



**Te Korowai**  
Hauora o Hauraki



**Annual Report 2020**



# TRUSTEES

Chairperson

Harry Mikaere

Vice Chairperson

Glen Tupuhi

Executive Committee Members

Liane Ngamane

Susan King

David Taipari

Enrolled Population

7658

*Mō tātou o Hauraki*





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# KŌRERO O TE TIAMANA

*He rarangi maunga tu te po  
He rarangi tangata, ngaro noa, ngaro noa  
Korohi po, korohi ao  
Ko rongo i turia  
Ki te mata hau o tu  
Tu te winiwini  
Tu te wanawana  
Tu whakaputaina ki te whai ao ki te ao marama  
Hui e taiki e.*

*E kore e wareware nga kuru pounamu kua ngaro i te  
tirohanga kanohi  
Moe mai ra okioki atu ra.*

*Kei te maumaharatanga ki a ratou ngā tini mate o te  
tau, te marama, te wiki, haere atu rā ki a nui te pō.*

*Whakamanawanui te mihi ki a Kiingi Tuheitia ki tōna  
hoa rangatira me te whare ariki nui tonu,  
Paimārire kia rātou.*

*Tēnā koutou katoa e rau Rangatira ma i roto i tenei  
whare.*

Te Korowai Hauora o Hauraki has had a very challenging year with the Government of Aotearoa responding to the threat of the Covid-19 virus by introducing Level 4 closures throughout New Zealand. This saw our country totally closed except for those with a permit to travel as an 'Essential Service Provider'.

The period of Level 4 lockdown was very hard on many of our people and has affected whānau/families throughout the country. Whanau living in what was termed a 'Whanau Bubble' could work together as long as they were on the same land area.

As an outcome of this Te Korowai moved very quickly to organise its clinical services, to work with and secure direct contact with our whanau/clients, Hauraki Māori Trust Board, Waikato District Health Board, Thames-Coromandel

District Council, Hauraki District Council, Police, many other crown entities and NGOs, and the general public throughout the rohe o Tainui, doing essential services, organising food rations for people in need within Pare Hauraki and Tainui waka.

During the period from the end of March to the end of August 2020, most of the marae throughout Pare Hauraki closed down. By mid-September the marae doors began opening again, many marae throughout our rohe were used by Te Korowai for mobile Covid-19 testing sites. We are of the view that Covid-19 will likely be with us all for a very long time looking forward.

There are many challenges in front of us all here in Te Korowai Hauora o Hauraki which will require more resources as we seek to address the issues of:

1. Mental Health
2. Warm homes, a necessity for our whānau in Hauraki
3. Multiple co-morbidity amongst our mātua, tamariki and mokopuna will be a major problem for our people going forward.

To all of our staff of Te Korowai situated throughout the rohe o Pare Hauraki, thank you all for the great work you do for all of our people.

To all the Trustees of the Board of Te Korowai, ngā mihi kia koutou katoa e rau Rangatira ma.

Kia kaha, Kia maia, Kia manawanui.

Mauri ora i te whare.

Harry Mikaere

Chairman



# MANUKURA HAUORA KŌRERO

*Tērā ia ngā wai taketake, ngā wai pūwhero o Hauraki  
Ko te manawa o Tikapakapa e tuku atu ana i tōna ia,  
Ki ngā kōngutuawa, ki ngā puna kau o Ohinemuri, o Waihou, o  
Piako,  
Ko ngā wai ēnei i kauria ai e ō tatou tupuna  
He oranga wairua, he oranga hinengaro, he oranga tinana  
E rere atu ana te aroha ki ō tatou huānga katoa kua riro i te ringa  
o mate,  
Whāia te ara kirikiri i Tikapa moana ki Whare-kai-atua,  
Ka piki ake ki te kotihitihī o te Moenga-i-haua-e-Poutama,  
Ki reira hoka atu ai ki Rangi-Tawhitinui, ki Rangi-Tawhitiroa,  
E rere rā e hoki.  
E te hunga mātāpūputu, e ngā ruruhi, e ngā koroheke,  
Ka nui te whakamihī o te ngākau i tā koutou manaaki mai i a  
mātou o ngā kaimahi.  
I ngā uri whakatipu o ngā tupuna o Pare Hauraki,  
E ngā whānaunga, e rere ana te karamihimihī ki a tātou e akiaki, e  
poipoi ana ki tēnei kaupapa o Te Korowai Hauora o Hauraki.  
Tēnā tātou katoa.*

To say that this year has been unlike any other we have ever experienced would be not only accurate but possibly a sentiment shared by everyone here in Aotearoa.

