

Te Hauora o Turanganui a Kiwa Ltd

Turanga Health



ANNUAL REPORT

—

JULY 2021 – JUNE 2022

FACES
SPACES
VOICES

Chair's report

Tēnā koutou katoa.

I acknowledge our owners, the iwi of Ngāi Tāmanuhiri, Rongowhakaata, and Te Aitanga-a-Māhaki. You have been supportive of Turanga Health since 1996 when we began operating as our own Māori health provider.

Now, 26 years later, your faith and vision are rewarded with a responsive organisation made up of talented individuals who have contributed to positive outcomes for whānau and communities over two years of pandemic challenges.

It's important to build the financial capability of our entity, and only then, can we resource the people capability of Turanga Health. Over the past year, significant Covid-19 funding streams have entered our financial accounts. We must make sure we employ those assets, as well as our resources and people capability, into business as usual – the wellbeing of whānau.

While Turanga Health has focused on the health and wellbeing of whānau, we have seen leadership arise in the empowerment of our communities. Many individuals have taken charge of providing support and resources to help meet the challenge of reaching people with the right care at the right time.

The Board has seen management establish the right team with the right processes and maintain effective communication. The ability to understand the health needs of our whānau and translate those needs into tasks and achievable goals has brought measurable success to Turanga Health.

The Board thanks all staff for their effort and work in providing our communities with care, safety, and concern during the pandemic.

On behalf of the Board, I also wish to thank chief executive Reweti Ropiha for his leadership, insight, and continued dedication. Determining what we do is an art form that must be turned into accountable, measurable delivery, and we are grateful for his influence.

I am also grateful to my fellow directors for their support and commitment to everyone at Turanga Health.

I once again acknowledge the work of all staff in their day-to-day administration of building family wellness for future generations.

– Pene Brown
October 2022



Chief executive's report

Ngā mihi koutou.

This year we pay tribute to the resilience of our community for living in the shadow of the Covid-19 pandemic.

Along with the rest of Aotearoa New Zealand, Turanga Health staff continue to adapt the way we live and work to meet the challenges of Covid-19.

Turanga Health was a key lead organisation charged with rolling out the vaccine in Tūranganui-a-Kiwa.

The focus was to remove barriers and reach our Māori whānau and those most at risk. We created environments where we could have difficult conversations and encourage whānau to protect our whakapapa, mokopuna, kaumātua, and whānau katoa.

It became critical for us to deploy our resources into the community so Māori vaccination rates increased. Turanga faces in Turanga spaces.

Our Turanga Health workforce was already battle-hardened in delivering mobile services. We knew where to target, which streets to set up in, and who we should work with. We earned the public's trust and confidence.

And now, looking at the feedback we get, the Turanga voices, I can see our staff are valued for the creative and flexible ways they met the needs of our community in the context of such uncertainty.

— **Reweti Ropiha**
October 2022

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“Whānau will soon turn up. They will bring their trust and confidence in us to keep them safe and well. With that privilege, I ask that we give them an experience so that they may go and tell their whānau of yesteryear, today, and tomorrow, and that they say how great it was that whānau were there in the frontline doing the do. I wish us well for the days ahead. Keep warm. Keep alert. Have each other's backs. Have a kai. Have a break. And remember, whānau are number one. Turanga mua turanga tika, turanga muri turanga he. Mauri ora. Those who move forward and accept the challenge will bear the fruits of success. Those who do not advance will not develop.” — **Chief executive Reweti Ropiha in a speech to staff at Harry Barker Reserve, the night before the region's first community drive-through vaccination event.**

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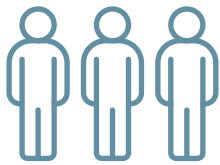


VACCINATION

AT A GLANCE

The Covid-19 pandemic changed the way we vaccinate whānau overnight. In the midst of a nationwide health response our staff showed their capacity for innovation and resilience. We vaccinated whānau at rotating rural and urban locations including schools, carparks, and streets. It was an all-staff approach. Drive-through clinics relied on set-up and breakdown crews, vaccinators, administration staff, and manaaki support. We had to implement complex tech infrastructure that would work in places without electricity and wifi. Our communications had to be well-timed and accurate. Our urban and rural, static and mobile, and walk-through and drive-through clinics, succeeded in reaching previously under-served communities and those with vaccine hesitancy concerns.

