



Awarua Whānau Services

Information Handbook



About Awarua Whānau Services

Awarua Whānau Services is an Iwi based Kaupapa Māori service that has been operating since 1988. We are a sub-group of Te Rūnaka o Awarua, which is our overarching legal identity, and is one of the 18 Papatipu Rūnanga of Ngāi Tahu.

Our principal service base was, up until the end of September 2002, housed within the complex of Te Rau Aroha Marae, Bluff. Due to the growth of our service it was deemed necessary to shift the entire operations into Invercargill to our Forth Street premises.

Our Misson

**Hāpai ake te whānau
ki ngā taumata oranga**

*Working with Whānau to achieve a
positive and healthy change*



Our Vision


Oranga Whānau

As a Charitable Trust and a Non-Government Organisation we promote a service to the community, which is accessible to clients from all social and cultural groups within Murihiku, with the emphasis being on a Kaupapa Māori delivery. As a Māori provider our target age groups are from birth to Kuia and Koroua (elderly), and have a range of social, health and education services. The geographical area we cover encompasses all of Murihiku/Southland.

Awarua Whānau Services acknowledge and endorse a commitment to biculturalism and partnership expressed in the principles of Te Tiriti o Waitangi, and encourages participation, partnership and protection. Awarua Whānau Services will offer a Kaupapa Māori service which provides for Whānau well-being by servicing their: Social, educational and health requirements.

We provide this service in a focused, safe and committed way.

Awarua Whānau Services Kaimahi are enthusiastic, dedicated and passionate about their mahi, and working with and for clients, Whānau, and the wider community. If you have queries or would like further information about our services, please do not hesitate to contact us.



Guiding Principles

Awarua Whānau Services Management and Kaimahi are committed to working with our Whānau and community, and are guided by our four principles:

KAINGAKAUTIA – VALUE THE PEOPLE, PLACE AND PURPOSE

He tāngata, he tāngata, he tāngata

None of us is more important than all of us

MANAWANUI – BE ENDURING AND COURAGEOUS

Mahia te mahi

Change through words only becomes real for whānau when we enact our words through positive action

ĀTATIROHIA – BE COLLABORATIVE

Ka tutahi tatou, ka ora ai te whānau

Through unity, transformation of our whānau will be achieved

TŪHONOHONO – BE PERCEPTIVE

Kia ata titiro ai tatou i o matou mahi katoa, hei oranga mo te iwi

We must refine our understanding of the challenges we face, to ensure our solutions realise our aspirations for whānau

Awarua Whānau Services Management and Kaimahi uphold the belief that wellness encompasses four cornerstones, and work holistically using Mason Durie's Te Whare Tapa Whā Model, which includes:

Te Taha Wairua
Te Taha Whānau



Te Taha Tinana
Te Taha Hinengaro





Health Services

Nurse - led Clinics

Nurse Clinics deliver high-quality nurse care. Our nurses are healthcare professionals who have advanced education and deliver a range of health services. Our nurses work with other healthcare professionals to ensure whānau receive the best care for their individual needs.

Nurse clinics deliver a range of services including;

- Performing physical exams
- Providing patient education
- Treating minor injuries
- Offering health promotion and disease prevention
- Co-ordinating care with other professionals
- Blood pressure and blood sugar checks
- Assisting whānau to meet their health needs

All Clinic services are FREE. A clinic is held in Invercargill each Wednesday from 2pm - 7pm. Follow our Facebook to keep updated on any changes.

Māmā and Pēpi

Māmā and Pēpi is a fun, free educational programme that provides skills and practical everyday support to assist you and your whānau prepare for the new arrival.

Educational areas include:

- Attachment and bonding
- Breastfeeding
- Baby's brain development
- Exercise and nutrition
- Safe sleeping
- Baby's basic needs

Mokopuna Ora

Mokopuna Ora is **FREE** and provides practical and effective parenting support to whanau with pepi/ baby and Tamariki/ children 0 - 3 years of age.

A unique feature of Mokopuna Ora is the opportunity to learn about whakapapa/ genealogy and your connections to Iwi, Hapu and Whānau. Learning basic Te Reo Māori kupu/words and neha/ phrases when conversing with pepi/ tamariki.

As well as child development milestones, understanding age-specific behaviour, exploring positive ways to deal with challenges and building your capabilities to be the best parent you can be. *Programme only available in Bluff*

South Sprouts

Tuesdays 10am - 11 30am - Senior Citizens Building 10 Onslow Street Bluff



Tamariki Ora/Well Child

The Tamariki Ora/Well Child service is a screening, surveillance, education and support service offered to all New Zealand Tamariki and their whānau/family from birth to 3 years. It assists whānau to improve and protect their Tamariki health. The aim is to support in maximizing Tamariki developmental potential and health status between 0 - 3 years, establishing a strong foundation for ongoing healthy development. Entry to the service will commence at the time of formal handover by the lead maternity career (LMC) or where there is no LMC, directly from the hospital.

