

July 2022 – June 2023



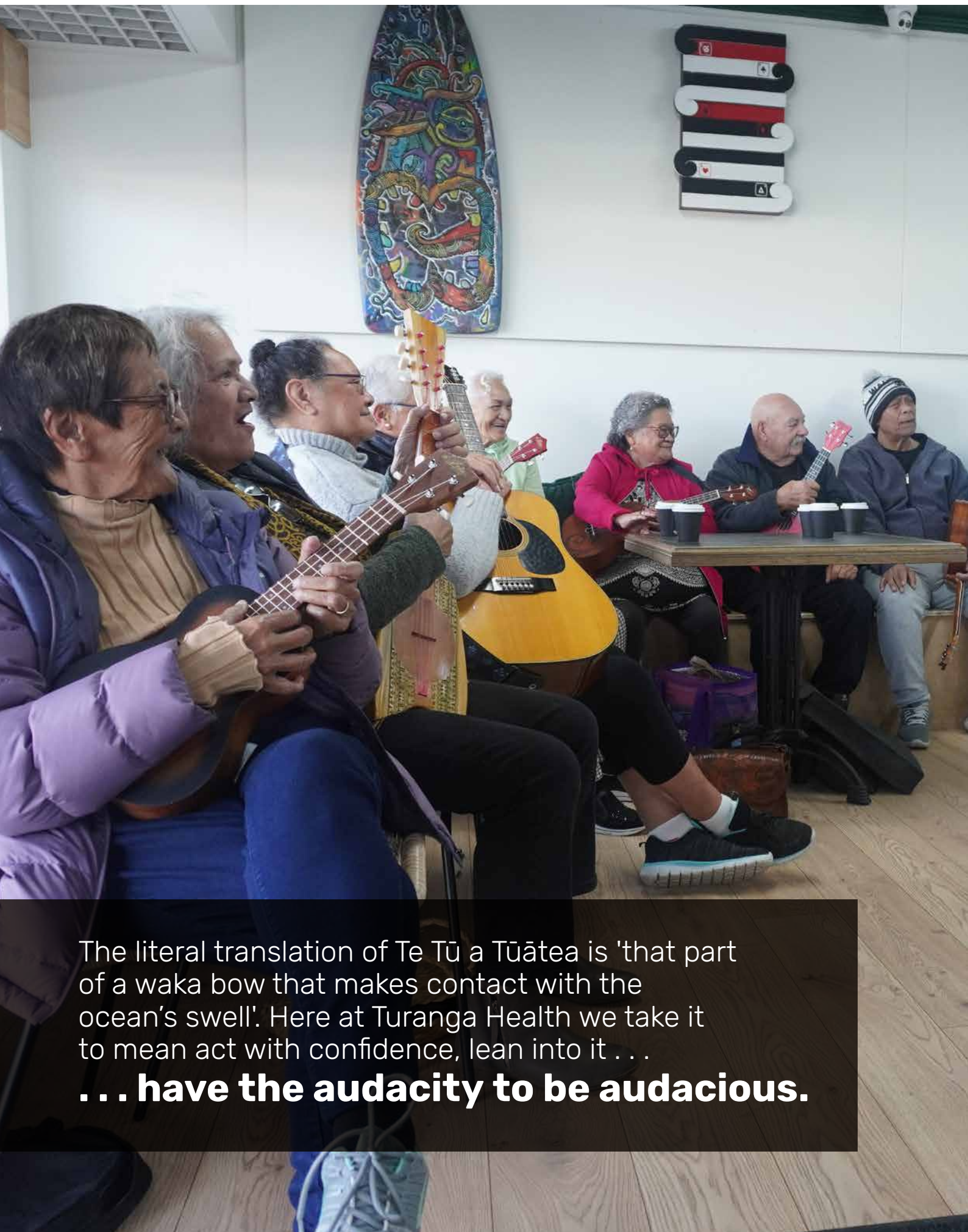
Te Hauora o Turanganui a Kiwa Ltd

**Turanga Health**



# ANNUAL REPORT

TE TŪ A TŪĀTEA



The literal translation of Te Tū a Tūātea is 'that part of a waka bow that makes contact with the ocean's swell'. Here at Turanga Health we take it to mean act with confidence, lean into it . . .

**. . . have the audacity to be audacious.**





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# CHAIR'S REPORT

Tēnā koutou katoa

It is a privilege to be chair of Turanga Health which has been instrumental in helping maintain and lift the wellbeing of whānau despite the immense challenges everyone has faced this year.

I acknowledge our owners, the iwi of Ngāi Tāmanuihiri, Rongowhakaata, and Te Aitanga-a-Māhaki, for their enduring vision and oversight as we responded to the rain and flooding.

The strong and purposeful leadership demonstrated by the board freed up the chief executive to respond quickly in February and June. Staff were flung into an extraordinary situation where the community needed their help. They took ownership for making significant decisions in real time such as visiting whānau while communications were down and helping with the logistics of getting food, warm clothes, and health care to people who needed it.

Staff supported their own communities as well as rallying for the wider good of the rohe. After going through something so big, we've come out of it with a newly found respect for each other and a better understanding of the long reach of Turanga Health.

The weather events happened in a year already marked by change with a revamped health system including a new Māori Health Authority. Many Māori do not like going to the doctor because our experiences, our parents' experiences, and our grandparents' experiences of the health system have been negative.

Under the new system, Māori are in control of their own health with more ability to commission the right care in the right place at the right time. More funding is available for kaupapa Māori innovative health services. As well as helping improve outcomes for locals, it shores up Turanga Health's ability to design, develop, and implement programmes and train and retain staff. There's long-term certainty for our employees so they can invest in their own futures.

