

Spring 2022

# PreScribe

Te Whatu Ora Te Tai Tokerau Staff Magazine



**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau

**A New Era**

Te Aka Whai Ora (Māori Health Authority)  
and Te Whatu Ora (Health New Zealand)  
launched in Waitangi



# From The Interim District Director



**Tracey Schiebli**

Kia ora koutou,

As we move into our fourth month as Te Whatu Ora and the early phases of the transition, we are starting to see how the various parts of the new health system will work together to benefit our communities across Te Tai Tokerau.

Amidst the changes, we must retain our identity and continue to act as guardians of the vision created under our health strategy, Taitokerau Rautaki Hauora 2040, that tamariki born today will be able to access and achieve equitable health outcomes as adults in 2040. This aspiration is in line with the direction of the new health system, and the national health plan Te Pae Tata is due for release in October to guide us toward pae ora.

We are starting to work more closely with our northern region colleagues. The Regional Provider Group (RPG) meet daily to discuss how we can support each other with demand and workforce pressures and the delivery of planned care directives.

Change is not always easy, and the prospect of changes in reporting lines and structures can be unsettling. However, regardless of structural changes, it is important to remember that most of us will continue to work together day to day, even if we have different reporting lines. This is evident in Tohorā House, where we remain co-located with Nick Chamberlain, the National Public Health Service support team, and Peter Thomas and the Te Poutokomanawa team, who will work across Te Whatu Ora and Te Aka Whai Ora.

I want to acknowledge all of you for your mahi as we continue to face unprecedented patient demand and acuity on the tail of a long period of dealing with the impacts of the COVID-19 pandemic. Across our hospitals, we were prepared for and managed COVID-19 well from an infection control perspective and provided excellent care to patients with the virus.

However, the broader impact of COVID-19 on the workforce has been more challenging and enduring as it came on top of existing workforce pressures across hospitals, primary and community services. It also impacted the health and wellbeing of communities across Te Tai Tokerau, and rebuilding resilience will take time.

We are still facing serious and significant workforce shortages, and I see and hear daily how this impacts staff wellbeing. The National Workforce Taskforce has been established to help address these issues, but while we wait for the outcome of this work, there are actions we need to take locally. Some options are unpalatable, including reducing services or reprioritising activities in one area to support another. However, many of our staff who volunteered to be deployed to help with screening and testing have indicated a willingness to continue helping in clinical areas. Embedding patient flow improvements and a more cohesive collective response to support areas when they are beyond capacity is a top priority. Please continue to bring your ideas forward as we need to keep the dialogue open as we move forward.

The Interim District Director roles are expected to continue until 30 June next year. The role will evolve as the new functions are established and I have committed to seeing this through. I will continue providing regular opportunities for open and two-way communication on the changes ahead, including the weekly zooms recorded and posted on StaffCentral.

I encourage you to take up the invitations to get involved in the national change process to be part of the change we hope to see.

Despite the challenges we face day to day, each day, I am heartened to hear about the great things happening across our services to improve the care and experience for patients and whānau.

**Thank you and keep up the awesome mahi.**

Ngā mihi nui,

**Tracey Schiebli**  
Interim District Director

# New Kamo Clinic Brings Oral Health

## Services Closer To Home

Te Kamo Community Oral Health Clinic opened in early August, bringing many of the dental services provided at Whangārei Hospital out into the community and making access easier.

The new clinic is an extension to the two-chair clinic at that site. Diagnostics and treatments are provided by dental/oral health therapists, dentists and specialists in an outpatient setting, supported by a team of dental assistants and administrators.

Te Kamo has the latest technology such as 3D imaging, and includes seven surgeries plus a recovery room, processing rooms for instruments, a meeting room, an administration area, large waiting room and car parking close to the building.

Two clinics have been retained at Whangārei Hospital for children, adolescents and adults who require treatment in a hospital setting.

Service Manager, Oral Health for Te Whatu Ora Te Tai Tokerau, Pip Zammit, said the move was great for the community.

“Relocating much of the oral health service from level 5 at Whangārei Hospital into Te Kamo means people can more easily access care.”

She was extremely grateful to have been gifted artwork from local artists and photographers that provides a uniquely Northland environment for patients to enjoy.

The land at 3 Grant Street in Kamo, where the clinic is sited, was bequeathed to Northland Health Board by Mr William King in 1958. A plaque hangs in the new building to acknowledge Mr King’s 64-year-old gift.

The relocation of the services aligns with other work currently underway by Te Whatu Ora Health New Zealand and Te Aka Whai Ora Māori Health Authority, to increase access to health services.

Te Kamo is part of a wider Te Whatu Ora Te Tai Tokerau network providing oral health care services for eligible children, adolescents and adults. This network includes district hospitals, 18 school-based mobile dental clinics, and seven fixed community of dental clinics strategically placed in Whangārei, Kerikeri, Kaitaia, Kaikohe, Hokianga, Mangawhai and Dargaville.

The community-based dental service is free for children under 18 years. Adults who are Community Service Card Holders and live in Northland can also access the service (note that a \$40 co-payment charge applies for each appointment).



Exterior of Te Kamo Community Oral Health Clinic at 3 Grant Road, Kamo, Whangārei



# Award Category Will Shine A Light

On Workplace Diversity And Inclusion In Te Tai Tokerau



**Brett Rodgers (left) and Reg Peterson**

Te Mana Oranga Trust will sponsor the Workplace Diversity and Inclusion award category again this year for NorthChamber Northland Business Excellence Awards.

Kamo-based Sunshine Homes won the category award last year. Sunshine Homes owner Brett Rodgers says he encourages businesses to enter the awards.

“Winning was a surprise but it was a really positive experience to hear about other businesses offering people similar opportunities,” says Brett.

“It was also lovely for the people in my team to have the chance to share their personal story and thank the people in their lives who have helped them on their journey.”

Sunshine Homes builds transportable homes employing four to five teams of three people per team consisting of a team leader builder, an experienced hammer hand, and a trainee/apprentice. Working with Te Whatu Ora – Te Tai Tokerau and its IPS (Individual Placement and Support) team, Sunshine Homes has offered placements to four job seekers, two of whom have begun apprenticeships with the business in addition to work it has done over many years with people via the probation service.

IPS is a specific type of supported employment programme (co-funded by Te Whatu Ora – Te Tai Tokerau and the Ministry of Social Development) that was originally developed for people experiencing mental health and addiction issues receiving services from community mental health teams. IPS offers intensive, individually tailored support to help people find a job of their choosing, and ongoing support for the employer and employee to help ensure the person keeps their job.