JULY 2021



Total Tairāwhiti 1st dose

11,230
Māori 3,799

11
kaiāwhina
vaccinators

14
nurse
vaccinators

AUGUST 27

Record for
vaccinations in
a day

390



OCTOBER 16



Record single-
event day Harry
Barker Reserve

321
vaccines

NOVEMBER 12



68%
of Tairāwhiti fully
vaxxed

NOVEMBER



For 12 weeks we host 8+
vaccination clinics a week

For 2 weeks we host
18 clinics a week

DECEMBER 1



Booster
vaccination
clinics start

DECEMBER 5

88.5%
of Tairāwhiti have
had 1st dose
79.1%
fully vaxxed

DECEMBER 7



Basketballer
Pero Cameron
promotes
vaccination

DECEMBER 22

Tairāwhiti 1st dose

91%
Māori 87%

Tairāwhiti 2nd dose

84%
Māori 77%

CHRISTMAS EVE

2
people test
positive in
Tairāwhiti

16 vaccinated at
last drive-through
for the year

DECEMBER 29

3
people in
Tairāwhiti
with
Covid-19

JANUARY



80%
of eligible Māori
in Tairāwhiti are
fully vaccinated

JANUARY 12



Vaccinating
restarts

JANUARY 17



1st dose
tamariki
vaccination

FEBRUARY 7



2nd dose
tamariki
vaccination

FEBRUARY 11

Tairāwhiti 2nd
dose

90%
Māori 1st dose
90%

MARCH 8



**First local
Covid-19
death**

JUNE



270
vaccination clinics

JUNE



79
community locations

21
workplaces

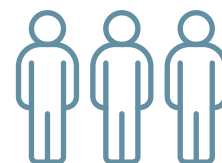
13
kura

JUNE



18,187
vaccinations
including boosters and
tamariki doses

JUNE 2022



Total Tairāwhiti 1st dose

34,339
Māori 17,073



The observation space at a Te Poho o Rawiri Marae drive-through vaccination event.

Workplaces & priority groups

At the start of the year vaccination was available to priority groups including border and frontline workers, and people at higher risk. We created settings for kaumātua or anyone with mental illness, disabilities, and or long-term illness to have their vaccination. At Eastland Port we used our male and female vaccinators, and vaccinated 28 people in August and September. The first community no-appointment vaccination event, on July 21 and 22, was a walk-in clinic at Mangatu Marae, Whatatutu. Dozens of rural clinics followed in Matawai, Te Karaka, Waihirere, Patutahi, Manutuke, and Muriwai. The vaccine was soon made available to people aged 50 and over and from then on, in line with the national programme, we rolled out the vaccine in age brackets.

Lockdown August 2021

On August 17, 2021 the Covid-19 Delta variant was detected in Aotearoa New Zealand and the country went into a level 4 lockdown. In full personal protective equipment we continued to deliver vaccinations. We hosted walk-in events for essential workers at Gisborne Harriers' clubrooms in the city's industrial area. During a very cold week beginning August 20, we hosted 8 consecutive vaccine clinics and vaccinated 1,892 people.



Walk-ins to drive-throughs

By late August 2021, New Zealand's daily Covid-19 cases were rising and widespread community vaccination was essential. Staff overcame social distancing challenges and held the region's first drive-through vaccination on September 1. The event was historic. As well as vaccinating 232 people, it kick-started the region's largest community vaccination programme.