As an iwi health organisation, we want to front-foot current wellbeing issues and build our own responses. We want to incorporate the breadth of our nimble and agile operations for seamless support across all our services. As mainstream health services struggle to meet demand Turanga Health's take-it-to-the-people initiatives are the way forward.

On behalf of the board, I wish to thank chief

executive Reweti Ropiha for his considerate leadership. He emphasises commitment to developing personal relationships with stakeholders, care and concern for others, and facilitating cooperation among staff. We were all so immensely proud when Reweti was recognised in the 2023 New Year's Honours list becoming a Member of the New Zealand Order of Merit (MNZM) for services to Māori health. He was also recognised at the Gisborne District Council Civic Awards, and nominated with 100 others for the 2023 Kiwibank New Zealand Local Hero Award.

Thank you all for another excellent year. I look forward to continuing to break barriers in 2024 with you all.

**Pene Brown**  
October 2023



# CHIEF EXECUTIVE'S REPORT

Ngā mihi koutou

The 2023 financial year has been a year of two halves that asked us to make courageous decisions and pivot in real time.

The first six months, between July and December 2022, gave us a chance to reignite services that had been impacted by the pandemic and consolidate what we had learned in the vaccination space. We focussed our attention on helping whānau and the community get all their respiratory-related illness vaccinations in one place so they could build immunity against viruses and winter ills. We took everything we learned about running large-scale mobile public health events and added childhood and hāpu māmā vaccines to the care



on offer. People came in their droves to stay well and soak up the whānau day manaaki space we've become known for.

But that's when the game changed. In the second week of February, Cyclone Gabrielle added her fury to an already sodden region. Roads were closed, power was off, and we had no communications of any kind.

On Tuesday 14 February, staff that could get to work congregated at Derby St. We had a 'keep it connected and keep it real' approach.

Looking back, it's obvious our mahi was like that of our Covid-19 response. We were able to pivot quickly. We created spaces of solace. And, as soon as we were able, we re-started our whānau vax days, the Kaumātua Programme, and all the other primary health services we are known for. During one of our vax days in April, we administered nearly 10 percent of the country's total Covid booster immunisations in four hours. Not bad for a small iwi health organisation in a region battered just weeks before.

Cyclone Gabrielle wasn't the last weather event we had to deal with. In the second half of this financial year our region has experienced four declared states of emergency covering 40 days. But, as we have done in the past, we manoeuvred our internal systems to cope. From flu shots to flat whites, Bexsero to bouncy castles, at last count we had offered a wide range of support and hospitality to tens of thousands of whānau at over 60 locations around the rohe.

There have been other highlights during this year of two halves. We successfully hosted Manako Nui, a two-day Māori health conference in October 2022, highlighting the importance of equitable health solutions for Māori. Later in the year, we released *Mānuka Takoto Kawea Ake I Whakaaetia Te Wero, Working in a Pandemic*. It's a day-by-day account of the experience of whānau and Turanga Health staff who worked through one of the most challenging months during the pandemic last year. The book has been distributed into universities, libraries, iwi collections, and Parliament, so no one ever forgets what it was like in those strange times.

It is with great sadness and honour that I pay special tribute to kaumātua and friend Libby Kerr who passed in May this year. As you will see in our dedication, Libby spent most of his life working to improve the lives of all around him. I miss his wise counsel, caution, and guidance.



As I round out this tumultuous year, I want to acknowledge the support and trust afforded by Turanga Health's directors. They provided guidance and counsel when needed while giving us space to pivot and respond on the fly. I also recognise and endorse the Turanga Health kaimahi. Their continued energy and commitment to doing more each time the challenges pile up is admirable. I particularly wish to thank those, like our kaiāwhina, who have said yes to career growth opportunities during these past 12 months.

It is a privilege to be involved in meeting the healthcare needs of local whānau. The way forward from here is to shore up even greater mobile capacity to find and help more whānau than ever before.

**Reweti Ropiha**  
October 2023



# LIBBY KERR

Whakahawera Rere Kite Pakanga Kerr, a big man who leaves behind a massive legacy in iwi health, passed away on Sunday 21 May, 2023, aged 82.

Known as Libby – after his uncle was wounded in Libya on the day of his birth in 1941 – a quarter of a century of service made him a cherished member of Turanga Health.

Libby made his mark from when he started in 1999. He was someone who could work with older males and walk their health journey alongside them. Libby became a confidant and gave tāne confidence. “His life experiences ensured he had a lens on the world that informed his work for Turanga Health, and in turn, Turanga Health’s approach for this region,” says Turanga Health chief executive Reweti Ropiha. As well as serving as kaumātua, he also spent six years overseeing the Vanessa Lowndes Centre for whānau with physical and or mental health issues and was a mentor for a young Reweti. He worked for the organisation until this year.

Libby, Ngāpuhi, Ngāti Porou, Rongowhakaata, Ngai Tāmanuhiri, Te Aitanga a Māhaki, Tūhoe, spent his early work life contributing to the region’s primary industries. He plucked tobacco leaves, loaded maize cribs, picked fruit, and butchered meat in the freezing works. In 1985 he had become a security guard at New Zealand’s newest health facility, Gisborne Hospital, where he saw things he says, “were both good and bad”. On the “good” side, he enjoyed spending time in Ward 11, talking and interacting with mental health patients. On the “bad”, he often felt tangata whaiora (people seeking health) were not treated with the care and consideration they deserved.

With that as his driving force, Libby’s redundancy some years later was turned into a positive when he used his experiences to work with the Health and Disability Commission. Then, through Turanga Health, Libby committed himself to doing what was right in Tūranganui-a-Kiwa. Whether it be a phone call, kanohi ki te kanohi contact, or something more subtle, Libby called upon an extended breadth of relationships to help Turanga Health navigate the early days of delivering its services. Reweti says Libby’s drive to help whānau intensified during times of trial. Be it earthquakes, floods, pandemics, or power outages, Libby demanded that whānau continue to be supported. “There was no compromise on this. He would say we can do it in real time, open the doors as quickly as possible.”