“I’d be quite happy to discuss offering placements like this with any other business owners,” says Brett. “I believe people deserve a second chance, whether it’s drugs or alcohol or mental health, they need to be helped through it.”

Vocational Professional Leader for Te Whatu Ora – Te Tai Tokerau, Richard Bell, says that employment is a significant health intervention within the mental health and addictions sector. “Employers like Sunshine Homes are crucially important to this process and we would love to see more businesses offering opportunities like this with our support as needed.”

Te Mana Oranga is an IPS employment provider in the Mid North and Far North. Reg Peterson, Business Manager for Te Mana Oranga, says the Trust is delighted to continue its support for the award because it shines a light on how transformational it can be when people are supported into employment.

“It’s very much about helping people to get back on their feet,” says Reg. “Employment is often one of the biggest hurdles. We’ve seen the huge impact it makes for them and their families, in terms of maintaining their own wellbeing. We want to reward companies that have policies in place and that are aware of the challenges that employees face and are prepared to take them on anyway.”

Sunshine Homes employee Eugene Glassco has the final word about what employment means for him. “It means I get to live a normal life like everyone else,” says Eugene.

The awards presentation and celebration evening are on 4 November 2022.

**Te Whatu Ora**

[Health New Zealand](#)

Te Tai Tokerau



# Midwife Mary McEwen Remembered

## With Artwork And Living Memorial

Highly regarded Te Whatu Ora – Te Tai Tokerau midwife, the late Mary McEwen, has been remembered in a very special way in the main entrance to Te Kotuku Maternity Unit at Whangārei Hospital.

Using a donation from Mary's loved ones a special artwork was commissioned from local Whangārei artist Mike Paora, known as "The Sketchy Fulla" depicting a Māori woman breastfeeding her pēpē.

"This image strongly resonated with us as anyone who knew Mary will recall her absolute commitment to breastfeeding for all people for whom that is possible," said Director of Midwifery and Service Manager Maternity, Sue Bree. "This artwork really captures the beauty of the breastfeeding bond."

In addition, the team has purchased a large plant to be placed near the painting as a living memorial to their much-missed colleague.

The painting was unveiled on 26 July 2022 with members of Mary's family present in a ceremony guided by Te Poutokomanawa and attended by some of Mary's former colleagues.

"It is an honour for us to be able to remember Mary in this way and we are deeply grateful for the donation from Mary's loved ones that has enabled us to do so," Sue said.

"We also thank the artist for the gift of his time and for providing copies of the artwork for Mary's family. He too was moved by Mary's long service to the whānau of Te Tai Tokerau and contributed his time on a koha basis, including framing the artwork in a beautiful totara frame.

"In acknowledging Mary, we specifically thank John Keating, Cedric Ruawhare, The Kerr whānau, the McEwen whānau, and Ange and the Nicholson whānau."

Mary was a Plunket nurse and worked as a registered nurse in Whangārei before becoming a midwife. In May 1997 she started work at Northland DHB and stayed for just under 20 years, leaving in January 2017.

Mary showed a particular passion for supporting breastfeeding by becoming a lactation consultant. Her whānau say that Te Kotuku was Mary's second home.

"Mary's whānau understood her passion for providing very good care to women," says Sue, "especially to young hapū māmā where she felt she could really make a difference by helping them create great attachment and early parenting skills."

The Northland Community Foundation is delighted to manage Health Fund PLUS on behalf of Te Whatu Ora – Te Tai Tokerau. Health Fund PLUS has been set up to provide a way for people to give to Te Whatu Ora by way of donations or endowments.



Family, friends and colleagues of the late Mary McEwen gathered recently for the unveiling of an artwork and living memorial funded by a bequest from Mary's whānau.



# Equipment Services Relocation A Success



**Equipment Services administrator Michele O'Donnell, left, and technicians Dave Wellington and Tineke Oliver in their new premises.**

What do 109 wheelchairs, 383 shower seats, 233 walking frames and 112 commodes have in common? They are now stored in Te Whatu Ora Health New Zealand – Te Tai Tokerau's new Equipment Services premises in Whangārei's town centre.

Of course, this is when the items are not out in the community assisting patients in their homes, after they have been discharged from hospital.

The Equipment Services building at 10 Woods Road opened in August and Te Whatu Ora Te Tai Tokerau Business Manager/Analyst Shane Stanners says it provides multiple improvements and benefits.

"For patients, or usually their family members who collect equipment on behalf, it's much easier to find than where we used to be. There's also less traffic and great carparking right outside," he said.

"Previously, it was located at the Whangārei Hospital campus, through a gate and away from the road, hidden behind another building, so it was quite difficult for people to find – even with directions provided."

Shane said the new premises offer significantly more space, with the 433 square metres divided into bays, allowing the equipment to have their own dedicated compartment bays and making everything more organised.

"There's still the challenge that many of the items are odd shapes such as over-toilet chairs and over-bed tables that are hard to stack, but the new space still allows them to be stored more efficiently."

One of the bays is for equipment cleaning and a very-welcome acquisition is a Hubscrub, which Shane describes as "like a giant dishwasher" that can even fit wheelchairs.

"All equipment returned from the community goes into

the Hubscrub which completely cleans, disinfects and decontaminates them. It's really effective. Also, during the six-minute cleaning cycle we can be doing other work, whereas previously we were spending one to two hours at the end of each day hand-scrubbing each piece of returned equipment."

The far end of the building has a garage door and vehicle ramp leading inside, allowing heavy items such as beds and hoists to be loaded and unloaded under cover.

"This has been great. The old facility saw us having to carry or roll the equipment outside across uneven ground to load or unload, sometimes in the rain. This was for deliveries, which we do throughout the region," Shane said.

Equipment Services works closely with hospital and community based Allied Health teams, coordinating and providing equipment that enables them to ensure that patients have the right pieces of equipment to support their needs.

With well-over 3000 items on its database currently, popular items include crutches and strollers.

"We lend out hundreds of pairs of crutches every year and have over 100 strollers on loan."

Shane said that unfortunately not all the equipment is returned, despite best efforts to retrieve them.