From the end of February until the present day, Te Korowai Hauora o Hauraki have continued to respond to the pandemic COVID-19 with a number of services specifically designed and implemented to support our whānau.

We set up one of the first General Practice Community Based Assessment Clinics (CBAC) in our region. This was to reduce the travel our whānau would have to do in order to secure a COVID-19 swab.

We also established a distribution centre in our Wharehui to support the storage and distribution of the 2,000 sanitising packs that were made and sent to homes all around Hauraki.

In order to continue business as usual for our enrolled whānau with the clinics, we have set up virtual consultations to ensure our whānau continued to be seen during the Alert Level 4 and 3 lockdowns whilst maintaining visits if required.

We have provided influenza vaccinations for all people of Hauraki before, during and after the lockdown period and we continue to do this for those who need. We also continue to influence the process for immunisation and catch up immunisations for our pēpi and young people who have may have missed these during the lockdown. Most importantly, this has been done by offering our mobile service which can be based from our Marae, from our Kura, or from our community car parks etc.

It takes a village to respond to events like COVID-19 and one of the best parts of the response was the opportunity to work with other parts of the whānau including Hauraki Māori Trust Board, Te Whariki Mana Wahine, our Marae and our whānau to ensure

we could do all that we could. Most importantly we will continue to support our communities to grow and develop their own responses and maintain their own mana motuhake.

We have had the privilege of supporting many other amazing opportunities and projects throughout the year. Te Korowai Hauora o Hauraki has always been an organisation that has been about progressing the dreams and aspirations of our people in the pursuit of creating "Hauraki a healthy nation". To this end, we continue to make progress on partnership projects that will see our people in a position to make decisions about how we plan, develop and implement services and this includes how these services should look and work for us.

This year saw the establishment of the Whānau Pai Collaborative which is a collective of NGOs, PHOs and the Waikato District Health Board. Whānau Pai successfully submitted an RFP to roll out the Integrated Primary Mental Health and Addiction services throughout Hauraki, Waikato, Maniapoto and Raukawa rohe. This was the first new investment into our region in well over four years and comes on the back of the nationwide mental health review.

I would really like to take the opportunity to thank all of our ringawera here at Te Korowai Hauora o Hauraki, e hara taku toa i te toa taki tahi, engari he taki tini ke. You are truly the tai tuara of our organisation and I am particularly honoured to be able to work with you all every day.

To my Board members, thank you for your support that continues to develop strategy and policy to guide our organisation.

To all of our kaumātua, your wisdom, support and guidance continues to be one of the pou of our foundation and I thank you all.

To our people of Hauraki, your support, your aspirations and your moemoea will continue to be the inspiration that drive us here on the ground.

No reira,

Ka ma te taurira

Ka ma te ariki

Tuturu whakamaua kia tina,

Haumi ē, hui ē, tāiki ē.

Riana Manuel

Manukura Hauora



# OHU ORANGA O TE TANGATA



This has been an extremely challenging and disruptive year, not only for the whānau we work with but our Kaimahi as well.

## COVID-19 Response

The Oranga o te Tangata team jumped into action when it was announced that our country was going into lockdown. We wanted to make sure that our whānau were able to access all they needed during this time.

In the first few days leading up to lockdown in March, the team put together hygiene and kai packs for whānau and we delivered 250 of these around the Hauraki rohe. This created a

database for us to arrange callers to contact whānau weekly. Feedback from whānau was extremely positive about the pack and the contact by phone.

As days grew into weeks, we became a distribution centre. Our Whānau Ora Commissioning Agency provided us with goods to make up hygiene packs and over the next few months we produced and delivered more than 2000 hygiene packs throughout Hauraki.

We developed a close working relationship with our local Civil Defence Welfare Group and Hauraki Māori Trust Board who were responsible for supplying kai parcels for whānau. We collated whānau names for kai packs and helped with delivery alongside our hygiene boxes.