Turanga Health’s whānau approach to health care owes a lot to Libby. When designing new health programmes, population health kaiwhakahaere Dallas Poi says Libby helped her engage with a wide variety of community leaders. “He was there as a backstop, a guide, and

gave me insights on who I needed to go to.” He always pushed her to broaden the organisation’s horizons. Why stop at that marae and that school? “As the years went by, I further understood the importance of Papa Libby and the role he played.”

Libby’s Turanga Health office was small but central. His beloved country music would blast loudly from the tiny room, and despite possessing no real singing ability, he would belt out Merle Haggard tunes while sipping coffee from a huge mug. Nearby administrative staff, including Dallas, would get hōhā, but his cheeky smile would always win them over. In the last few years Dallas and Libby shared a secret supply of biscuits in his office drawer. Dallas would sneak biscuits when he wasn’t there. Later, with mock surprise he would complain to Dallas that a kiore had been stealing the stash.

Radio announcer and Turanga Health instructor Walter ‘The Wiz’ Walsh met Libby when he was a Te Runanga o Tūranganui a Kiwa trustee overseeing iwi radio station Te Kakano. Later, when he was a Turanga FM breakfast announcer, Walter would take off-air song requests from Libby. “We nicknamed him Maunga Teitei so nobody would know it was him jumping the queue.”

Libby never backed away from responsibility. He loved his whakapapa, was a unionist and a retired Justice of the Peace. He pushed for Turanga Health staff to study waiata and insisted on having iwi taonga in the office so staff remembered who their mahi was for. He wasn’t afraid to speak his mind and if he was frustrated the odd bit of kangakanga could slip out.

Throughout the years Libby was a passionate family man . . . he and his wife of more than 55 years, Mereaira, have eight children, 12 grandchildren, and a growing number of great-grandchildren. His Lytton Rd whare is a key hub for whānau. As long as you didn’t disturb him while he was watching Emmerdale Farm, he loved nothing more than a cup of tea and a natter.

As his mobility was compromised in recent years, his granddaughter’s husband, Henry Lamont, drove Libby to and from Turanga Health’s Derby St office. Reweti says right up until his last few weeks Libby continued to be a mentor. Libby pushed him and Turanga Health to have the agility, guile, and wisdom of an eel from Lake Repongaere. “It’s because of this advice that Turanga Health has for years been able to put faces into Turanga spaces and support whānau wherever they may be. Libby wasn’t interested in being associated with a Waituhi garden snail.”





# HIGHLIGHTS

Tairāwhiti and Turanga Health have come through an extraordinary year. Despite the challenges, we've had the audacity to be audacious, pivoted quickly into new spaces, and continued to build whānau wellness for future generations.



We immunised  
**26% of Māori  
& 55.2% of  
Pasifika**  
for influenza in  
Tairāwhiti

**Reweti  
Ropiha MNZM**  
for services to  
Māori health



**204 Pasifika**  
recognised seasonal  
employees receive  
a wellness check  
straight after Cyclone  
Gabrielle

**3,751**

Winter Wellness  
packs  
for whānau

**40  
Taurite Tū  
classes**

for 38 people in  
Elgin  
and Kaiti



During  
**90 hours**  
of vaccinating in 2023 we  
administer just under  
**2 vaccinations  
a minute**

In the first 4 days  
after Cyclone Gabrielle  
we check in on

**816**

high priority  
whānau

One April day we  
administer nearly

**10%**

of Aotearoa's Covid  
booster immunisations  
in four hours

In 10 years, pēpi  
and mokopuna  
supported by the  
Well Child Tamariki  
Ora team jumps from  
**528 to 1,221**

**22**

kaiāwhina  
vaccinators

**\$5  
prescription  
fee**

scrapped after  
our contributing  
research



# NEW WORLD

After becoming too complicated for a small nation, Aotearoa's health system changed at the start of the year.

From 1 July, district health boards, including Tairāwhiti District Health Board, were disbanded, and replaced by public health agency Te Whatu Ora Health New Zealand. It now leads the day-to-day running of the health system for the whole country and employs over 80,000 people.

Primary health, wellbeing, and community-based services like our services, are planned and purchased through four new regional divisions including the one we're in, Te Manawa Taki.

The sector changes also saw the creation of equal partner Te Aka Whai Ora Māori Health Authority which works alongside Te Whatu Ora to achieve equitable health outcomes for Māori. It commissions health services including some found here like the quit smoking programme, the E Tipu e Rea putea for māmā and their pēpi, and rheumatic fever prevention.

Pictured outside Gisborne Hospital not long after the changes came into place are Te Aka Whai Ora Māori Health Authority chief executive Riana Manual, Te Whatu Ora Tairāwhiti chief executive Jim Green, and Te Whatu Ora Health New Zealand chief executive Margie Apa.