A year of vaccine clinics

No matter how far away, how difficult the terrain, or how challenging the weather, our teams worked to vaccinate as many people as we could. We were the first provider in the country to train kaiāwhina (of all ages and genders) as vaccinators, and this milestone was profiled on 1 News.



Set-up is underway for another community vaccination drive-through event.



Roadside flags help draw passers-by into community vaccination events.



Tamariki ora kaiāwhina Franzee Nuku and population health kaiwhakahaere Dallas Poi register whānau at a Cobham School vaccination event.

“

“Thank you for everything. I know it's not over but at least I feel there's an end point somewhere in the future.” — **Andy Kinsella, Eastland Port**

“Thank you for today. We got our vaccinations and all the staff were so friendly. Watching people spinning the wheel was awesome. The kai was yum. Thank you for your hospitality, was well enjoyed.” — **Therese Sadlier**

“It took me months to come. I was not for the child vaccine but there's been lots of outbreaks at the school and I don't want him to suffer in any way. I love Turanga Health. I got my vaccination from them and they make me feel real comfortable. It's better than going to the doctor and getting jabbed.” — **Tewa Mulligan, with six-year-old son Daezhan Crawford**

“It's a remarkable turnaround. It's based on tireless and innovative work by our vaccination providers, most especially Turanga Health and Ngati Porou Hauora, with support from iwi.” — **Te Whatu Ora Tairāwhiti chief executive Jim Green**

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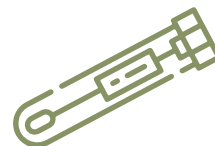
TESTING

AT A GLANCE

Covid-19 testing helped quell anxiety around the pandemic and identify those who had the virus. We provided both polymerase chain reaction (PCR) and rapid antigen testing (RAT) around the rohe. Later in the year staff were at the frontline of RAT distribution.

In July 2021, PCR nasal swabs were the main testing tool for Covid-19. While usually carried out by a doctor or a nurse, 16 Turanga Health kaiāwhina were trained in the technique. By March 2022 RATs (front of nose swabs people could do themselves) became the primary testing tool. RATs were initially available for priority workplaces only. Then they were distributed to the public through an online request site. By mid-March restrictions eased and the tests were available at collection sites around the rohe.

DECEMBER 25-29



132
PCR tests
at Peel St
testing station

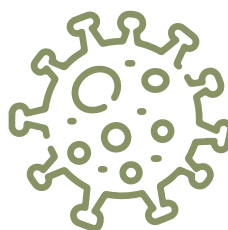
FEBRUARY 1



9 cases
of Covid-19
Omicron variant
in Tairāwhiti

FEBRUARY 24

Health authorities say
they no longer have
control of the virus.



31 new cases
126 active cases
28 people recovered

FEBRUARY 26



1,755
people tested for
Covid-19 in past
week

FEBRUARY



Watson Park staff average
340 swabs a day

FEBRUARY 28

Last day of PCR
testing at Watson
Park

Staff swelter in
full PPE in
40°C

MARCH 4



**RATs collection
centre opens**
at Te Wai-o-
Hihārore

MARCH 8

Omicron
outbreak reaches
national peak of
**23,894 new
community
cases**
in one day

MARCH 11



Isolation period
for Covid-19
cases and
household
contacts reduced
from 10 days to 7

JUNE 2022



30,000
RATs distributed between
1 January to 30 June 2022

Eastland Port

The maritime international border at Eastland Port meant that the port and its contract staff were the first to be regularly swabbed for Covid-19. Our first pre-dawn swabbing clinic was on July 7 and we tested 34 people. Over the next seven months we hosted 28 early morning clinics and took 900 swabs.

Takatu Hub

Takatu Hub was created in late November in response to the changing strategy for dealing with Covid-19, whereby people with the virus had access to tests and were supported to recover at home. The Hub remains a partnership between Te Kupenga Net Trust, Ngati Porou Hauora, Turanga Health, general practice, police, Kainga Ora, Gisborne District Council, Tū Mai Tairāwhiti, Trust Tairāwhiti, community leaders, and Te Whatu Ora Tairāwhiti. Our representative is clinical manager Shirley Keown.