Across the Alert Levels, our team has adjusted to working differently - using technology more for Zoom meetings and appointments with whānau, social distancing when visiting, scanning in with the COVID tracer app, and using masks, gloves and hand sanitiser.

## End of an Era for Project Energize

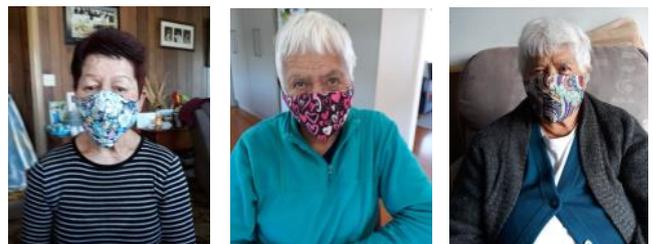
We have held a subcontract with Sport Waikato for the delivery of Project Energize in all our Hauraki/Thames Coromandel area primary schools for over ten years, initially with one Energizer and more recently with four. A recent review by Sport Waikato of their services determined that "Sport Waikato must transition its focus from being the 'foot soldiers' to an organisation that influences change at the highest levels in our community". This change will see the conclusion of our Sport Waikato subcontract at the end of December 2020. We have been successfully supporting staff to find alternate roles within Te Korowai Hauora o Hauraki and other sporting organisations.

## Supporting our Kaumātua

This year, despite COVID-19 we launched a new research project with Waikato University and Rauawaawa Kaumātua Charitable Trust. This project is a Tuakana/Teina approach to working with Kaumātua. We have trained four Tuakana (chosen from our local Kaumātua roopu) who work with six Teina over six conversations with regards to health and wellbeing. This project goes through to June 2021.

Sadly, our Kaumātua farewelled a long-standing member and a great support of our Te Korowai Hauora o Hauraki – Nanny Jean Neshausen.

To keep our Kaumātua safe we have purchased personal masks and filters for 250 of our Kaumatua to use when they are in public.



## Looking Forward

We have been advised of extra funding in our Whānau Ora contract and this will enable us to increase our number of Navigators to six, working with 150 whānau across the rohe.

Four of our Kaimahi will complete their Whānau Ora Diploma in November 2020.

The Kaumātua Olympics have been rescheduled to be held in Thames during March 2021.

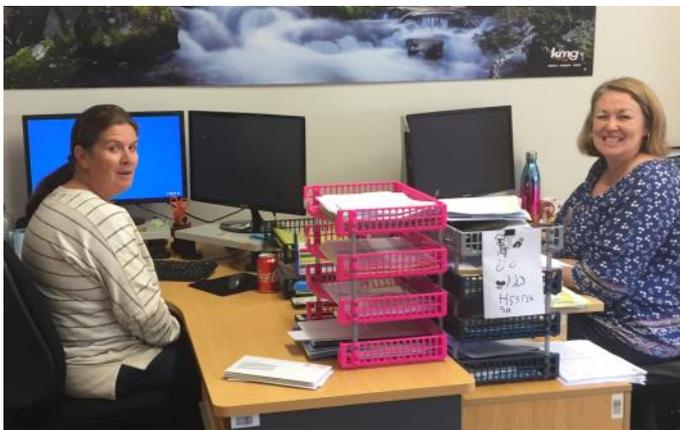
Debbie Petersen, Poukura Oranga

# OHU KĀINGA

Our world has changed in so many ways since March 2020, when operating procedures under Covid-19 pandemic guidelines were introduced.

As a frontline community-based service, we had to ensure we were able to continue to deliver essential services to our kaumātua and clients during this pandemic.

All members of the Ohu Kāinga team: Service Coordinators, Clinical Coordinator and Administration staff, worked tirelessly over extended hours demonstrating their unwavering commitment to this kaupapa. Operational changes required to meet, or exceed Ministry of Health guidelines, were introduced with urgency to maintain the safety of our kaumātua, clients and workforce.



All non-essential services were placed on hold to reduce kanohi ki te kanohi contact. All kaumātua and clients affected by a reduction of service were contacted weekly by phone to monitor their wellbeing and connect them with our wrap-around services e.g. delivery of kai packs and hygiene parcels and access to health services and flu vaccines.

We re-rostered services to ensure our high-needs clients continued to receive care and support. This required major redeployment of Support Workers to meet the changing service demands and to try wherever possible to create work bubbles.