Cyclone Gabrielle



Cyclone Gabrielle



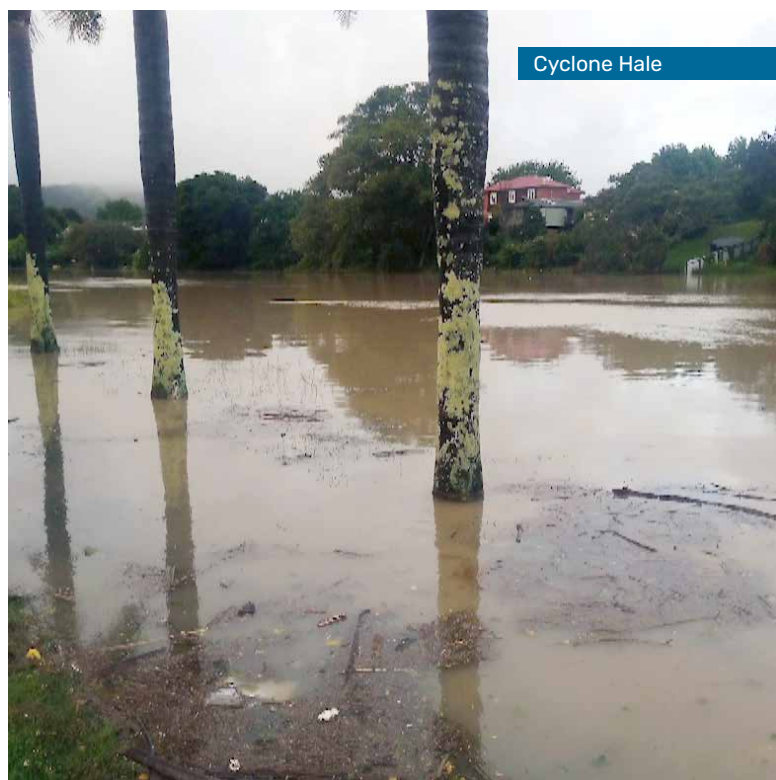


# WEATHER

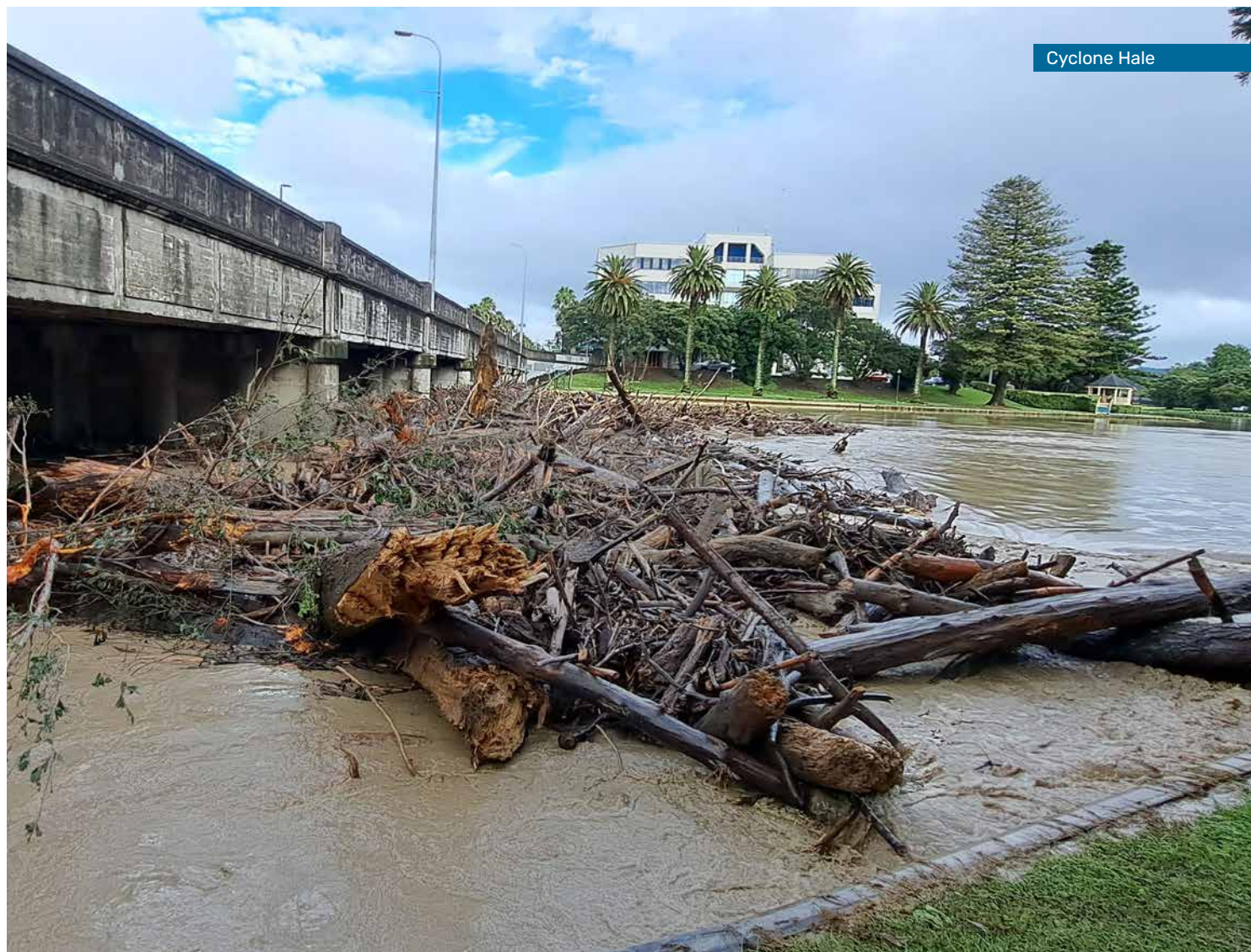
This year, our region lived through four declared states of emergency covering 40 days. We took everything learned from the global pandemic to support whānau during and after the events.

## CYCLONE HALE IN JANUARY

Flooding plunged parts of the North Island's East Coast into a state of emergency in January as Cyclone Hale gave the Gisborne region a beating by wind and rain. A state of emergency was declared on Tuesday 10 January. The cyclone destroyed holiday plans, closed roads, and inhibited authorities' ability to provide relief to some communities. Many staff were on leave when the cyclone hit, however a skeleton crew checked in with whānau and provided support where needed. Little did we know this was a pre-cursor of what was to come.