Testing stations open

Some of our nurses and kaiāwhina worked at Gisborne’s Peel St PCR testing station. Then, a PCR drive-through station was opened at Watson Park on February 3. The station was staffed by multiple health organisations. With months of drive-through logistical experience behind us, we shared our learnings and helped ensure Watson Park operated efficiently.

RATs distribution

When the purpose of testing shifted away from trying to find every case, RATs provided intelligence on the size and spread of the regional outbreak. They helped bring a sense of normality to people’s lives. The old railway station at Te Wai-o-Hihārore was opened as a RATs collection site on March 4. We were the lead organisation and provided core staffing for the busy centre.



Rural distribution

From mid-March RATs were made available at contactless rural pick-up sites. Recognising the need for wraparound service items, masks, kai packs, hand sanitiser and helpful household goods were offered to whānau coming through.

Community whānau

We've always had good relationships with community groups and our vaccination clinics strengthened these. The pandemic was a platform for working more effectively with marginalised groups. Covid-19 vaccination and testing clinics held at Blackpool Park in Elgin were well attended by gang members eager to protect themselves and their whānau.

Some community members went on to support us by helping with supported isolation quarantine security and traffic management. Immediate Turanga Health whānau also joined the team with some of our own rangatahi learning to PCR swab and load information into the database.

Wraparound support

During the year we used our patient management system to identify vulnerable whānau who might need support. A daily contact list was created and helped set the daily rosters. We knew which staff were contacting which whānau, and what follow-ups might be needed.

Winter wellness packs

From March our staff distributed winter wellness packs to everyone coming through vaccination clinics. The packs were created by a team working in the Derby St gym. Packs included a hot water bottle, wheat bag, chest rub, and a draft stopper offering some relief during winter.



As the months grow cooler staff distribute winter wellness packs to everyone coming through its clinics. Laura Biddle, manager of mental health services and the Vanessa Lowndes Centre, helps create the packs.

Turanga Health kaimahi

Having played a key role in reducing the vaccination gap between Māori and non-Māori, Turanga Health staff then had to balance vaccination clinic work with RAT distribution. In August changes were made to our workflow and processes to ensure our own ongoing health and safety. Staff divided into two groups, each working seven-day rosters to help prevent spread of the disease in our workplace. Some staff worked from home. Traditional leadership responsibilities were shared so we could still function if someone was sick. Staff stayed connected via twice-weekly virtual meetings: The Week That Was (hosted on Fridays) and The Week That Is (Mondays). Team Tahī and Team Rua and virtual hui continued in 2022.



Primary care kaiwhakahaere Bobbie Cameron helps set up the RATs collection site at Te Wai-o-Hihārore.

“

“Amazing service in terrible weather. Thanks so much team.” — **Sarah Garrett**

“Thank you for serving our iwi and rohe unconditionally. You truly deserve all the gratitude in the world.” — **Lorraine Brown**

“I went along on Saturday to get my RAT test. It was an easy procedure. There was no waiting. Many thanks to the ladies and guys who helped on the day. Good on you all.” — **Social media message**

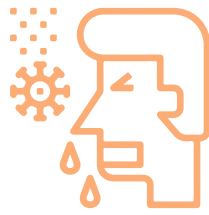
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BUSINESS AS USUAL

AT A GLANCE

To decrease the risk of transmitting Covid-19 to whānau or fellow staff, Turanga Health's regular preventative programmes were limited, postponed, or run online for much of 2021 and the first half of 2022. Services that did keep running include some nursing services, mental health support, and Well Child Tamariki Ora.