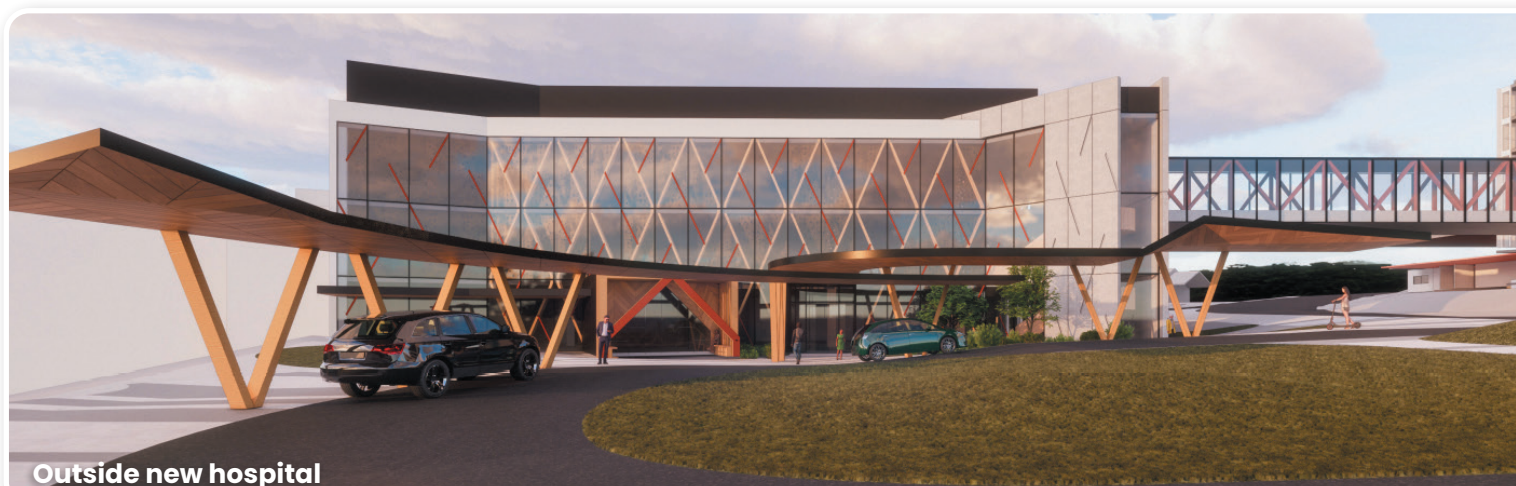
"We spend thousands of dollars every year on replacements. So, if anyone has piece of hospital equipment that's not being used, we'd really appreciate it being returned, with no questions asked."

This can be done by delivering it to Equipment Services at 10 Woods Road, Whangārei, between 8am and 5pm from Mondays to Fridays; otherwise by phoning 09 430 4101 ext. 7421 to arrange for it to be collected.



# Whangārei Hospital Rebuild Project

Takes Another Big Step Forward



Outside new hospital



Inside entrance of new hospital

Another key milestone has been reached for Project Pihi Kaha, the Whangārei Hospital redevelopment, with the business case for stage one recently being submitted to the Government for sign-off and funding approval.

Project director Jacqueline Bell said that the redevelopment is important for the region as it will add much-needed new facilities and 178 new beds for Northlanders receiving care.

“The redevelopment is a high priority for Northland. It will increase our capacity to provide care and support our goal of addressing the health needs of our communities and a growing population in Te Tai Tokerau,” she said.

Concept designs for the new hospital have been finalised in consultation with local iwi and stakeholder groups, and the next phase of the project is the preliminary design work. Further stakeholder consultation will be undertaken as the design phases progress.

Bell said that increasing demand from Northland’s growing population, and the age and condition of the existing buildings, were some of the factors that have led to the redevelopment.

The new structures will house a number of services currently operating in spaces that have been assessed as being too small or requiring significant upgrades.

The new acute services building, and ward tower will be located on the vacant land next to the Jim Carney Centre between Hospital Road and West End Avenue. This will include the Emergency Department, Acute Assessment Unit, Theatres, Intensive Care Unit, Coronary Care Unit, four 32-bed wards and several other departments, including a new front of house for the hospital.

A double-width bridge will span Hospital Road and connect the new building to the existing Medical Wing.

The new facility will enable the decommissioning of the hospital’s 1950s surgical wing, which is at the end of its life.

Building works are expected to take five years following design and will require the services of around 500 tradespeople. Subject to funding, the hospital is expected to be operational in 2031.

Due to the level of investment needed in the hospital, two further stages of redevelopment are planned, which require additional funding to be secured. Later stages will include the creation of two additional ward towers enabling the demolition of most of the existing hospital.



# Radiation Oncology Facility

Construction Underway



**Jim Carney Cancer Treatment Centre**

Crown funding has been approved to build a radiation oncology facility at Whangarei Hospital. The new facility will expand the Jim Carney Cancer Treatment Centre (JCCTC).

It will include one Linear Accelerator (LINAC), two bunkers (one for future growth), a CT scanner and an expansion of the existing JCCTC facility.

The development of a Radiation Oncology facility in Northland will address several significant issues for the regional service.

Demand for radiotherapy has exceeded the capacity provided by the six LINAC machines within the region since 2017, which are all currently located at Auckland Hospital.

Northland-domiciled patients account for approximately one LINAC of the regional demand, so establishing a facility in Northland will significantly improve access to radiotherapy for Northlanders and increase overall regional capacity.

Outpatient Cancer and Blood Services and most chemotherapy treatments at Whangarei Hospital are currently delivered in the JCCTC, a standalone building across the road from the main hospital block.

A large proportion of Northland patients who now receive either radiotherapy or combined radiotherapy-

chemotherapy treatment at Auckland Hospital would receive this treatment in Whangarei, so demand for chemotherapy will immediately increase.

Therefore, the Crown funding includes expanding the JCCTC to allow for the additional demand and support space for growing cancer treatment requirements.

Construction is estimated to be complete in 2025.

## **Background**

Radiation therapy, also known as radiotherapy, is a key treatment for some cancers. Radiation therapy uses radiation beams to destroy or injure cancer cells so they cannot multiply.

It can also be used to reduce the size of the cancer and relieve pain, discomfort or other symptoms.

Radiation therapy can be used to treat a range of cancers and some non-cancer conditions. Radiation therapy is used to treat a wide range of cancer types.

It is used to treat cancer, shrink a tumour before surgery, reduce the risk of a cancer returning after surgery and control symptoms if a cancer is too advanced to cure. A course of treatment is usually delivered over an extended period due to the number of doses (fractions) required.

## **Te Whatu Ora**

[Health New Zealand](#)

Te Tai Tokerau



# Workplace Violence Prevention Campaign

New Posters Released

**Koowhiria  
Te whakaute**



Me atawhai ki nga tangata kia rite ta ratou e pai ai,  
kia tukinotia ratou, me te kore e aro ki te tukino.