Cyclone Hale



Cyclone Hale



## AT A GLANCE



**30**

volunteer staff each day



**300**

volunteer hours a day



**2,416**

kms travelled per day



**816**

whānau contacted  
in first 4 days



**230**

kai parcels

**1,000**

cooked meals

## CYCLONE GABRIELLE IN FEBRUARY

Cyclone Gabrielle's arrival was well heralded. In the days leading up to it, we refilled work vehicles and fuel containers and checked our portable generators and chillers. We contacted our suppliers to shore up medication, fuel, and practical items. We paid staff a day early – just in case systems went out.

On Monday 13 February, the cyclone arrived in full force. The largest rainfall in the region was recorded in Hikuwai (488 mm). Wind gusts of 93km/hour smashed the region. The district reeled. Houses were damaged and fertile areas were left covered in silt. Power went out and communications crashed. A state of emergency was declared.

On Tuesday, staff that could get to work congregated in the Derby St office. We had a 'keep it connected and keep it real' approach. Whānau with disabilities, mental health illness or chronic disease, and hapū māmā were prioritised. We had a list of those people and, armed with kai prepared in the catering kitchen next door, kaiāwhina and nurses set out. It was good old-fashioned door-knocking, and between Tuesday and Friday, we checked in on over 800 individuals.

If road access allowed, we visited families in rural communities including Manutuke, Muriwai, and parts of Patutahi. It wasn't until Wednesday that the full scale of what had happened to Te Karaka whānau trickled through. It was a shock. We run the general practice in the small settlement, and it was important to us to open it up. By Wednesday afternoon the practice could see anyone who needed medical help, or their prescription filled. It was also a place to gather. Whether it be to see a doctor, have a coffee, or just have a shower, we were open to walk-ins. Meanwhile, whānau flooded out of their homes were now at Te Karaka Area School. We contributed to the support effort with food, hygiene packs, vehicles, chillers, and staff.

Back in town, despite there still being no power, our Elgin hub on the corner of Childers Rd and Titoki St, became a place of solace for locals needing to talk. We knew there was a gap in the local system, so we put out a whāriki. We organised shopping shuttles from the hub. Medical professionals were flown in to help and together we provided 204 Pasifika recognised seasonal employees with a wellness check.







## AT A GLANCE



**50**

medication deliveries



**2**

generators distributed



**1,500**

coffees



**8**

Starlinks



Transport for

**56**

whānau



**1**

mobile atm



We were involved in other areas of support. We worked with Te Whatu Ora Tairāwhiti to source Starlink kits for the district and facilitated a temporary mobile eftpos service for whānau in Te Karaka, Mangatu, Muriwai, Patutahi, Waihirere, and Elgin. We helped source niche items like gumboots, work socks, underwear and hygiene products – practical things given the situation we were in.

For 10 days after the cyclone, we gathered each morning for a briefing before heading out. In late afternoon we met again to share intelligence, record progress, and evaluate the day. With power and communications out for two to six days, depending on where you lived, three office whiteboards were the one source of truth.

## JUNE RAIN EVENT

June will be remembered by East Coast whānau as the month it forgot to stop raining. It was Gisborne's wettest June in 144 years. A state of emergency was declared on Thursday 22 June.

Flooding, slips, and dropouts closed dozens of rural roads as well as State Highway 2 west out of Gisborne. Te Karaka whānau were evacuated, again. Whatatutu residents were cut off, and Otoko Hill sustained major damage.

Our medical staff and kaiāwhina stranded behind closed roads west of Gisborne continued to look after unwell whānau. On the ground decision-making was vital during these times and we had the right people in the right places to help.

Heeding the early severe weather warnings, Waikohu Health Centre nurses cleared the next day's patient list with phone calls. Then they stocked their trucks with mobile nursing equipment including medication, inhalers, dressings, and oxygen, and headed home to wait out the storm.

Once the rain hit, Whatatutu-based nurses were part of an iwi welfare response hub based out of Mangatu Marae. The Turanga Health staff did door-to-door checks on Whatatutu locals.

As a nurse practitioner with some of the same authorisations as a doctor, Te Karaka resident Kylie Morreseay continued to prescribe medicine over the phone to nurses who were with patients. People were still being treated even though they were isolated.

Further up broken State Highway 2, community coordinator Mary Fisher from Matawai, faced challenges opening a drop-in nurse clinic at Matawai Memorial Hall. Mary's husband used a tractor to punch through slips near her home. Then she had to walk one kilometre to a car she'd stashed further down the slushy road.



Damage to SH2 in June







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 Open for 30 days - 18 March  
 SWIFT CODE: ANZBNZ22  
 Ref: PAT  
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 Love...





# RESEARCH

We were involved in five research projects this year, each one helping to make a difference to whānau health.



## OTAGO UNIVERSITY FREE MEDS STUDY

Dr Shirley Keown contributed to a University of Otago study that went on to make a difference to thousands.

The study involved whānau from Tairāwhiti and other regions and looked at whether exempting people with high health needs and living in areas of high deprivation from a \$5 prescription charge reduces hospital use.

Put simply, it does. Results of the study, published in the journal *BMC Health Services Research* revealed the intervention group members were much less likely to be hospitalised during the trial.

Researchers, including Shirley, lobbied hard for the Ministry of Health and Pharmac to read the study. During this year's Government budget, Finance Minister Grant Robertson announced they were scrapping the fee. He then referenced the study. "The Otago University study that we based a lot of our decision-making on indicates that there is a significant cost where people don't pick up their prescriptions and end up back in the health system."

## TŪRANGA TANGATA RITE

Turanga Health's work during the global Covid-19 pandemic is included in a Government-funded study looking into the ongoing impacts of Covid-19 and future pandemic responses.