We worked closely with Waikato District Health Board and Ministry of Health to secure funding to provide income assurance for Support Workers who were affected by rostering changes.

We became an extremely busy distribution centre for key Covid-19 information and updates, including direct phone access to our registered nurse and essential PPE supplies. Support Worker care parcels were packed into work vehicles and distributed from Tokoroa in the south to Colville in the



north.

Our Support Workers are fantastic - out there in our communities, leading by example and often going above and beyond. Initially, anxiety levels were high, but with good support from our office based team, regular contact with their Service Coordinators and reliable supplies of PPE, initial fears were allayed.

Our work continues under Alert Level 1 with robust processes in place should we need to move, at any time, to a higher level.

A huge mihi to the exceptional commitment shown by everyone who has worked and continues to work through these extraordinary and challenging times. All 150 Ohu Kāinga Home Assist kaimahi, working in leadership, coordination, clinical, administration and support work roles, have been absolutely amazing. A true testament to our values – Maanakitanga, Whanaungatanga and Kotahitanga.

Sharron Kane

Poukura Kāinga



# OHU HAUORA

During COVID car parks became the new clinic space and cars became the new waiting rooms. We moved from face to face consultations to phone (and the occasional video) consultations and more home visits—even if some of them were in full PPE gear on doorsteps.

We were the main Community Based Assessment Centre (CBAC) for the Thames–Coromandel area, working seven days a week during peak periods. We took COVID swabbing and flu vaccinating on the road, taking mobile services to some of our most remote communities. When it got a bit colder, we hired a camper which was equipped for health assessments, screening and service navigation as well as COVID swabbing and vaccinations.

The feedback was so positive that we bought our own van in October which is now becoming a regular feature around the region.



It's been a tough year, which has impacted on everyone including our staff. It's also been a year where we have seen great team work, problem solving and innovation – these are great qualities as we look to the opportunities ahead.

## Whitianga clinic



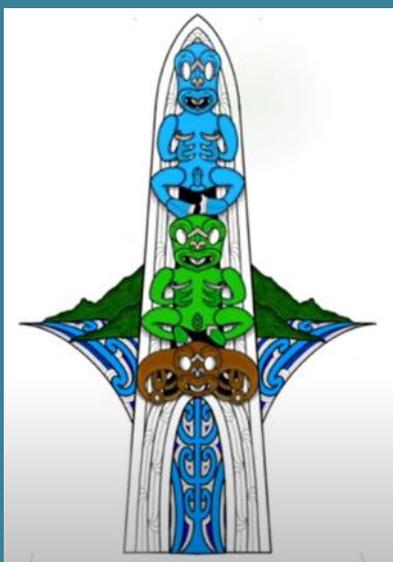
In September we opened our fifth Whānau Health Centre in Whitianga.

The Centre brings primary care, mental health and Tamariki Ora services together on one site. We are looking forward to being fully staffed in the New Year and being able to meet the needs of this growing community.

Taima Campbell

Poukura Hauora

# OHU HINENGARO



The arch represents the waharoa or the gateway to the marae – this is the entrance to the service.

The top figure represents Ranginui, the figure below is Papatūānuku, the figure at the bottom represents Hine-nui-te-po who left the world of the living to welcome her children as they entered into Rarohenga.

The pattern on the waharoa reflects harakeke – symbolic of whānau, the island represents

Poutererangi – the motu where Te Kūwatawata stands.

Poutererangi is surrounded by patterns that represent the flow of water to Tikapa moana. The patterns and figures also reflect designs that are unique to Hauraki which can be seen in whakairo.

Na, Keanu Manuel, 2020

Prior to lockdown in March, we had planned to implement a new model of care, Te Kūwatawata, over 6 months. Instead, under the leadership of Dr Diana Kopua and Papa Mark Kopua, we went straight into implementation mode.

Te Kūwatawata is the Atua who provides guidance to those seeking entrance to the Māori spirit world. We have used this concept to create a waharoa for all whānau accessing our Hinengaro services if experiencing distress. Mahi a Atua is based on pūrākau and tikanga, which provides a way for Mataora practitioners and whānau to use ancestral knowledge to understand and interpret their experience and find pathways towards wellbeing using our own indigenous knowledge.