**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau

**Whiriwhiria te manaaki  
me te whakaute**



Kia kore e manawanui mo te  
tukino ki etahi atu

**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau


**Koowhiria  
Te whakaute**



Me atawhai ki nga tangata kia rite ta ratou e pai ai,  
kia tukinotia ratou, me te kore e aro ki te tukino.

**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau

**Choose Manaaki  
and Respect**



Have zero tolerance for abuse  
towards others

**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau


**Choose Manaaki  
and Respect**



Have zero tolerance for abuse  
towards others

**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau

**Choose Manaaki  
and Respect**



Have zero tolerance for abuse  
towards others

**Te Whatu Ora**  
Health New Zealand  
Te Tai Tokerau

New Workplace Violence Prevention posters featuring staff from Whangārei and Kaitia campuses are now available for all sites.

The campaign aims to keep our staff safe at work and highlights our zero-tolerance policy for workplace violence and the resources available to support staff. The Workplace Violence Prevention Advisory Group encourage all departments to download, print and display a poster (or two) on notice boards. Your support in getting these around our hospitals and facilities helps to get out some important messages about Workplace Violence Prevention.

Thanks, is offered to everyone who volunteered to be photographed, including staff from Dargaville, Bay of Islands Hospitals, and Te Poutokomanawa team, who helped translate the messaging into te reo Māori.

Workplace Violence Prevention Programme Manager Eliza Wallace is available to support staff and managers with any questions or concerns regarding workplace violence prevention. You can find further information and resources on the Workplace Violence page on StaffCentral.



# Takawaenga Providing Specific Cultural

Support for patients and whānau Māori within the hospital setting



Mal Robson

***In order to maintain our wellness and wellbeing the physical and the spiritual worlds must unite so that we create and develop the resilience to deal with all challenges that befall us.*** – These words are from a waiata written by a Te Rarawa kaumātua and shared by Malcolm or ‘Mal’ Robson, one of two Takawaenga working at Kaitaia Hospital.

Our Takawaenga (intermediaries/mediators) provide a very significant function for Māori inpatients at our hospitals in Whangārei, the Bay of Islands, Kaitaia, and Dargaville. The Takawaenga Service has been in existence since 1988 and has grown to meet service demands or identified gaps for Māori accessing healthcare through Te Whatu Ora – Te Tai Tokerau (formerly Northland DHB).

The Takawaenga team provides specific cultural support for patients and whānau Māori within the hospital setting. Takawaenga liaise between Māori inpatients, their whānau, and the clinicians who work in patient wards to achieve the best health outcomes possible and to support with discharge planning to communities.

The Takawaenga service grew in numbers under former GM Māori Dr. Moana Tane and is soon to be a team of 14 around Te Tai Tokerau when it is at full capacity. Malcolm ‘Mal’ Robson has been a Takawaenga since last year, following a long career with the Department of Corrections and working at management level in mental health and disability services in New Zealand and Australia. He returned to Kaitaia, where he was born and raised, to be closer to whānau, including his mokopuna.

“Working as a Takawaenga is something that reaffirms my cultural identity,” says Mal. “It allows me to work with Māori here in Muriwhenua and awhi them and assist them to navigate through hospital services.”

The Takawaenga service helps to support Te Whatu Ora – Te Tai Tokerau (Northern Region)’s commitment to strengthening the capability and capacity of the Māori workforce and to bringing about a culture change across the Northland health system. Takawaenga act as conduits between the clinical world and Te Ao Māori, says Mal, working in collaboration and in partnership with

clinical staff to learn and provide updates on any new issues facing a patient and whānau, and guiding staff in situations where conflict may arise when assisting tangata whai ora and their whānau. This includes the use of Te Reo me ōna Tikanga.

“I see that our role is to navigate that pathway for both parties. I’m trying to encourage our Takawaenga to extend themselves and their knowledge about the hospitals, but I also reaffirm that they bring their cultural knowledge and experience. It’s important that we are actually being seen consistently beside our clinical peers. We shouldn’t feel threatened that they’re clinicians. “More importantly, we try to model that we are partners to help whānau that come into the hospitals. We want to encourage Takawaenga to be able to have the strength to lead whānau into feeling comfortable or asking the hard questions through our conversations with them. The question we are asking is, “how do we improve whānau feeling confident through their own tino rangatiratanga and not feeling that we have to apologise for that, but also how do we improve the knowledge for clinicians?”

It can even start with building connectedness through the exchange of pepeha, says Mal. “We then use the connectedness as a way to assist whānau, and in the same breath, we want to encourage our clinical peers to also feel comfortable walking on that Māori pathway.”

An element that Mal has pushed for has been an appropriate mechanism to record and quantify the value that Takawaenga provide, by truly capturing the scope of activities that the role encompasses. “Takawaenga were recording information that would contribute to quantifying the mahi (work) that they do. The challenge was, how does this information reflect the value that Takawaenga provide?” he says. “TrendCare now allows us better access and the ability to account for our time and what we do, for example when we provide input to multi-disciplinary teams, or do presentations to community groups about who we are and what we do.

Another very important role Takawaenga play is providing cultural support to both whānau and staff when there is a death in the hospital. “We will support families, we will support staff, and we’re present and available for the debriefing for the clinical staff. Tikanga dictates that we do that.” One such example of how Takawaenga apply a cultural lens is takawaenga colleagues will go to wards and sing waiata to whānau. “Our renal unit clients just love that ability. They’re sitting there for five-six hours and they have commented on how uplifting it is to have waiata.” Takawaenga also provided waiata sessions for staff in Kaitaia Hospital and recently changed the time to suit clinical staff at their request and make it easier for them to attend.

While the range of services Takawaenga provide is broad, one that is crucial, and one that Mal would like to see embedded as standard procedure, is Takawaenga inclusion in the multi-disciplinary team that works to plan and implement the pathway of care for patients. “We

## Te Whatu Ora

Health New Zealand

Te Tai Tokerau



may have insight that you may miss, purely because you don't have that cultural lens. It shouldn't be that we have to ask to come in. Partnership suggests that in all cases we would expect our partner to be present with us. If we're not allowed to be, that makes a fallacy of the partnership from the cultural protection perspective. I don't believe I'm radical, I'm just asking to get equity on the table for our whānau. "If our services are in the way or a barrier to gaining that equity then our whānau lose out. It's about getting equity, not equality, but equity – access to resources and access to defining our pathway. I think Takawaenga are well positioned to contribute to opening up that door and supporting both sides. That's the value proposition, both sides benefit from us taking that viewpoint."