Twenty-three studies form part of the national project, delving into topics such as aged care residents, Pacific peoples, digital contact tracing, and mandates.

For its part, Turanga Health is looking at the response of its staff and services between 2020 and 2022, what worked well, and what impact that had on equity of services for Māori. The local study is called Tūranga Tangata Rite.

The local study includes an exhaustive review of all the work carried out between 2020 and 2022, as well as interviews, surveys, and wananga with kaimahi and stakeholders. Public feedback collected in real time as whānau voice will also be collated to help recapture the experiences of service users and our own narrative.





## MEASURING THE IMPACT AND SOCIAL VALUE OF TURANGA HEALTH'S SERVICES

This research, funded by the Health Research Council, looks at how Māori health providers can measure the impact and social value of their activities, and whether the tool known as Social Return on Investment might be the way to do it. It will help answer the question how do organisations like Turanga Health maximise outcomes from their investments while maintaining Māori values?

Turanga Health and University of Otago researchers will work together on the three-year research project.



## TAURITE TU

Te Rūnanga o Ōtākou (TRO) in collaboration with University of Otago falls and injury prevention researchers, developed an effective falls prevention template for ageing Māori.

Turanga Health was one of five providers to pilot the programme to demonstrate if there was a significant improvement in falls risk and engagement with the Māori community. The programme was for Māori over-50 and lasted for 12 weeks.

During the weekly 45-minute classes, whānau completed exercises that helped them with their balance, strength, and coordination. The classes encompassed mātauranga Māori including poi and rakau. The fun movements aimed to encourage flexibility and strength and enable Māori to age stronger.

The approach was shown to be engaging and responsive to Māori, demonstrating direct, improved health outcomes and a reduction in falls risk.



## ACCESS TO MEDICINES: EXPLORING LIVED EXPERIENCE TO INFORM POLICIES AND PROGRAMMES

Medicines are extremely important for treating illness and keeping people healthy, yet many groups of people miss out on medicine they need, or do not use them appropriately. This project is a collaboration between researchers and Pharmac to inform Pharmac's work to improve equity in medicines use and access.

Māori, Pasifika, people living in poverty, and refugees' lived experiences, were gathered via interviews and observations. Whānau from Tūranganui a Kiwa were interviewed by Turanga Health researchers and included in the research sample. The findings are now being shared with interest groups while the study is written up for publication.





Taking vaccinations around the rohe.





# VACCINATION

We led the region in its winter preparedness by taking our vaccination drive-through events around the rohe from April.

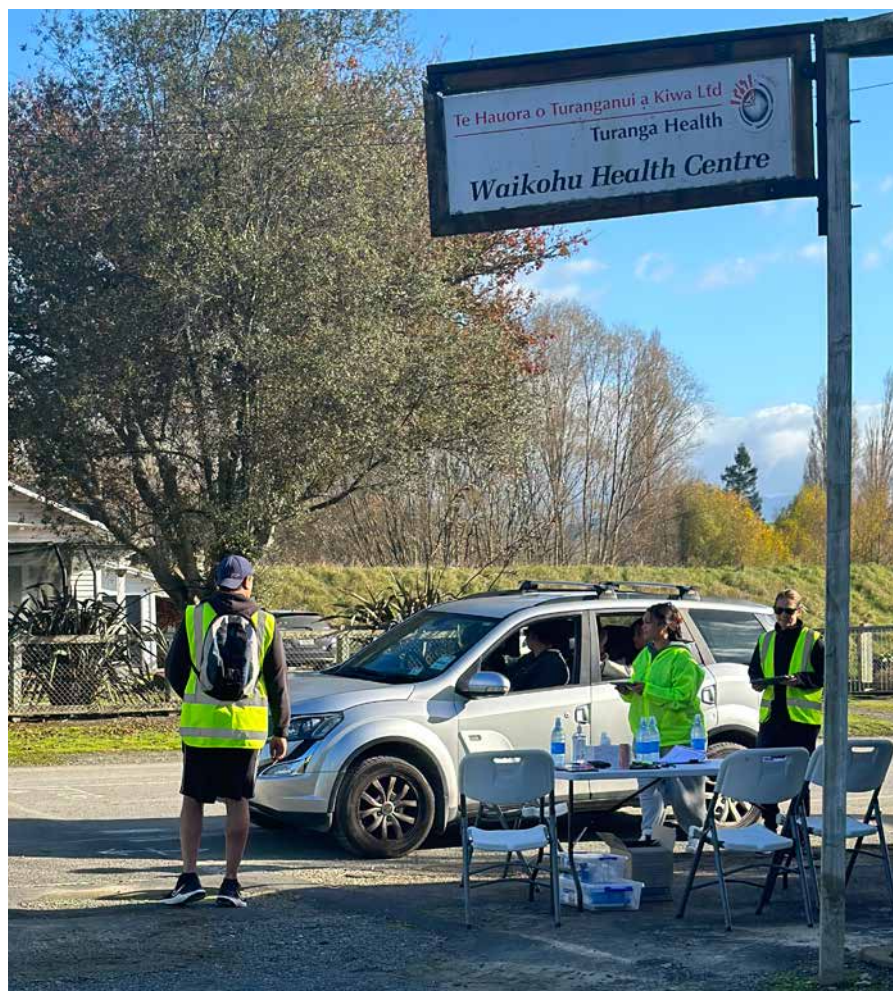
Whānau can get Covid-19, influenza, childhood, and hapū wahine vaccinations at the one-stop venues.

They look and feel like the Covid-19 vaccination clinics of old because that's what they're modelled on. This is a good alternative to the bricks and mortar style of immunisation which in these new times has been proven not to work.

