living in healthier homes with the support of Manu Ora.

Story continued on page 9

The evaluation report gives voice to compelling feedback from whānau, kaimahi and governance stakeholders. Here are some examples:

"My first consult shocked me...time was taken to look into my whole hauora, my whare tapa whā, my haerenga. They were all considered and acknowledged with respect and kindness. I felt like I could be who I am as a Māori. I felt heard."

Whānau comment

"They take the time, and they listen and observe; they already know you because they have read the notes and heard your story, not just what you're in for."

Whānau comment

"Eye-opening. In practice previously we might have seen someone once, but they don't come back and deal with some of the underlying chronic issues. But to have people come back and trust us with their health journey has been pretty cool."

Manu Ora kaimahi comment

"We can definitely see it having an effect. The emergency department-type maladies are being addressed earlier...we would have lost four or five people given their chronic conditions and would have had more people in hospital."

Te Piki Oranga kaimahi comment

"I do not know how it would have gone without the [Te Piki Oranga] partnership. They help with the financial management and are aware of our finances. We got [name removed] to help with the strategy day and she is now the co-chair of the IMPB. Pleased the collaboration is so strong."

Manu Ora governance comment

"My people are often people who have issues with mental health, with addictions... Manu Ora is willing, and they are open, and will see if they can accept your people. And most of the time they do. That makes such a difference to me and the people I work with."

Hospital social worker comment

**The evaluation report highlights document can be found in full on the Te Piki Oranga website under 'Publications' or at this URL:
<https://bit.ly/Manu-Orang>**

Photo: The Manu Ora team in their Wairau clinic, previously the home of the highly respected Walker whānau. This new use for the whare is appreciated for the cultural value of ahikā, or continuous occupation.



Nourishing ngahuru

By Brittani Beavis, Te Puna Kai Ora (Dietitian)

When the leaves are falling fast and we have put that extra blanket on the beds, we know we are well and truly into autumn, ngahuru.

As a dietitian, I love ngahuru for the kai grown and harvested in Te Taihū, such as apples, pears, kiwifruit, leeks and courgettes, to name a few. Nō reira, ngahuru is also the name for harvest, reminding me of the whakataukī: Ngahuru, kura kai, kura tangata (harvest-time, wealth of food, the wealth of people).

Kai ngahuru is rich in the vitamins and minerals that will help to boost your immunity in the lead-up to winter, when we are often more susceptible to catching colds and other viruses. And it's not just fresh kai either – tinned, frozen and dried kai is full of goodness too!

Here is the run-down on some of the immunity-boosting vitamins and minerals we want to include in our diets:

Vitamin C

Get your daily dose of Vitamin C from oranges, kiwifruit, kumara and silverbeet. It helps to protect our bodies from damage caused by air pollution or too much sun. It doesn't matter if it's cooked, fresh, tinned or frozen – there is still lots of Vitamin C there! Vitamin C also has an added superpower of helping collagen production, which helps prevent wrinkles.

Vitamin D

A short amount of time (10-20mins) in sunshine is a nice way to get the Vitamin D you need for strong bones and the production of serotonin – a natural mood booster. In Te Taihū we are blessed to still see sunshine in ngahuru, but you can also get your daily dose from kai, such as canned tuna and salmon, eggs and dairy products.



Zinc

Zinc is important for hair growth, a healthy immune system and wound healing and even taste. It is not as easy to get enough zinc from fruit and vegetables; try mussels, milk or lean steak. A peanut butter sandwich on wholegrain bread will give you a zinc boost as well.

B vitamins

Eat your leafy greens and you'll benefit from some of the many different types of B vitamin that support our immunity. Watercress, silverbeet and spinach are rich in Vitamin B6 and very abundant in ngahuru. Round out the range of B-vitamins in your diet with meat and fish, wholegrains and nuts – porridge with almonds and apples, yum!

Kai time

Here is a link to recipes to get you inspired (a QR code too so you can jump straight in). The recipes are from the Love Food Hate Waste New Zealand website, that aims to reduce the tonnes of wasted kai that goes to landfill each year.



www.lovefoodhatewaste.co.nz/our-recipes

Hapori happenings

Community engagement

The annual 'Cops with Cakes' event in Whakatū is a whānau favourite, with interactive displays from the region's key community organisations.

Te Piki Oranga hosted an information stall at the 25 February event this year. We had great company, with stalls and activities also from Nelson Coastguard, Te Korowai Trust, Big Brothers Big Sisters, St John Ambulance, Fire and Emergency New Zealand and Nelson Tasman Police (who put the 'cops' into 'Cops with Cake'!) among others.

The event was an invaluable opportunity for Te Piki Oranga to connect with our hapori whānui (community). And thanks to donations of Lego as prizes from Sam Currie from the Top of the South Brick Show, our stall was very appealing to whānau, as can be seen in these photos. Tau kē Sam!



