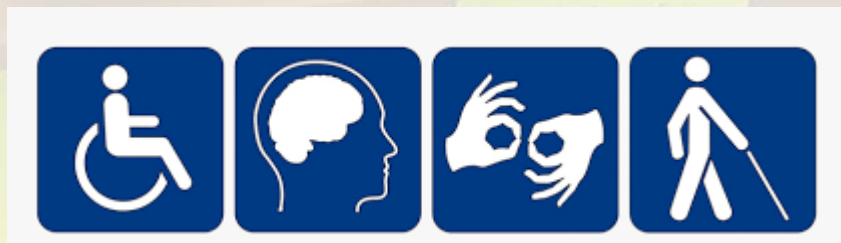




**Te Wāhi
Tiaki
Tātou** 

Te Wāhi Tiaki Tātou – Reimagining Sessions

Tāngata Whaikaha
28 – 29 August 2023





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Executive Summary



The purpose of Te Wāhi Tiaki Tātou is to share the aspirations and priorities of whānau and individuals in the Porirua community, enabling their voices to inform the transformation of hauora in Porirua. Te Wāhi Tiaki Tātou represents a unique opportunity to define and determine how the local health and disability system operates to better meet the needs of the Porirua community.

The community have shared what is important to them, and now the focus is on working together through Reimagining Sessions to create change. The goal of the Reimagining Sessions is to **facilitate community-driven change and redesign the delivery of health and well-being services in Porirua for equitable outcomes.**

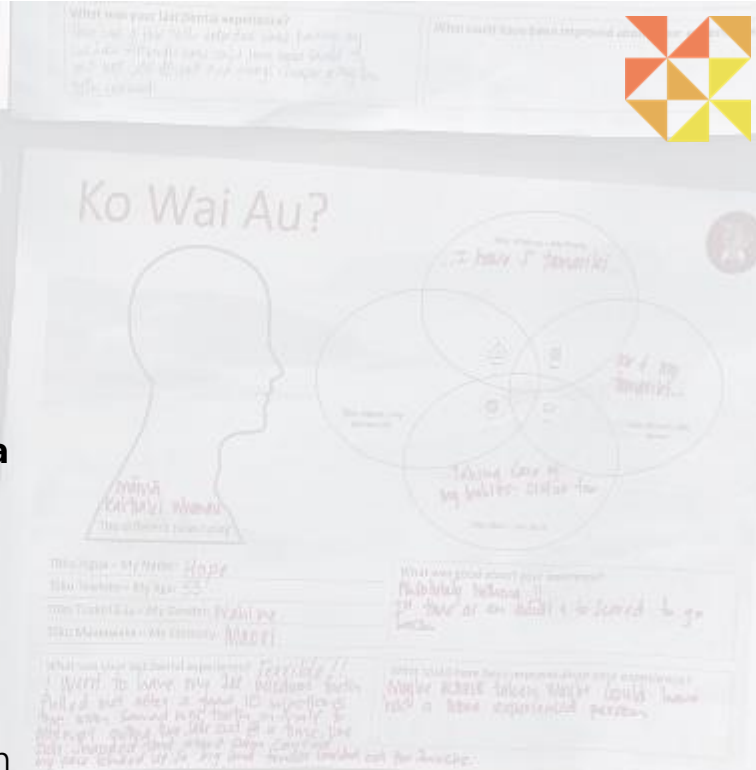
Individuals with lived experience and passion for the topics are invited to participate in the Reimagining Sessions and be part of the journey to transform hauora in Porirua.

The purpose of the Mental Health Reimagining Sessions was to facilitate community/whānau discussions, reimagining equitable, accessible healthcare for the Tāngata Whaikaha (Disabled people) community. Key themes included equitable accessibility, funding, information sharing, and the role of Tāngata Whaikaha in designing and delivering services.

Recommendations:

Four initiatives have emerged from the Reimagining Sessions identified as key priorities and 'quick wins'. These have been estimated to have the largest impact on whānau, alongside low to medium estimated timeframes and cost to implement. Most of them relate to themes linked to access to services/hauora services, and education and information provision. Additional initiatives identified that carry increased cost, complexity, risk, and timeframes, have been documented for further scoping analysis. Many of these initiatives have national-level implications and require a regulatory change to enact.

Now is the time to implement community-led solutions!



Background

Reimagining Sessions for Tāngata Whaikaha were held on Monday 28th and Tuesday 29th of August 2023. The scope of these sessions was to create a safe space for tāngata whaikaha to come together and communicate what they need to access quality healthcare.

Over the course of the Tāngata Whaikaha Reimagining Sessions, we heard strongly from the community about the barriers they experience when trying to access appropriate services, or knowing how and where to find information, resources or support. They were also very vocal about independence, autonomy and defining what self-identification meant to them.

The most common frustration shared by disabled people and their whānau when interacting with healthcare services, is that there is no pathway to communicate their access requirements to providers and services. Without access requirements being met, many people are unable to attend appointments, understand information and communicate with their healthcare providers about their health. This results in significant inequities, distressing experiences, and poorer overall hauora outcomes.

This document sets out a record of what we heard in the reimagining sessions, in addition to our key recommendations of initiatives that will be undertaken and driven by Te Wāhi Tiaki Tātou.

*Susan – Pacific, full-time māmā, has a vision impairment and requires support

“I went for an MRI, and no one explained that I would have to remove my clothing. The lady told me to put on the gown and left me to it; I didn’t know where anything was. They did not tell me at the time of my appointment that I could bring a support person”.