On Sunday 30 April, outside Ngatapa Rugby and Associated Sports Club, we administered 256 vaccines in four hours. Of those, 61 were adult or child Covid-19 vaccinations, 164 were to prevent influenza, and 21 were childhood immunisations.

The community vaccination event was led by kaimahi that people know, in a place that people feel comfortable. It's how we deliver most of our vaccinations and it equates to higher vaccine uptake.

That day we were responsible for 9.6 percent of all boosters administered across Aotearoa. The experience we offer fosters goodwill and participation which is vital right now as we see vaccination figures declining around Aotearoa.



## AT A GLANCE BETWEEN APRIL & JULY



# 38

different clinics

16 community

16 workplace

6 Turanga Health



During 90 hours of  
vaccinating in 2023 we  
administer just under  
**2 vaccinations  
a minute**



# 2,135

influenza vaccinations  
(46% Māori)

# 746

Covid-19 vaccinations

# 201

childhood  
immunisations

We immunised

# 26%

of Māori and

# 55.2%

of Pasifika for influenza  
in Tairāwhiti

# BUSINESS AS USUAL

This year it felt good to return (mostly!) to business as usual offering a range of wraparound services for whānau.

## WAIKOHU HEALTH CENTRE

Waikohu Health Centre in Te Karaka is 30km from Gisborne. We're open four days a week, and five days a week over winter. We employ and or contract staff including a general practitioner, nurse practitioner, two practice nurses, a practice manager/receptionist, physiotherapist, health care assistant, and a mirimiri practitioner. We look after 1,684 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.

## KAUMĀTUA PROGRAMME

This year we ran 7 Kaumatua Day Programmes for 334 registered pakeke aged 50 and over. We hosted programmes at the Cosmopolitan Club, Muriwai Marae, and Whakato Marae in Manutuke, and around 160 whānau came each time. It's important our kaumātua participate in social activities as it promotes a sense of belonging and security, allows them to rekindle friendships, and is good for brain and mental health. Next year we look forward to using more venues and holding the programme fortnightly in the warmer months.

## EKE TŪ

Eke Tū is a 13-week wraparound programme that gives whānau managing long-term conditions an opportunity to improve fitness, lose weight, and improve their overall physical and mental health. There's an education component teaching whānau to take a leading role in their own care. Kaiāwhina share knowledge, skills, and motivation with whānau so they can make good decisions in daily life. This year 203 whānau, aged 50 and over, took part in 153 sessions held in 9 rural or town venues.

## PROGRAMMES IN KURA

We're helping rangatahi get active by taking a range of sports and recreation opportunities into our kura. Sports include kī-o-rahi, horohopu, and heritage trail hikoi. We visited 15 kura, 67 times. Heritage trail hikoi see students visit Titirangi, local rivers, and Oneroa. The guides weave Māori and European history into bite-sized chunks for rangatahi while they exercise. Trails are led according to each group's fitness. Some are walking trails only, while others include jogging, stair shuttle runs and strength exercises along the way.



Kaumātua Programme





Eke Tū



Eke Tū



Hoops in Schools

## AT A GLANCE



Norm Namana  
and Chris Miller

**20 years'**  
**service**



**1,684**

enrolled at Waikohu  
Health Centre

**7**

Kaumātua Day  
Programmes  
for 334 registered  
pakeke across 3 venues

**203**

with Eke Tū



**331**

new babies and



**71**

older tamariki registered  
for Well Child Tamariki  
Ora (Māori 86%,  
Pasifika 4%)



## AT A GLANCE



Māori sports taught in  
**15 schools**



**4**

Hoops in Schools



**5**

2-day antenatal  
wananga



**159**

referred for bowel  
screening then 86  
screened, 3 referred for  
colonoscopy follow-up,  
2 receive a colonoscopy

**60**

tangata whaiora  
supported by 3 kaimahi

Tall Black Tom Abercrombie  
at Muriwai School



We took Hoops in Schools to rural kura with help from Basketball New Zealand and Tall Black Tom Abercrombie. Abercrombie helped boost participation in basketball at four schools: Muriwai School (40 participating students), Patutahi School (40 students), Manutuke School (156 students), and Te Kura Kaupapa Māori o Whatatutu (30 students).

## COMMUNITY MENTAL HEALTH SUPPORT

We support whānau living with mental health and addiction issues. Our three mental health kaimahi walked alongside 60 tangata whaiora and made 1,925 contacts. Support includes connections with other services, help with medication, and kanohi ki te kanohi encouragement and personal assistance.

## SCREENING

There are many barriers that may explain the reluctance of some whānau to attend screening services that help to prevent cancer. Our kaimahi support whānau to access breast and cervical screening appointments by making community and home visits, sharing easy-to-understand education, and providing transport if needed. We also awahi whānau who have missed their colposcopy appointments with transport and to re-engage with the hospital. We support people in their homes to participate in the national bowel screening programme. Awahi and support was interrupted due to the demands of Covid-19 and weather events this year.



## SMOKING CESSATION

Our smoking cessation program is a kanohi ki te kanohi service to support whānau through their quit-smoking journey. Alongside weekly visits with our three quit coaches, we also offer whānau stop smoking medicines or NRT products including nicotine patches, gum and lozenges. This year's weather events meant for periods of time Turanga Health's resources were directed elsewhere. This, along with the social consequences faced by whānau this year, is appreciated to have impacted this year's work.

## VANESSA LOWNDES CENTRE

Vanessa Lowndes Centre (VLC) day programmes offer numeracy, literacy, fitness, health, cooking, horticulture, and gardening activities for the 36 whānau who attend. Eight whānau have been supported into part-time work including a window cleaner, kitchen hand, and a car valet. One tāne has worked as a storeman for over 10 years. Our VLC staff and whānau helped after Cyclone Gabrielle by preparing meals for displaced families.