The role of Takawaenga has evolved, says Mal, and the importance of Takawaenga in facilitating engagement between whānau and clinical staff leading to positive outcomes is increasingly being recognised. The presence of a Takawaenga can mean everything to a patient in their time of need, Mal says, especially if they are isolated from their usual support people. Having someone who can speak with the person and whānau in Te Reo and who can understand their concerns and anxieties from a cultural perspective allows them to use their mental and physical resources for recovery and the restoration of their health. That is a powerful form of rongoā in its own right, he says.

One of the initiatives that Mal is also currently working towards is empowering Takawaenga to be able to provide cultural supervision for staff, in the same way that clinical and professional supervision is provided. "Our team has expanded our ability to provide cultural support in that regard. The provision of cultural supervision for staff is an opportunity to create a pathway for Takawaenga. Being approved to complete the supervision training (which is offered) to staff will, open the gateway for Takawaenga to undertake to do the same. "It's also about encouraging our people to extend their knowledge beyond just saying "kia ora" or doing a waiata.

*"It's about really having the deeper knowledge around our values and belief systems and how do we bring that into the discourse with clinicians in a language they understand. That's the work that I love doing because it's challenging people. I love to see the light shine in their eyes when they get it and then you see the hunger for knowing more!"*

Mal is optimistic and hopeful that with the establishment of the Te Pae Ora Act and the disestablishment of District Health Boards, the shift to Te Whatu Ora (Health New Zealand) and Te Aka Whai Ora (Māori Health Authority) can be a positive one for whānau. "Having Dr Chamberlain as the head of public health is really awesome, in that he understands the unique challenges that face Te Tai Tokerau," says Mal "We appear to be moving towards a

funding model that is more equitable and I think, there are great opportunities with Te Aka Whai Ora and Te Whatu Ora working together to achieve this.

While there is still a long way to go to achieve equity, Mal has a clear vision for what it will look like and how it will benefit everyone. "I think if equity is achieved, I would say tino rangatiratanga has been established – a stronger, lasting partnership has been established – and a conjoint commitment for the welfare and wellbeing of Māori is on a good pathway. All New Zealanders would be on a good pathway, not just Māori."

Mal says that part of his personal goal is to invigorate the Takawaenga team and to encourage them to step outside the square and ask what they want equity to be. "We cite equity, but how do actualise that so that it becomes part and parcel of the organisation's thinking? How do we lock that into the whakapapa of Te Whatu Ora and Te Ake Whai Ora in the Northern region? All regions of Te Whatu Ora should apply that lens. How do we lock it in so that we bring our matauranga Māori, we elevate it to a level of knowledge that contributes to wellness and wellbeing, and on top of that our families will reflect back to us on receiving the services, what they want to design, and what they want to see.

Mal's passion and enthusiasm is contagious.

"I do light up when I'm talking about what the vision could be for our people here in Northland. I've been away for nearly 35 years and so I think it's my time to give back to my community. That's driving me really, and the birth of my new moko is just another driver for me. What do I want for my moko? When I see her little smiling face I think, "I'm doing this for you and future generations as well."

**Due to staff movements within Te Whatu Ora – Te Tai Tokerau, Mal Robson is now Kaihautu Iwi – Acting Director, Iwi Relationships for Te Poutokomanawa until December 2022.**

**Te Whatu Ora – Te Tai Tokerau Takawaenga are:**  
**Whangārei**

- Camron Muriwai
- Noel Pritchard
- Henrietta Sakey
- Jo-Anne Naera
- Jacob Tobin
- Wayne Smith.

**Muriwhenua – (Kaitiaki region)**

- Hohepa Stephens
- Malcolm Robson.

**Pewhairangi – (Bay of islands region)**

- Mare Clarke
- Mate Palmer.

**Tunatahi – (Dargaville area)**

- Patrick Lewis.

**Kaimanaaki – Whānau House Kaitiaki**

- Sheryl Poutai
- Louisa Kingi
- Tracey Peehikuru.



# Unimog To The Rescue

## Far North Flooding



Mita Harris



Conditions during the flood

When Kaitaia Hospital was isolated from the rest of the country due to flooding in August, Mita Harris came to the rescue with a Unimog.

Mita, of Kerikeri, says he purchased the Unimog for this reason in 2016, when he realised that vehicles were needed in the region to help move around in an emergency.

"I personally acquired three Unimog and travelled to Waiouru for driver training before bringing them back to Northland."

Flooding closed SH10 and with slips closing SH1, and Incident Controller Sarah Hoyle contacted Mita to see if the Unimog could go to Kaitaia to assist with patient transport.

"With the airport closed and helicopters not being able to land, we needed to ensure we had something in place should we need to move a patient to Whangārei Hospital," Sarah Hoyle said.

Mita and the Unimog were able to help with home evacuations the evening they arrived, and the following day he transported a patient to a waiting ambulance in Kerikeri through the flooding at Kaeo.

"We are extremely grateful for the support from Mita and his colleagues. This is a wonderful example of people working together, and it has benefitted the community of Kaitaia immensely," Sarah offered.

Talking with Mita as he was heading back to Kaitaia after transferring the patient, he was swift to acknowledge the Far North community and the employer of his day job.

"I am very grateful for the support from my boss, who allows me to help out when needed, and the hospitality in Kaitaia has been amazing.

"When I arrived at Kaitaia Hospital quite late at night, accommodation and meals had been arranged, and it just makes you want to do more when you are working with a community who care about each other."



# Healing The Healers

## Ngā Wānanga o Hine Kōpū Te Tai Tokerau Poutūara Replenish

Poutūara from across Te Tai Tokerau, who deliver our Kaupapa, Ngā Wānanga o Hine Kōpū, came together in August to replenish and heal at a 'Healing the healer' wānanga in Whangārei.

The wellbeing-focused wānanga recognised the importance of healers being well to deliver wānanga with positive outcomes in our communities.

"In our mahi, we are intentional about building stronger futures in our communities, we want tamariki and whānau to thrive," said wānanga organiser Mereana Pou.

"Therefore, we need to ensure we are capable and are in a state of wellness to be great providers to whānau."

Ngā Wānanga o Hine Kōpū reconnects pregnant Māori women and their whānau with mātauranga Māori to explore conception, pregnancy, birth and parenting. The wānanga was designed in, by and for the women of the small, solution-focused communities of Te Tai Tokerau.