The waharoa is rostered by Matataki who assess all tono received and schedule a wānanga with whānau to create a plan to support them. Since April there has been a 30% increase in the volume of whānau accessing the service compared with the same time last year, with 50% of the whānau identifying as Māori. This is a marked increase on previous years signalling the desire of our whānau to access services that they see reflective of their needs and themselves.



# OHU TANGATA

Like most organisations, we had to make changes to the way we worked during the COVID lockdown, so we surveyed staff about their experience during this period. Feedback was positive regarding the ability to work from home, with many staff feeling they had been more productive. Daily karakia was when everyone found out what was going on and zooming has become a normal part of life.

*“My manager was very understanding of the fact I had to parent three children during lockdown and made my mahi work around my whānau. This made it a lot easier to do my job plus manage the changes my whānau were going through.”*

*“Karakia every morning was amazing, so much information and gave a sense of belonging and calm in such uncertain times. Thank you”*

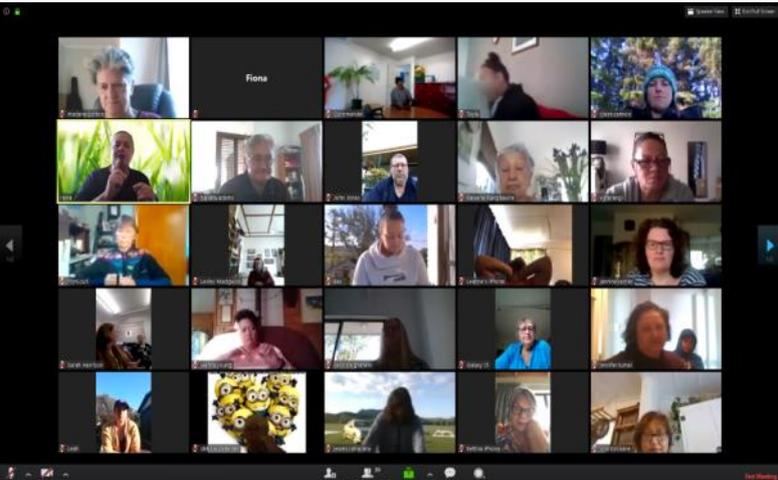
The lockdown experience identified opportunities for flexible working arrangements aided by technology and videoconferencing. It also challenged the thinking that productivity is premised on working in an office environment. While many staff rated their technical ability (even though there were many requests to the Helpdesk) all job applicants will be asked about their ability to use these tools in the future.

### Bamboo HR

In November last year we introduced Bamboo HR as our ‘end to end’ recruitment and human resource management solution. The feedback continues to be positive as we learn more about the benefits we can achieve from this platform, including real-time workforce data.

As at the end of November we employ 268 people (by headcount) including casual roles. Most of the workforce (90%) are women with almost half of the workforce (46%) identifying as Māori.

Māori	NZ European	Pacific	Other	Total
122	138	5	3	268
46%	51%	2%	1%	100%



# FINANCIAL REPORT 2020

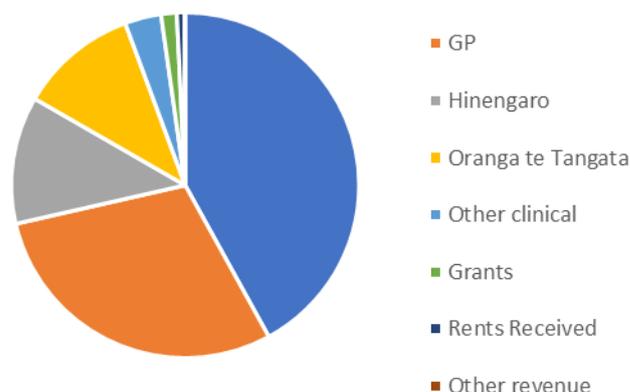
## Financial Performance

In what can only be described as a year of constant change, Te Korowai has achieved a record financial result (\$455k surplus). This is largely due to increased funding received over the COVID-19 period of instability and includes being partially bulk-funded for our services, many of which continued to be provided throughout lockdown.

Revenue has increased by 9.9% to \$12.784 million over last year, a smaller increase than the previous year (11.4%). However, this is expected due to COVID-19 conditions.