This year, the VLC facility on Derby St was repainted and recarpeted, and new bathrooms were installed. A highlight this year was whānau who won prizes with their craft entries at the Gisborne A and P Show, and the enjoyment of gym sessions at Metcon Mauri.



Vanessa Lowndes Centre  
whānau.

## AT A GLANCE



**36**

Vanessa Lowndes  
Centre whānau



**173**

smoking cessation  
referrals, 67 enrolments,  
5 quit for 4 weeks



**103**

Healthy Homes  
referrals



**150**

to DIY in the Whare



## WELL CHILD TAMARIKI ORA

In the 10 years since 2013 the number of moko and tamariki supported by the Well Child Tamariki Ora team in has gone from 528 to 1,221. The increase reflects relationships the Tamariki Ora team have built with whānau over this time, along with our whānau-centred kaupapa. Staff numbers have risen from three to 12 in the same period. This year, 331 new babies and 71 tamariki, were registered for the service. With the threat of Covid-19 abating over the year, we enjoyed a return to visiting more whānau in their home. Precautions to protect against Covid-19 were still taken.



Tamariki Ora





Māmā and pēpi wananga

## WINTER WELLNESS PACKS

This year we created and handed out 3,751 Winter Wellness packs for whānau. Our gym has become our logistics distribution centre as staff work to box up hygiene products and winter wellness resources like a hot water bottle, chest rub, draft stopper, and wheat bag. They are handed out at Whānau Day vaccination events and everyone loves them. They also form the basis for a warm-hearted visit to whānau receiving other services.

## HEALTHY HOMES

Healthy Homes focuses on improving housing conditions to make homes warmer, drier, and safer, whilst helping to prevent respiratory conditions, infectious conditions, and acute rheumatic fever. Whānau living with children and young people up to age 19 may be eligible for home assessments and a range of possible interventions. Support can include new beds and bedding, floor and ceiling insulation, mould kits, and support to relocate. We received 103 referrals this year including 25 from Te Whatu Ora Tairāwhiti and six from general practitioners. The majority, 50, were from Turanga Health. Nine families had curtains installed, nine received a new heating source, and 14 were helped to relocate. This year we also ran DIY in the Whare demonstrations which included plastering workshops, LED lightbulb information, and how to drive and maintain heat pumps. DIY in the Whare attracted 150 whānau and referrals for further support were generated to EECA and Healthy Homes.



Winter Wellness packs





## TURANGA HEALTH WORKPLACE

Our 95-strong workforce continues to grow in skill level and scope of practice. We have one general practitioner, 19 nurses, 58 kaiāwhina (14 Stage One kaiāwhina vaccinators, 8 Stage Three kaiāwhina vaccinators), 9 administrators, 5 managers, and 4 senior managers.

Staff training this year has included the Making Work Work seminar for all staff delivered by Keith Vaughan, and his Managing Staff Performance programme for coordinators and managers. This programme moves away from command and control-style leadership towards being ruthless with standards and gracious with people.

Looking after the health and wellness of our kaimahi is important. We ran a six-week group challenge that included multiple summits of Titirangi, increasing our wai consumption, and a games competition including volleyball, basketball and dodgeball. We did more together as a group including star gazing over Matariki, and an afternoon of dress-ups, darts, pool, and card games. We also motivated staff to eat well by introducing a kai-ā-nuku (plant-based) approach to nutrition, and more recently a keto-based diet. Given the eventful year, we're planning for resilience and capacity training for all staff in July.







Hoops in Schools





# WHĀNAU VOICE

Whānau voice and feedback is critical to enabling our progress, development, and achievement.

We learn a lot when whānau are supported to participate and contribute to their own narrative. It puts us on notice. Often, whānau feedback becomes a pivot point for our decision making and subsequent improvements to our services.

We get feedback three ways: real time online surveys, individual audio and video interviews, and Facebook. This year we collected 195 real time Survey Monkey surveys at whānau vaccination days between April and July 2023. Respondents reported 84%-98% satisfaction rate with the service received.

We have developed our audio and video story-telling capabilities this year with virtual content and curation coordinator Annalisa Bradley managing the technology and empathy needed for this job. Annalisa made 20 recordings with whānau from Eke Tū, whānau vaccination days, the Kaumātua Programme, Well

Child Tamariki Ora, and the Vanessa Lowndes Centre. Recordings aren't made public. Instead, they are shared at staff hui as learning opportunities. We've also pushed our funders to receive reporting and narrative kōrero this way. It was foreign to them at the start but has now evolved into the natural way of things.

Our storytelling found other new platforms. We entered the world of podcasts this year generating a nine-episode series with titles such as *Who Said We Couldn't?* and *The Blueprint*.

Our vibrant Facebook page continues to be a place to share key messages around events, programmes, and opportunities. This year it's also been a platform to post emergency information for whānau struggling with the effects of the bad weather. The page has 3,900 followers.







“

“Absolutely precious! I am so glad you had such a great time and what a beautiful day it was for all of our loved ones to see our kaumātua enjoying themselves and creating more beautiful memories for them and all of us to appreciate the love and care that Turanga Health provides. It's super beautiful.”

— **Kaumātua Day, June**

“You guys are absolutely amazing. Gisborne is lucky to have you.”

— **Whānau Day, May**

“Turanga Health you rock. What an amazing day. Just what the community needed too. Thank you all so much indeed.”

— **Whānau Day, April**

“Praise and thanks for all who have come on board to provide such a variety of thought-provoking kōrero, exercise programmes to enable us to join in, expand, and plan a better future for ourselves and families.”

— **Eke Tū, November**

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Te Hauora o Turanganui a Kiwa Ltd  
**Turanga Health**



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