Participants experienced indigenisation of their space and time at the Poutūara Wānanga.

"We surrounded them with raranga (to weave), whakairo (carving), taonga puoro (traditional Māori musical instruments), karanga (call of welcome), waiata (song), karakia (prayer), korero tahi (talking together), kai tahi (eat together), wānanga tahi (learn together), pūrākau (legend) and mātauranga Māori (Māori knowledge)," explained Mereana.

A summary of a recent independent evaluation of Ngā Wānanga o Hine Kōpū by Te Hiringa Hauora was also shared.

The summary shows Hine Kōpū is about much more than parents learning information that is deemed clinically important for good birth outcomes.

Instead, Hine Kōpū is a shared whānau experience of healing, connecting and exploring. It is about reclaiming Māori identity, cultural confidence and giving rise to tino rangatiratanga in the birthing experience.

There is evidence of this confidence flowing through into whānau, identifying their own aspirations for their future. The wānanga is transforming lives far beyond the outcomes expected in the mainstream antenatal education service.

The day following, colleagues and whānau gathered at Hihiaua Cultural Centre to support Mereana, Raewyn Smith and Vicky, who received a traditional taonga (moko) passed down over many generations from the ancestress Niwareka.

"My moko kauae signifies that wānanga, the Mataora, the agent of change," shared Mereana.

"When you look at me, and you see my moko kauae, know that you will be looking at an agent for change, true change, deep change for all my mokopuna to come – blood or not."

A moko kauae represents a woman's whānau and leadership within her community, recognising her whakapapa, status, and abilities.

"Our Poutūara are absolutely Mataora, our agents for change, and so they absolutely needed to be and will continue to be supported and celebrated by us."



Wānanga at Terenga Paraoa Marae



# Highlights



Sensing the garden

## Senses Ignited in Dargaville Hospital Garden

The new sensory garden at Dargaville Hospital, designed to stimulate the five senses and create a space for contemplation, was bathed in sunshine during its official blessing one morning in September.

Te Whatu Ora Te Tai Tokerau nurse Kitty Thomas was one of the projects leads and said there had been a few challenges along the way, including several postponements to work thanks to COVID-19 lockdowns, but thanks to the whole community, everything came together.

The vision for the garden came from both the Hospitals Mental Health & Addictions Clinic staff and attendees to help relieve distress in people who battle mental illness and addictions.

Clinic attendees were consulted on what the sensory garden should include and gave their input on its design.

The 12 by 16 metre garden contains raised beds full of vegetables, herbs, flowers and the space is dotted with trees. Carvings and water features add to the ambience and pathways lead to seating areas for patients, staff, whānau and the community to sit and take time out.

Kitty thanked several local businesses for donating plants and seeds and acknowledged Derek Pullam for creating carvings especially for the garden.

Community Mental Health and Addiction team leader Elaine Parks said she was very proud of the team and all the effort that had gone into creating the garden and hoped that it would eventually expand further. She thanked Kitty for holding the vision and said she hoped the whole community would come and use the space to enjoy some quiet peaceful time away from life's stressors.

Kaumātua Reverend Rex Nathan led the blessing of the garden and blessed a chair that was unveiled this morning in memory of a longstanding staff member, Geoff Nickerson.

## Te Whatu Ora Health New Zealand

Te Tai Tokerau

## Te Whatu Ora Leaders visit Te Tai Tokerau

In early September, Ngāti Hine Health Trust hosted a pōwhiri at their Torongare Whānau Centre to whakatau the new Interim Regional Director (Northern) for Te Aka Whai Ora, Tracee Te Huia and Interim Regional Director (Northern) for Te Whatu Ora, Fionnagh Dougan and Chief Advisor Tikanga Māori Health (Auckland & Waitemata), Kahurangi, Dame Naida Glavish, to Te Tai Tokerau.

Over two days, the trio met with representatives from Te Tai Tokerau including iwi, hapū and Māori health service providers to identify needs and challenges within their respective communities.



Front row from left – Tracee Te Huia, Dame Naida Glavish and Fionnagh Dougan

## Margareth Broodkoorn Receives Queens Birthday Honours

In early June, former Northland DHB Director of Nursing and Midwifery Margareth Broodkoorn was made an Officer of the New Zealand Order of Merit (ONZM) for services to health and Māori.

Margareth left her role at Northland DHB to become the first Māori appointed as Chief Nursing Officer with the Ministry of Health and has worked with Māori health and community providers to mentor nurses and support Māori nurses across New Zealand. She chaired Tamaki Makaurau Nurse Leaders Roopu and has worked with Māori health providers in Northland, Manukau Institute of Technology and Auckland University.

She has been an executive member of The National Council of Māori Nurses and a member of the Health Workforce New Zealand Nursing Advisory Group. She has had extensive involvement with the Nursing Council of New Zealand and sponsored Ngā Manukura o Āpōpō, the national Māori nursing and midwifery clinical leadership workforce programme. During the pandemic, Margareth established and led the Infection Prevention and Control Team for the COVID-19 response and currently works as Hokianga Health Community Trust chief executive.



Dame Cindy Kiro and Margareth Broodkoorn ONZM



# Celebrating

## Our Award-winning Dietitian



Whangārei Hospital-based dietitian Lydia Henderson recently won the highly sought-after Bernice Kelly Award at the 2022 National Dietitians Conference. The award goes to the most improved student from the dietetic masters training programmes across the country.

Her successful nomination included the following excerpts:

*“Lydia’s passion for the Dietetics profession shone through in all aspects of her work and practice. She has a lovely nature and a strong patient-centred approach. Throughout work integrated learning, she demonstrated strong communication skills, the ability to discuss sensitive topics, and superb motivational interviewing skills with her patients. She is very flexible and resilient and was able to manage personal challenges alongside work commitments and her studies, whilst maintaining high standards of professionalism. Lydia’s confidence grew immensely during the two-year programme, allowing her to emerge as a leader among her peers.*

*Lydia excelled in all coursework and her research – the effect of a two-week ketogenic diet, versus a carbohydrate-based diet, on cognitive performance, mood and subjective sleepiness during 36 hours of extended wakefulness in military personnel. She conducted her research project with enthusiasm and dedication.*

*She actively engaged in data collection, processing, and analysis and completed her thesis within an admirable timeframe despite COVID-19 restrictions. Her supervisors were very impressed with the quality of her work and commitment. She worked diligently and independently, showing critical thinking and strong attention to detail. She was one of the first students to submit her thesis for examination and received an excellent mark.”*

Judges noted that Lydia went above and beyond in conducting the research trial with the NZ Defence Force, playing a vital role in delivering the strict ketogenic protocol for participants and collecting the data. As an active student member of Dietitians NZ and the Nutrition Society of NZ, she attended many professional development events and pro-actively completed Toro Mai to support the development of her cultural safety. In addition, Lydia volunteered her time to consult clients collaboratively with students from other health disciplines as part of the AUT Integrated Health Clinic. They thought she displayed a lot of promise in clinical practice, community health and nutrition research and would be an asset to any organisation.