Kōrero mai

Behind every frontline health and wellbeing team are kaimahi working to keep the wheels turning. Information technology (IT) is one of these essential supports.

In April 2023 Te Piki Oranga welcomed Mike Fulop to the Waimeha tari team, as Kaituitui Hangarau Whakāturanga, IT Coordinator.

Kia ora Mike, can you tell us a little about yourself?

I am married to Tracey, have four children and one cat and live fully off-grid on a farm in the Tasman region near Ngātīmoti. I grew up mainly in Auckland and moved to Nelson four years ago after my māmā passed away. Her passing was the catalyst for my journey of Taha Māori, tikanga and whakapapa, and I am looking forward to continuing that journey with Te Piki Oranga.

Ko Mangatawhiri Te Maunga

Ko Te Tai Tamahine Te Moana

Ko Te Arawa Te Waka

Ko Ngāti Hei Te Iwi

Ko Te Rā Matiti Marae

Nō Hauraki Ahau

Ko Mike Fulop toku ingoa

How did you get to be where you are today?

I was exposed to IT early on in my career as a draughtsman and was captivated by the IT in that job. So I applied for an IT admin role, which basically meant I changed floppy disks (remember those?) and organised the printer paper. Thus, my career in IT was launched!

I progressed into application development as I was fascinated in creating computer programs and moved into hardware as an IT support technician because I liked to build and fix machines. Combining the two skills lead me to become a computer engineer then the opportunity to manage people like me presented itself and I became a manager.

After moving to Nelson I worked two seasons in the hops industry and then two years in the NZ Customs Service. My love of IT and the opportunity to work for Te Piki Oranga with their inspirational values and commitment to kaimahi cultural capability drew me back and I'm excited to be a part of this whānau.

How does your mahi line up with the Te Piki

Oranga kitenga – Me whakahaumanu te mana o te whānau a, ka haere whakamua (Revitalise whānau for their future)?

My job is one of service to Te Piki Oranga. By exploring what works for our kaimahi, reducing the technological challenges, and improving processes and tools, I can help our kaimahi focus on their core roles of working with our whānau.



What is something that people might not know or appreciate about the kind of mahi you do?

Even with the best laid plans, things fail, and usually at the worst time! For instance, the other day the video conferencing equipment, that had been working perfectly ok, decided to fail minutes before an important meeting – so trying to fix it and remain calm while all eyes are on you is one of the many different challenges we face.

Diagnosing an IT issue can be difficult but also funny. One time a computer kept crashing during the evening and all attempts at diagnosis failed. We swapped out the machine but the issue carried on!

Eventually we set up a camera and discovered that the cleaner would come in at night and pull out the computer plug to connect the vacuum cleaner which solved the mystery.

Kōrero mai continued

Is 'health IT' a thing?

Definitely! Health IT or health information technology is the use of a broad range of technologies in health and healthcare, which includes the secure storage and retrieval of clinical data, and the exchange of health information in an electronic environment.

Is IT a good career for rangatahi to be thinking about?

Yes, IT offers multiple career paths and opportunities with new technologies constantly being developed and adopted. It is our rangatahi, who will be at the forefront of these advances both in their development and use, and it is their young and agile minds that will transport us along with them to places we have yet to imagine.

Any final thoughts?

In all my years of mahi in the IT space the most important aspect I have learnt is he tāngata, he tāngata. This applies to IT in the way IT supports people to do their jobs and this can apply to IT – "IT is the people, IT is the people".

To me, thinking about IT in this way is fundamental to how we should approach IT in relation to our whānau.

Quick five

Moana / awa

Night owl / early-bird

Cinema / Netflix

Savoury / sweet

Phone call / email



KIA ORA

my name is

MIKE FULOP

Kaituitui Hangarau Whakāturanga
(IT COORDINATOR)

Whānau feedback

Thanks for making it so easy

Kaimahi made you feel at ease. Very friendly

Nga mihi, thank you for today and your services and advice

Awesome day this morning to smear my mea. I felt comfortable and it was a straightforward process. E mihi ana

Holistic care of whānau taken very good mahi most impressed thanks

The advice given was helpful Lovely kaimahi and wonderful services

Tumeke service, allowing time to relax and the easement of each sector

Share your feedback

Phone: 0800 ORANGA (672 642)

Email: admin@tpo.org.nz

Write:

Te Piki Oranga

PO Box 3108

Richmond 7050

Rautaki ā Whānau / Whānau Plan

This is our plan to make sure we all know what to do **in the case of an emergency**, no matter what that is.

Our main household contacts are:

Name: _____

Contact number: _____

Name: _____

Contact number: _____

In our whānau, these members need extra help:

In an emergency what medications or related things will need to be taken with you? For example: Hearing aids.