Overhead cost control has been excellent and we continue to run lean staffing models.

Total Revenue 2019 - 20



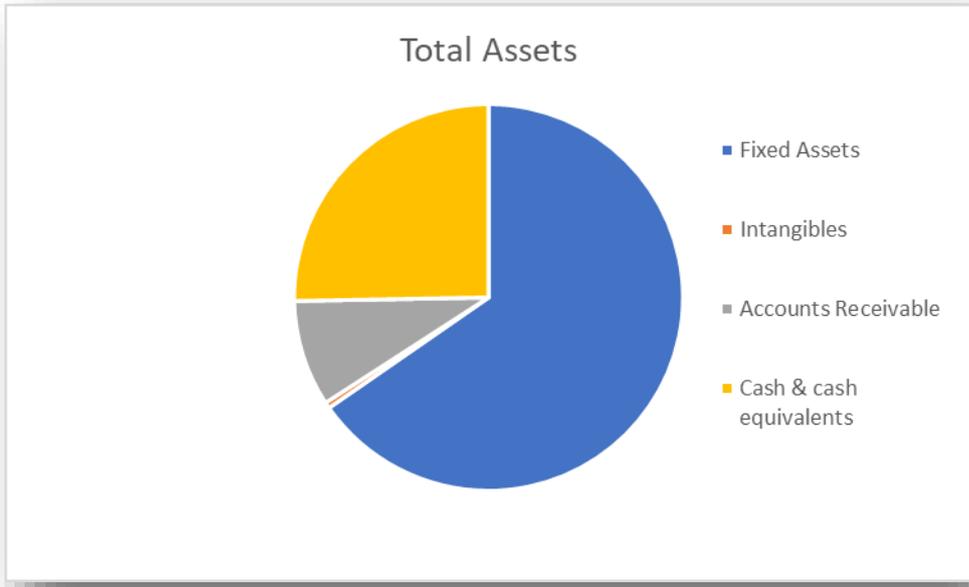
	\$'000	
HBSS	5,375	42%
GP	3,758	29%
Hinengaro	1,528	12%
Oranga o te Tangata	1,411	11%
Other clinical	433	3%
Grants	187	1%
Rents Received	92	1%
Other revenue	6	0%
	\$12,790	100%

## Balance Sheet

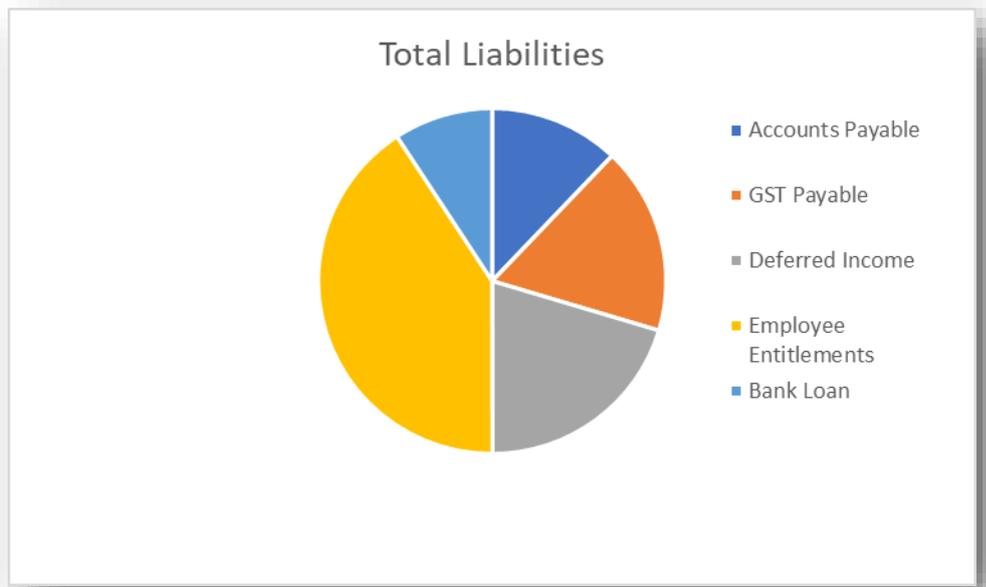
Total Assets are \$4.3m (2019: \$3.8m), reflecting our new Whitianga site. Working Capital deficit has halved to \$181k deficit (2019: \$361k deficit) as a result of increased cash from bulk funding.