**Ka pai Lydia.**

# Tips To Deter Thieves

## Away From Your Vehicle



Staff are encouraged to be vigilant about vehicle security and here are some tips to deter thieves from targeting yours.

- A vehicle with an empty and tidy interior is less attractive to thieves;
- Ensure all windows are closed and doors locked when you leave your vehicle;
- Do not leave valuable items on the seats or floor. Hiding them under a coat is not an effective safeguard;
- If you cannot avoid leaving valuable items inside, keep them out-of-sight in the boot.

This is good advice for when leaving their vehicles parked anywhere, not just when you're at work.

Staff are urged to report suspicious behaviour observed where vehicles are parked around the hospital campuses and other Te Whatu Ora Te Tai Tokerau facilities.

### **If you notice suspicious behaviour, take these steps:**

- If you feel comfortable to do so, ask the person or group of people if they need help.
- Note a description of the person/people, their location, the time, and then phone security to report it.

### **Security contacts:**

- **Whangārei Hospital:** 09 430 4101 ext 7420 or dial 4444 from any hospital landline or hospital cell phone.
- **Dargaville Hospital:** 027 700 0404 (security company contracted to Te Whatu Ora Te Tai Tokerau).
- **Bay of Islands Hospital:** 027 700 0404.
- **Kaitaia Hospital:** 027 700 0404.

### **Security guards patrol the grounds at all the hospitals.**

In addition, there are routine patrols at Whangārei Hospital's carparks 16 and 17 during the nightshift change between 2230 and 2315. This is to reassure and protect staff walking to their vehicle in the dark.

Staff arriving at or leaving work during the night outside of these hours are welcome to contact Security and ask to be escorted to their vehicles (phone 09 430 4101 ext 7420 or dial 4444 from any hospital landline or hospital cell phone).



# Answering The Call

## to Serve the Far North

Awanui-born Zabé Liddicoat's return to the Far North as a newly-qualified clinical psychologist is the realisation of a childhood dream.

"I have been determined to become a psychologist ever since I found out what one was," says Zabé. "As a young person growing up in this community, I saw many needs and began a search for a solution.

"As soon as I left school I went into my studies in psychology and worked my way through the various degrees to become a clinical psychologist (Kaimātai Hinengaro). I'm really passionate about mental health and building people's resources and strengths. My aim was always to return home and share my newfound skills supporting my community."

Zabé is now a member of Te Roopu Kimiora/Child and Adolescent Mental Health and Addiction Services with Te Whatu Ora – Te Tai Tokerau. She is based in Kaitiaki and works with the secondary level mental health service supporting children and adolescents between the ages of 5–18 years, who have moderate to severe mental health difficulties.

"Our service provides a team approach from initial appointment (triage) then thorough assessments, and an individualised plan of therapies and expert supports."

Zabé's work consists of mainly therapy with the clients (rangatahi or tamariki) but can be parents or the whole whānau.

"I provide education and support to other parties including teachers and schools. While the main part of my work is individualised therapies, I also complete a range of mental health assessments. The information gained from these assessments enables me to identify the best treatment or support options for those who come into our services. I work collaboratively with my colleagues to get a multi-disciplinary approach."

As a practitioner working with individuals and whānau, Zabé says she doesn't have a 'one size fits all' approach. She likes to draw on a range of knowledge to support the person and whānau.

"We are all unique and therefore I tailor my client's therapy and supports on their individual needs. I'm trained in Cognitive Behaviour Therapy, but I use a bit of an eclectic approach. I draw from Acceptance and Commitment Therapy, Trauma-Informed Practices, and other models. Our therapeutic plan is created for the whānau in front of us, rather than according to a therapy model."

Gaining the qualifications needed to be a clinical psychologist is no mean feat, there are very limited places at some levels, and competition for places is intense. "Muriwhenua is fortunate to have a young professional such as Zabé, who is not only dedicated to her field and the people she serves but also with such a strong calling to return home and give to her community," said General Manager of Mental Health and Addiction Services, Te Whatu Ora – Te Tai Tokerau, Ian McKenzie. "Her story is an inspiring one for me and I hope for many young people and whānau in our region."



Zabé says that knowing she has her feet firmly planted on her turangawaewae with family nearby and the beaches she loves beckoning at the end of the workday means everything to her.

"I love being home, there is a beautiful, connected vibe that we have here. This is where I belong. Beaches, I've got to mention the beaches, they're fabulous! Nothing beats a beach walk with my dog after a day of mahi."



# Clinical Hub Shows

## The Way Forward



Lucille Wilkinson

Mahitahi Hauora's successful Clinical Hub is here to stay – news that would delight Dr Lucille Wilkinson, Associate Chief Medical Officer and Clinical Lead for the COVID Incident Management Team with Te Whatu Ora Te Tai Tokerau.

Dr Wilkinson is keen to see the experience of the Clinical Hub taken forward, extended and adapted for other clinical contexts.

"It's shown us a different way of working with patients and given people more confidence about virtual care. We can probably provide care in a shorter time, and utilise the workforce in a way that allows people to work more flexibly. I think it offers huge benefits in showing us the way forward," she says.

She describes the Hub as a 'saving grace' during the Omicron outbreak.

"It allowed the hospital to keep going and not be overwhelmed," she says. "We had the same numbers of patients coming in with other conditions, so it really did save a lot of lives."

An important part of how the Clinical Hub achieved that was giving COVID-19 patients and clinicians alike the confidence that people could be safely and effectively managed at home, with clinical assessment and monitoring done over the phone. The Hub model quickly made it clear how useful that could be.

"COVID was new, and everyone was very worried and anxious about patients being sick," Dr Wilkinson recalls. "With the Clinical Hub, people who didn't have registered GPs could be provided care, and as general practices came on board, they saw it was okay to manage people virtually, and how to figure out if patients were going to get very sick."

When antiviral medications became available, the Clinical Hub led the way again by developing an acuity tool to identify high risk patients who needed antivirals at the earliest opportunity.