If we cannot get in contact with anyone, we will:

Our whānau will meet in the following places when there is a...

Example: Consider your 'go to' places to meet will be outside of the tsunami zone so the tamariki are not heading somewhere that could be unsafe.

Earthquake: _____

Fire: _____

Tsunami/flood: _____

If we have to evacuate, we will:

- ☐ Take our Grab Bag
- ☐ Turn off electricity, water and gas
- ☐ Take our pets with us, where we can
- ☐ Remember to take any medication

We will go to the following places if we cannot get home:

For example: Nana's, Auntie's, marae, Community Centre, school.

1: _____

2: _____

3: _____

Our plan if we run out of water, or power has been cut off:

Do you have enough drinking water? (3L per person per day for at least 7 days. You'll need a bit extra for cleaning and cooking). How will you cook, stay warm or see at night? (Don't use candles as they are a fire hazard). Having full petrol cans will also be useful in case petrol stations are down.

These are the ways we will keep updated with the news:

What radio station channels do you know that you can use?

Radio: _____

Social media: _____

Local council: _____

Websites/online media: _____

IF OUR TAMARIKI ARE STUCK AT SCHOOL, AND WE CAN'T GET TO THEM THEN THE FOLLOWING PEOPLE CAN PICK THEM UP:

If you are not able to pick up the tamariki from pre-school, kindergarten, school, or afterschool care etc., who will? Does the school/daycare have their details?

Name: _____

Contact number: _____

Name: _____

Contact number: _____

Name: _____

Contact number: _____



TE KOTAHĪ O TE TAUĪHU
Charitable Trust

For further information visit
www.getready.govt.nz



Emergency services 111

Our GP/name:

Local Council Emergency
Management:

Healthline **0800 611 116**

Te Piki Oranga **0800 672 642**

Te Kotahi o Te Tauihu Trust
0800 514 358

Mental Health Helpline
Free call/text 1737

Plunketline **0800 933 922**

Pharmacy:

School:

Kindergarten:

Hospital:

A phone number of someone your
whānau will connect with to say where
you are if you can't get hold of each
other.

Name:

Number:

Address:

Our checklist for our Grab Bag

- ☐ Toilet paper
- ☐ Hauora kit/first aid kit
- ☐ Tinned food
- ☐ Powdered milk
- ☐ Pet supplies
- ☐ Bars of soap
- ☐ Bottled water
- ☐ Lighter
- ☐ Toothbrushes
- ☐ Toothpaste
- ☐ Shampoo and conditioner
- ☐ Hairbrush
- ☐ Clothing
- ☐ Shoes
- ☐ Blankets/sleeping bags
- ☐ Gas cooker
- ☐ Spare gas canisters
- ☐ Pot/fry pan
- ☐ Cutlery
- ☐ Cash (if banks are down)
- ☐ Self-charging torch
- ☐ Batteries
- ☐ Radio
- ☐ Sanitary items
- ☐ Waterproof tent
- ☐ Rubbish bags
- ☐ Important documents

TIP

Taking photos
on a phone of
medication
labels, important
documents, customer
numbers etc is a great
way to store information,
but make sure you have
the proper privacy tool
set up in case you lose
your phone.

Our Grab Bag is stored:

Checklist for flu/Covid

- ☐ RAT tests
- ☐ Masks
- ☐ Hand sanitiser
- ☐ Gloves
- ☐ Cleaning products
- ☐ Lemons
- ☐ Honey
- ☐ Ice-blocks
- ☐ Vitamin C
- ☐ Throat spray
- ☐ Lozenges
- ☐ Tissues
- ☐ Paracetamol
- ☐ Heat and cool packs
- ☐ Electrolytes
- ☐ Vicks/eucalyptus for steaming
- ☐ Saline nasal rinses/sprays
- ☐ Kawakawa or other balm
- ☐ Rubbish bags
- ☐ Pre-cooked frozen kai
- ☐ Medication/ prescriptions filled

TE KOTAHĪ O TE TAUĪHU
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For further information visit www.getready.govt.nz



Te Piki Oranga
MĀORI WELLNESS SERVICES



Our kitenga

Vision statement

**Me whakahaumanu te mana o te
whānau a, ka haere whakamua**
Revitalise whānau for their future

Te Piki Oranga is your kaupapa Māori primary health and wellness provider in Te Taihū. We deliver a range of health and wellbeing services for young and old with a unique, holistic Te Ao Māori approach.

Whakatū/Nelson
17 Bishopdale Avenue
Phone: 03 546 9099

Wairau/Blenheim
22 Queen Street
Phone: 03 578 5750

Motueka
117 Pah Street
Phone: 03 528 1046



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