Mauri Ora

A team of community health kaimahi offering support, education and advice in all areas of hauora including:

- 1:1 consultation and support
- Individual health plans tailored to your needs and goals
- Improving fitness and mobility through group programmes
- Community health promotion, events and education sessions
- Referrals to other supporting agencies as required

WaeWae and Mirimiri Clinic – Bluff Community Only

This a free Service that provides foot care and Mirimiri/massage for our 60+ age group Kaumatua/ Kuia/elderly in Bluff.



Kai Manaaki/ Cancer Care Support

The Kai Manaaki team (Cancer Care coordination) provides free support in Southland for Māori and their Whānau who are at risk, have a diagnosis, receiving treatment or are in the post-treatment phase of cancer. By utilising a Kaupapa Māori approach to hauora (well-being), the Kai Manaaki team will support you in the following ways:

- Provide navigational support: Offer guidance and assistance to help navigate the complex healthcare system, ensuring you receive the necessary information and resources.
- Support for Appointments: Help with your appointments and advocate for your whānau.
- Transport and Accommodation Assistance: Provide transport to and from appointments and places to stay for out-of-town treatments.
- Understanding Medical Terms: Explain medical language so it's easier to comprehend.
- Emotional Support and Company: Offer support, comfort, and companionship whenever needed.
- Connecting to Other Support Services: Help you connect with other services that can assist and ensure your needs are met.
- Regular Calls and Visits (Tautoko): Stay in touch with you through regular calls and visits.
- Access to a support group: Join a support group to connect with other whānau impacted by cancer.

Health Programmes

Koia kia Tu - Tai chi

Thursday 10am – Awarua Whānau Services office

Te Whare Tangata

Call office for start times (03) 218 6668

He Taonga te mokopuna (Playgroup)

Thursdays 11am - 12 30pm - Awarua Whānau Services. Join our Facebook group for details (Awarua playgroup)

Health Events

Try-whānau (Triathlon and Whānau festival)

Once a year - March or November

Mana Wāhine

First friday in September

Keep an eye on our facebook
(Awarua Whānau Services)





Social Services

Whānau Tautoko

Whānau tautoko is an in-home support service that can provide guidance and assistance for whānau experiencing any challenges or difficulties. This service empowers whānau to be the makers of their own positive and sustainable change.

Whānau Ora Navigators

Whānau ora is about whānau building and living THEIR dreams and aspirations, with awahi from the kaiarahi. Whānau ora navigators promote whānau tino rangatiratanga and identify the strengths which whānau already possess.



Tahuri Atu/About Face

Tahuri Atu/About Face is a programme for youth between 13 and 17 years of age who has a Family Group Conference Plan in place. The programme aims to help the Rangatahi/young person to achieve the outcomes as set out in the FGC plan.

This may include:

- Return to school or access other education faculties.
- Explore employment options or work experience.
- Some supervision toward the completion of reparation and community hours.
- Provide assistance to monitor the FGC plan.

Supported Bail

Supported Bail is a Six Week 1 - 1 Support programme for young people on bail and their family/whānau. If the young person does not meet the conditions of their bail, then the Police, Oranga Tamariki, and the Supported Bail Youth Worker will work with the young person to try and help them comply with their bail conditions.

In addition, outcomes for the young person and their whānau/family may also include:

- Increased self-esteem
- Improved social skills with positive social interactions;
- Developing strengths and aspirations;
- Reinforcing positive cultural identity;
- Improved family functioning;
- Linking into employment opportunities