"Those things were very important. Firstly, not having people come to hospital if they didn't need to and reassuring them, they could stay at home; and then, with the antivirals, preventing a lot of people getting sick enough to need hospital," Dr Wilkinson says.

The Clinical Hub also played a vital role providing after hours, weekend, and overflow support to general practice.

"Our hospital is most vulnerable after hours and on weekends, so having something available so that patients could be checked on meant again that we saw less presentations."

All this meant the hospitals saw significantly fewer presentations than they thought they would.

"Most of the people who came to us were appropriate to be in hospital, and that was a huge benefit to being able to manage and therefore provide the appropriate care."

The Mahitahi Hauora Clinical Hub is exploring opportunities with both the hospital and primary care to evolve into a long-term virtual solution. Expanding from its original focus on Covid, the Hub team is developing a package of virtual support to relieve the pressure on overstretched practices and improve access to care for whānau and communities.



The Clinical Hub



# Northlanders Step Up To Boost

Kai Resilience Across the Region



**The group of 38 attendees at the Kai Ora workshop in Kaikohe with partners Erana Peita (Whānau Engagement and Innovation Partner, Mahitahi Hauora) and Ken Ross (Community Development Advisor, Far North District Council).**

A diverse range of innovative projects enhancing community connections, employment, education, sustainability, and economic development have again been supported through the Kai Ora Fund.

This year, a total of \$140,902 has been disbursed to support 41 projects, with 22 in Far North, 4 in Kaipara and 13 in Whangārei.

The Kai Ora Fund is a modest community grants process to support grassroots projects that address food security and benefit the wider community. Set up in 2015, it has supported over 200 projects across Northland. Community groups, whānau trusts, social enterprises, and small businesses have the opportunity each year to apply for up to \$5000 for projects that help strength kai networks.

“There is no better time than now to rally communities together to address kai needs. This year we saw the largest increase of new projects across the region, signalling the interest from communities to invest their time, energy, and resources into getting kai from the ground to the table,” said Whangārei District Council Community Development Adviser Laura Welsby.

A range of community garden projects across Te Tai Tokerau received funding this year. One such project in Whangārei, led by Forget Me Not, aims to develop a vegetable garden for their clients and wider community. Another project in Whangārei, based at St Stephens Church, focuses on educating their community through workshops which integrate Māori values of manaakitanga and kaitiaki. Their aim is to encourage local food security and community connection through gardening, education, collaboration, and celebration.

In the Far North, Pateoro Marae are working on a project called Te Houkura. Te Houkura aims to establish marae-based maara kai and rongoa to encourage self-sufficiency and share traditional knowledge around

planting, cultivation, harvesting and seed collection.

Successful applicants attend a Kai Ora workshop in Whangārei, Kaikohe or Kaitaia to allow the project teams to collaborate and share expert advice and project knowledge for greater outcomes. Groups shared their vision for their projects, considered key factors to boosting kai resilience, and looked at synergies between their projects.

The Kai Ora partnership comprises Mahitahi Hauora, Northland District Health Board, Te Puni Kōkiri, Far North District Council, Whangārei District Council, Kaipara District Council, the Ministry of Social Development and Healthy Families Far North, who have banded together as a unique way to achieve the fund’s vision – ‘He whenua taurikura, he whānau houkura – Abundant whenua, prosperous whānau’. These partners, through their combined resources, support communities to undertake their projects by offering capacity building workshops, networking opportunities and general project support.

“We have a wide range of partners on board, each bringing their own unique lenses and expertise which groups can access for diverse support,” said Mahitahi Hauora Whānau Engagement and Innovation Partner, Erana Peita.

The Kai Ora Fund is expected to reopen for applications later in the year for the 2023 funding round. Anyone considering applying for the next round is encouraged to check in with the partners for collaboration opportunities with existing projects and to strengthen their applications well in advance.

For more information, visit:

[www.mahitahihauora.co.nz/Kai-Ora-Fund](http://www.mahitahihauora.co.nz/Kai-Ora-Fund) or contact Mahitahi Hauora on [kaiora@mahitahihauora.co.nz](mailto:kaiora@mahitahihauora.co.nz) or **(09) 438 1015**.



# Recreational Water Quality

How your health can be affected



Northland is an amazing place to enjoy many activities in and around water including swimming, boating, diving, surfing, fishing, and collecting shellfish mahinga kai.

Sometimes waterways; freshwater and coastal, contain microorganisms (bacteria, protozoa, algae and viruses) that can make you sick. The risk is usually low but can be increased by blooms of toxic algae, heavy rain and contamination like sewage spills, stock wading upstream and by birds.

**Contact with these microorganisms can lead to:**

- Gastrointestinal illness (diarrhoea and vomiting)
- Respiratory illness (asthma-like symptoms)
- Ear, eye and skin irritation or infection
- Tingling and numbness around the mouth or tips of fingers.

Young children, the elderly, and those with underlying health issues are at increased risk of illness and may experience more severe symptoms.

**What you can do to protect Northland's recreational waters**

- If you own stock don't let them wade in rivers, lakes, or on the coast, and fence off waterways
- Keep household septic systems in good working order
- Report any sewage spills or other contamination events promptly
- Pick up after your dog if it poos/fouls on the beach or near rivers or lakes
- Plant riparian zone next to waterways.

- Check the Northland DHB Facebook page for up-to-date information and warnings
- Contact the Northland Regional Council if you are concerned about the appearance of any waterway
- If you think you are sick from eating shellfish/mahinga kai or due to swimming, see a doctor, and contact the On-call Health Protection Officer at 09 430 4100

## Shellfish/Mahinga Kai

**Tips:**

- Check <http://www.mpi.govt.nz/travel-and-recreation/fishing/shellfish-biotoxin-alerts/> for any shellfish biotoxin warnings and sign up to receive email alerts directly
- Look for signage warning it is not safe to collect shellfish/mahinga kai
- Wait 3-4 days after heavy rain before collecting shellfish/mahinga kai
- Keep shellfish/mahinga kai cool after collection.

### Did you know?

*Some of the microorganisms in recreational water that can make you sick are naturally occurring in the environment and are not contaminants.*

## Swimming

**Tips:**

- Check [www.lawa.org.nz](http://www.lawa.org.nz) to see if it is safe to swim at your favourite swimming spot
- Look out for signage warning it is not safe to swim
- Wait 2-3 days after heavy rain for the water to clear
- Can you see your feet? If not, the water may not be safe for swimming.

### Did you know?

*It is often not possible to tell that water is unsafe just by looking at it.*