APRIL, MAY, JUNE



1,226
influenza vaccinations



1,700
patients – Waikohu
Health Centre



365 pēpi
referred to Well Child
Tamariki Ora
96% are newborns
with 92% of visits
completed



2,500
winter wellness
packs

288
pakeke registered with
Kaumātua Programme

7

live broadcasts

560

views of Christmas
broadcast



6
nurses provide Well
Child Tamariki Ora
services, with
4 kaiāwhina



4
senior staff trained to
lead organisation should
current chief executive
or replacement fall ill



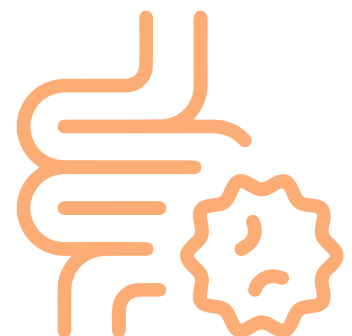
Staff attend over

40

Zoom meetings (or Zui)

673 of 815

eligible whānau visited
agree to participate
in bowel screening
programme



Waikohu Health Centre

Turanga Health's Waikohu Health Centre in Te Karaka is 30km from Gisborne and open four days a week. One general practitioner, a nurse practitioner, two practice nurses, and a receptionist look after around 1,700 enrolled patients drawn from an area that stretches from the Gisborne side of the Kaiteratahi Bridge, across to the top end of Lavenham Rd, and out to Whatatutu, Motu and Matawai. During the pandemic most patients were being managed by a telephone consult. If they needed to see one of the staff they were given a time to come to the Station Rd practice. Anyone with respiratory symptoms was treated in an external cabin thereby reducing the chance of other patients and medical staff becoming infected.

Kaumātua Programme

In an effort to keep kaumātua safe we paused the normal Kaumātua Programme gatherings with the last one held on July 27. From then on, kaiāwhina checked in with pakeke over the phone and mobilised safe support if needed. Between September and December, we hosted live broadcasts on YouTube, including a Christmas special followed by a kai delivery.



Above: Waikohu Health Centre GP Dr Mark Devcich.
Below: Vaccination event at Elgin School.



Bowel screening

Kaiāwhina help whānau overcome any concerns associated with taking part in the national bowel screening programme. As part of a pilot kanohi-ki-te-kanohi approach, the kaiāwhina visit eligible whānau aged between 60 and 74 at their homes and talk to them about the importance of doing the test and how to do it. Around the rest of the motu eligible whānau receive their testing kits in the post leading to a much lower return rate than the Turanga Health approach.

Influenza vaccination

Our Covid-19 vaccination framework was repurposed and applied to health conditions that disproportionately impact Māori, such as influenza. We held the first Covid-19 and influenza vaccination clinics on May 4 at Te Karaka and EIT Tairāwhiti. From then on, rural residents aged nine and older could get their influenza vaccination at one of our drive-through clinics. This was significant. It was the first time influenza vaccination was offered free to the general population (not just those in priority age and health groups); the first time vaccination was provided through the drive-through model; and the first time influenza vaccine was offered alongside Covid-19 vaccination.



Kaiāwhina Memory Taylor, Mere Waihi, and Rhonda Pohatu help whānau overcome any concerns associated with taking part in the national bowel screening programme.

Vanessa Lowndes Centre

The Vanessa Lowndes Centre (VLC) builds confidence and prepares people with mental, physical or intellectual disabilities for employment. There are 33 VLC whānau with seven involved in part-time work including cleaning and cooking. This year they also helped prepare kai for staff working at the vaccination and testing clinics.

Well Child Tamariki Ora

Caring for the health and welfare of our tamariki, mokopuna and their whānau was crucial during the year. While working within the restrictions placed upon our communities we ensured whānau continued to receive access to the service, and parents and caregivers were supported to access primary and specialist health care, and social services if they needed it.