Capital assets represent 65% of total assets for 2020 (2019: 69%) due to the increased level of cash available.

At the end of the financial year, Te Korowai held a total of \$1,103k in cash (\$470k 2019). We have seen significant increases in cash largely due to bulk funding arrangements made in response to COVID-19. We have again seen significant delays in the District Health Board signing contracts affecting the 2020–21 year, in particular the new Model of Care for Ohu Kāinga Home Assist Over 65 Contract. It is expected to be early 2021 before this contract can be finalised.



	<b>\$'000</b>
Fixed Assets	2,852
Intangibles	22
Accounts Receivable	388
Cash & cash equivalents	1,104
	<b>\$4,366</b>



	<b>\$'000</b>
Accounts Payable	223
GST Payable	323
Deferred Income	375
Employee Entitlements	752
Bank Loan	170
	<b>\$1,843</b>

## Looking Ahead

It is important that we continue to retain surpluses to fund ongoing investment in our operational programmes.

We are moving through a programme of risk mitigation around our IT systems, which will take around two years to complete and result in more flexibility with our applications being available anytime, anywhere, any device, with improved security and backup options.

As we move towards a more flexible way of utilising technology, our business model is also moving from capital expenditure to operating expenditure, so we expect to see increases in our Hangarau Whakaaturanga (IT) operating budget to account for this.

We are performing a review process to ensure our asset base is appropriately identified, valued, utilised and fit-for-purpose.



# STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

Te Korowai Hauora o Hauraki Inc  
For the year ended 30 June 2020

	2020 \$'000	2019 \$'000
<b>Revenue from exchange transactions</b>		
Government and patient funding	12,453	11,398
Other income	152	214
<b>Revenue from non-exchange transactions</b>		
Grant Income	185	25
<b>Total revenue</b>	<b>12,790</b>	11,637
Depreciation expense	216	213
Amortisation expense	13	20
Employee benefits expense	10,181	9,507
Other expenses	1,916	1,710
Finance costs - net	9	13
<b>Total operating expenses</b>	<b>12,335</b>	11,463
Surplus/(deficit) for the year	455	174
Total other comprehensive revenue and expenses	0	0
<b>Comprehensive revenue and expense</b>	<b>455</b>	174

For and on behalf of the Executive Committee:

H Mikaere  
Chairman  
November 2020

G Tupuhi  
Deputy Chairman  
November 2020

# STATEMENT OF FINANCIAL POSITION

## Te Korowai Hauora o Hauraki Inc As at 30 June 2020

	2020	2019
	\$'000	\$'000
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	1,104	470
Trade and other receivables	388	711
Total current assets	1,492	1,181
<b>Non-current assets</b>		
Property, plant and equipment	2,852	2,616
Intangibles	22	13
Total non-current assets	2,874	2,629
<b>Total assets</b>	4,366	3,810
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	1,673	1,542
<b>Total current liabilities</b>	1,673	1,542
Borrowings	170	200
<b>Total non-current liabilities</b>	170	200
<b>Total liabilities</b>	1,843	1,742
<b>Net assets</b>	2,523	2,068
<b>Net assets/equity</b>		
Accumulated comprehensive revenue and expense	2,523	2,068
<b>Total net assets/equity</b>	2,523	2,068





# ACKNOWLEDGEMENTS

Kaumātua Taumata

Ngā Rōpū Kaumātua o Hauraki

Ngā Whānau o Hauraki

Hauraki Primary Health Organisation

Hauraki Māori Trust Board

Te Whāriki Mana Wāhine

Te Ngira - Whānau Ora Collective

Whānau Pai Collaborative

Rauawaawa Kamātua Trust

Te Puni Kōkiri

Waikato District Health Board

Ministry of Health

Ministry of Social Development

Trust Waikato



# Te Wiki o Te Reo Māori 2020

Kia Kaha Te Reo Māori



## COVID-19 Response





[www.korowai.co.nz](http://www.korowai.co.nz)

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Thames 210 Richmond Street

Paeroa 43 Belmont Road

Coromandel 225 Kapanga Road

Te Aroha 221 Whitaker Street

Whitianga 21 Coghill Street