Referrals for Tahuri Atu and Supported Bail are via OT and court

Social Programmes

Toolbox parenting programme

Call office for start times (03) 218 6668

Game on! - Dad parenting programme

Call office for more info

Mahi tautoko

Programme to get rangatahi into mahi



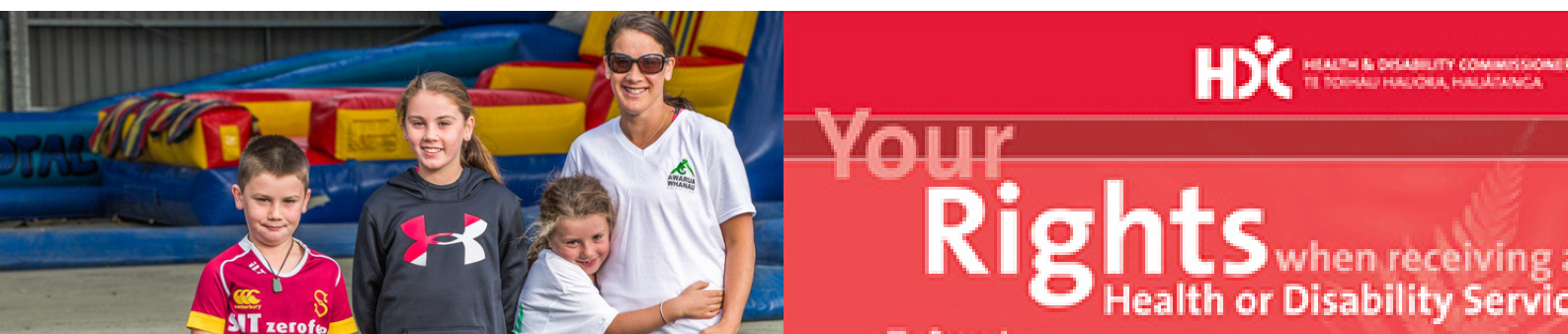
Legal/ rights information section

The following pages explain everything you need to know about using our services.

The HDC Code of Health and Disability Services Consumers' Rights Regulation 1996

1. Right to be Treated with Respect
2. Right to Freedom from Discrimination, Coercion, Harassment, and Exploitation
3. Right to Dignity and Independence
4. Right to Services of an Appropriate Standard
5. Right to Effective Communication
6. Right to be Fully Informed
7. Right to Make an Informed Choice and Give Informed Consent
8. Right to Support
9. Rights in Respect of Teaching and Research
10. Right to Complain

Pamphlets are available on-site at Awarua Whānau Services should you require further information.



Tikanga/ Your Rights

You have a right:

- 1.To social, health and educational support according to your needs.
- 2.To be treated as an individual with dignity and respect.
- 3.To expect that your safety will be catered for in and around the agency.
- 4.To be consulted about all matters affecting you.
- 5.To receive information in a manner you can understand in order to make informed choices.
- 6.To the confidentiality of any records staff may keep.
- 7.To be involved in any decision making about support services/activities that affect you.
- 8.To have your Whānau/family involved with your service support if you choose.
- 9.To continue with cultural and value systems that have determined your life prior to your involvement with the agency.
- 10.Whanaungatanga will connect Kaimahi/Staff and Management, and Whakamana will empower, strengthen and build confidence for Whānau in a setting of Manaakitanga.

To view, make changes and additions to your information or records held by Awarua Whānau Services. You can exit the service which you are registered to at anytime.

To request access to your record or file, please put in writing to:

**Awarua Whānau Services,
Pou Whakahaere-Operations Manager**

190 Forth Street
PO Box 293
INVERCARGILL



Confidentiality

- Confidentiality of client information is vital. As a client and whanau of Awarua Whānau Services, we ensure that your personal and Whānau information will be kept and held confidential.
- All client and Whānau records are filed in secure and locked credenzas, cabinets and rooms at all times.
- Awarua Whānau Services is required to provide statistical information to Funders, and non-identifying information, such as age, gender, or ethnicity will be given periodically. No personal information, such as your name, address, telephone number will be revealed.
- Your personal information cannot and will not be disclosed to outside organisations, agencies or persons unless you have given permission, for example referrals to other organisations.
- Internal and external audits and assessments will be carried out by Awarua Whānau Services Management and Funders to review processes used by Kaimahi. Any information sighted remains confidential to them, and no personal information is used, recorded or reported on as part of these audits or assessments.
- Client/Whānau Records are archived and stored by Awarua Whānau Services for seven years, and destroyed after this period. This information is kept confidential, and held in secure and locked premises.
- Kaimahi shall only make exceptions to confidentiality in order to reduce risk, and may occur when:
 - There is serious danger in the immediate or foreseeable future to the client, whānau tamariki or others;
 - The client's competence to make a decision is impaired;
 - Legal requirements demand that confidential information be revealed;
 - Responding to a complaint about Kaimahi practice.

Complaints

The Management of Awarua Whānau Services has a commitment to ensure that all complaints, shall be acknowledged and investigated, and will be dealt with immediately and appropriately. Complaints may be made by Kaimahi, clients, Whānau, stakeholders, or their representative regarding a dissatisfaction or grievance that necessitates investigation, intervention or referral. All complaints shall be taken seriously, and treated sensitively and respectfully at all times. Appropriate communication shall be maintained with the complainant during the resolution process. Each complaint investigated will be followed through to the extent that a mutually satisfactory resolution or conclusion is achieved.