If whānau were isolating nurses stayed in their cars and phoned for a chat. Resources were left at the gate. Staff connected whānau who needed it with Takatu Hub staff. The E Tipu E Rea putea was particularly valuable, with 868 referrals for whānau supported by Turanga Health.

Mental health

We support whānau living with mental health and addiction issues. Our three mental health kaimahi and one kaumātua work with 55 tangata whaiora. Despite the challenges of lockdown and community spread of Covid-19, the team made 2,444 visits.

“

"Thank you for having us down in the beautiful East Coast, and for your hospitality. Kai was beautiful and our people were wonderful hosts."

— Christmas broadcast entertainer
Jack David Grace

”



OUR WAY

Turanga Health played a critical role responding to health challenges this past year. We broke plenty of traditional barriers along the way.

Kaiāwhina vaccinators

Kaiāwhina didn't previously have practice delegation to vaccinate. That changed in 2021 when the Government altered the Medicines Regulations allowing more health workers to be vaccinator-trained and help with the biggest vaccination campaign in Aotearoa New Zealand's history. Seizing the opportunity, we became the country's first iwi health provider to have kaiāwhina complete the new training.

Public space clinics

The most effective Covid-19 outbreak containment method is fast vaccination and taking it to the people. By the time Aotearoa New Zealand hosted its October 16 Super Shot Saturday vaxathon, we'd been hosting vaccination events in public spaces for three months.



Staff working at the RAT community collection site wear PPE to mitigate the infectious risk posed to health kaimahi as they work in close proximity with people who might have Covid-19 symptoms.

Vaccinating during lockdown & traffic light setting red

In the middle of a level 4 lockdown on August 31 2021, we trialled the region's first drive-through vaccination centre. The next day, anyone who wanted to come through, could, and did. No appointment, no pre-booking online. The event had a relaxed come-as-you-are fun family vibe. There was a DJ onsite, hot drinks, cold beverages, and snackpaks available for delivery to each vehicle. Everything was contactless apart from the vaccination itself.

In January 2022 and with Covid-19 circulating in Auckland, New Zealand moved to the red traffic light setting. While not as restrictive as a lockdown there were still rules businesses and people had to abide by, adding challenges to the already difficult job of continuing to vaccinate the public. We created Team Tahī and Rua and a rotating roster to help ensure the workplace would not totally succumb to the virus.

Supported isolation quarantine

Despite not traditionally operating in the community housing space we were one of the first organisations to provide supported isolation quarantine (SIQ) options in the region. Isolation at Te Kuri a Tuatai Marae started in early March for people who didn't have appropriate whānau or home support systems. SIQ housing was the result of co-operation between Turanga Health, the marae, Gisborne District Council, Te Puni Kōkiri and Te Whatu Ora Tairāwhiti.

“

“Well done Turanga Health with the vaccinations, that's an excellent result.”

—**Hine Marsh**

“Thanks so much for the most wonderful caring experience today despite the rain. My son said 'best day of my life'. Kai and a Nerf gun...it's a kids dream.” — **Michelle Tham Metz**

“Kia ora kōtiro. Thank you from mine, and the thousands more, for the mahi you and the village do.” — **Vanessa Letty**

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Covid & influenza vaccination at the same clinic

With the threat of a winter twindemic – Covid-19 spreading through our communities alongside influenza – simultaneous vaccination was necessary. Vaccination for Covid-19 and influenza at the same time had recently been proven to be safe, and once again we led the way. In May we held the region’s first mobile combo-clinic at Waikohu Health Centre.



Nurse Tracey Mariu at Elgin School with a tamariki receiving his second Covid-19 vaccine.

This year we featured on three television news broadcasts:

2x TVNZ’s Breakfast
Māori Television’s The Hui



Prime Minister Jacinda Ardern visits on October 10, accompanied by her partner Clarke Gayford and Members of Parliament Peeni Henare, Kiri Allan, and Meka Whaitiri.



Te Hauora o Turanganui a Kiwa Ltd

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