You have the right to make a complaint. For any complaint that is received, Awarua Whānau Services will:

- Act at all times within the law and with respect for human rights, confidentially, and the principles of the Treaty of Waitangi.
- Respond appropriately and quickly to individuals and groups who have complaints about the service provided by Awarua Whānau Services.
- Keep staff informed and data collected as a result of client complaints.

Use complaints as opportunities to improve service delivery and standards.

Please contact Awarua Whānau Services immediately if you wish to make a complaint or have a concern

Process

1. All complaints shall be received by the Manager (preferably in writing and within two working days of the incident occurring), and shall be processed by the Human Resources advisor.
2. All complaints will be acknowledged, and advise the complainant of a date by which a response is required.
3. Management will complete a full investigation of the complaint, which will identify all matters relating to the complainants' case. Mediation will be an option that will be made available to both parties. Awarua Whānau Services may seek legal and/or professional advice, and reserves the right to do so.
4. A report advising the outcome of the investigation with recommendations or resolutions will be forwarded to all parties.

Complaint Forms are available on-site at Awarua Whānau Services.

Advocacy

You Can Take Action!

If you are unhappy about the service, you received from a health or disability service provider you can:

1. Take your concerns directly to the person or organisation that provided the service
2. Get help and support from friends, family or whānau to raise your concerns with the provider
3. Seek the support of an advocate to help you to resolve your concerns

What Does an Advocate Do for You?

1. Listens to your concerns
2. Gives you information about your rights
3. Helps you to explore the options available to assist you to resolve each issue
4. Supports you in the actions you take to resolve your concerns

Your Rights when Receiving a Health or Disability Service

1. Respect / Mana
2. Fair Treatment / Manaakitanga
3. Dignity and Independence / Tuu Rangatira Motuhake
4. Appropriate Standards / Tautikanga
5. Effective Communication / Whakawhitiwhitinga Whakaaro
6. Information / Whakamōhio
7. Choice and Consent / Whakaritenga Mou Ake
8. Support / Tautoko
9. Rights During Teaching and Research / Ako Me Te Rangahau
10. Have Your Complaints Taken Seriously / Amuamu

Invercargill: (03) 214 0415

Free Fax: 0800 2 SUPPORT/0800 2787 7678



Paramountcy - Abuse and/or Neglect

Awarua Whānau Services is committed to ensuring that the interests and welfare of children and young persons are the first and paramount consideration. Abuse and neglect of people in social and health services are not uncommon.

Awarua Whānau Services are committed and dedicated to the deterrence of child abuse, and being proactive in preventing instances of abuse and/or neglect within all of the services it provides, and will act accordingly to ensure that the issues of the child abuse are dealt with.

As the statutory body, which is charged with the care and protection of children and young person's, Oranga Tamariki is to be notified of any cases of reported or suspected child abuse.

As Oranga Tamariki and the Police have a statutory role in the investigation of abuse; the Police may be notified as well.

Awarua Whānau Services accepts, and will work within the Principles of the Oranga Tamariki Act 1989 by:

- Referring to the protocols of dealing with Child Abuse and/or Neglect;
- Refer to procedures for dealing with physical and sexual abuse, where there is a disclosure to a worker of alleged abuse by another worker;
- Staff will be trained in the procedures and will abide by the protocols in place.
- The service will inform clients of this policy and procedures, and work to educate whānau, hapū and iwi about child abuse and/or neglect and prevention.



Consent and Authorisation

As a client and Whānau registered with Awarua Whānau Services, you agree to the following conditions and terms as follows: *In accordance with the provisions of the Privacy Act as set out in the Improving Quality: NZ Health and Disability Sector 2003 (p. 33), you;*

- Have the right to make an informed choice or give informed consent;
- Are competent to make an informed choice and give informed consent;
- Have the right to refuse services and to withdraw consent to services;
- Have the right to express a preference as to who will provide the service.

Consent and Authorisation Clause

I give authorisation and consent:

To Awarua Whānau Services Kaimahi to advocate and act on my behalf with other Providers when the need arises, for example for appointments, or referrals to other organisations, so as to best met my individual and Whānau needs as discussed and authorised by myself or my appointed advocate.

For my non-identifying information such as ethnicity, gender and age population to be disclosed for statistical or research purposes.

To my client record and plan booklet being available for internal and external auditing and assessment purposes.



Contact Us

Visit our office at: 190 Forth Street, INVERCARGILL

Phone: 03 218 6668 **or Freephone** 0800 292 782

Email: admin@awarua.nz

For more information on our services, upcoming hui and events or to provide feedback, follow us on Facebook or check out our website.

<http://www.awarua.nz>



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