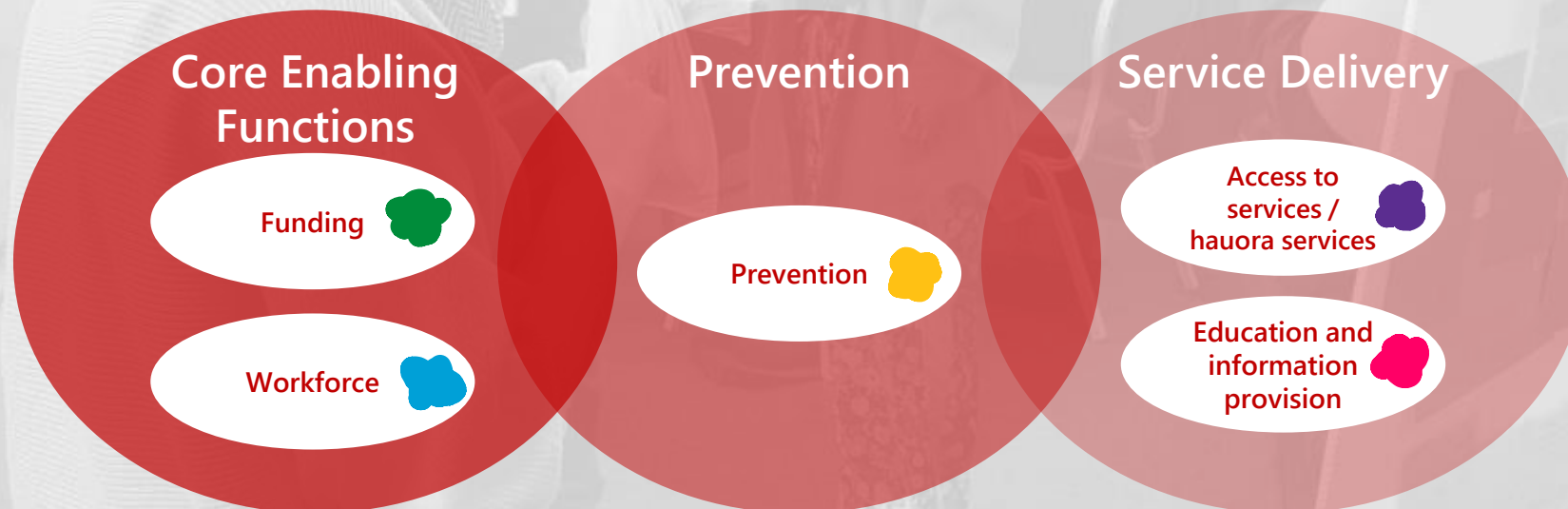


Recommendations

Key recommendations from the Reimagining sessions are themed into five core areas; funding, workforce, prevention, access to services/hauora services, and education and information provision. These groups interrelate and fit into broader groups of core enabling functions for well-being for Tāngata Whaikaha and hauora service delivery.

For Tāngata Whaikaha, prevention has a slightly different meaning than for other health topics e.g. dental. The diversity of disabilities experienced in the community group meant that discussing how to 'prevent' disabilities was not appropriate. For this session, prevention specifically means the prevention of avoidable negative impacts of disability, such as isolation, depression, harm from discrimination or receiving inappropriate care.

Four key recommendations are proposed to be further developed, funded and delivered in the context of the Te Wāhi Tiaki Tātou mahi. Details of these are provided on the following page. The short, medium and long-term opportunities are recorded in Appendix E and F. Some of the opportunities recorded in Appendix F sit within the 'Core Enabling Functions' group and will require strategic change at a national level, significant investment, and increased complexity to implement.





Recommendations (cont.)

#	Initiative	Impact for Whānau	Impact for Providers	Estimated Timeframe	Estimated Cost	Complexity to implement	Detail	Theme
1	Training for people working with Tāngata Whaikaha	High		Short-term	Low-medium	Low	Focus on improving knowledge and cultural safety. This will improve the experiences of Tāngata Whaikaha when they access the health system.	
2	Coordination of resources to improve access / awareness	High		Short-term	Low	Low	Collating information about locally available resources, services and funding for Tāngata Whaikaha, and making it easily navigable on a website. The best initial approach should be scoped with the community.	
3	Local peer support networks	High		Short-term	Low	Low	Community members would like peer support networks for Tāngata Whaikaha to be more available and accessible. Funding could enable a local network from peer support to be established with support to reduce access barriers.	
4	Support and training to upskill whānau	High		Short-term	Low-Medium	Low	Community members told us that whānau play a vital role in their lives. Providing care and support around specific disabilities can be challenging, and learning how to do this can be difficult. Providing the ability for whānau carers to upskill will improve the lives of Tāngata Whaikaha.	

Four initiatives emerged from the Reimagining sessions which were identified as key priorities for whānau. These have been estimated to have the largest impact for whānau, alongside with low-medium estimated timeframes and cost to implement. Most of them relate to themes linked to prevention, access to services/hauora services and education and information provision.

Additional initiatives that carry increased cost, complexity, risk and timeframes have been documented for further scoping analysis. Many of these initiatives have national level implications and require regulatory change to enact. They relate more heavily to themes that are core enablers – funding and workforce development..

Key

Funding	
Workforce	
Prevention	
Access to services / hauora services	
Education and information provision	



Appendices

Appendix A: Overview of Reimagining Hui

Appendix B: Current State Journey Map

Appendix C: Challenges

Appendix D: Future State Journey Map

Appendix E: Opportunities

Appendix F: Opportunities contd

The appendices in this document serve as a record of the kōrero received from community and providers throughout the Reimagining sessions. Ensuring we accurately document the voices of community is part of our commitment to being kaitiaki of the mauri of this work and the kōrero gifted to us from our whānau, which is a taonga.

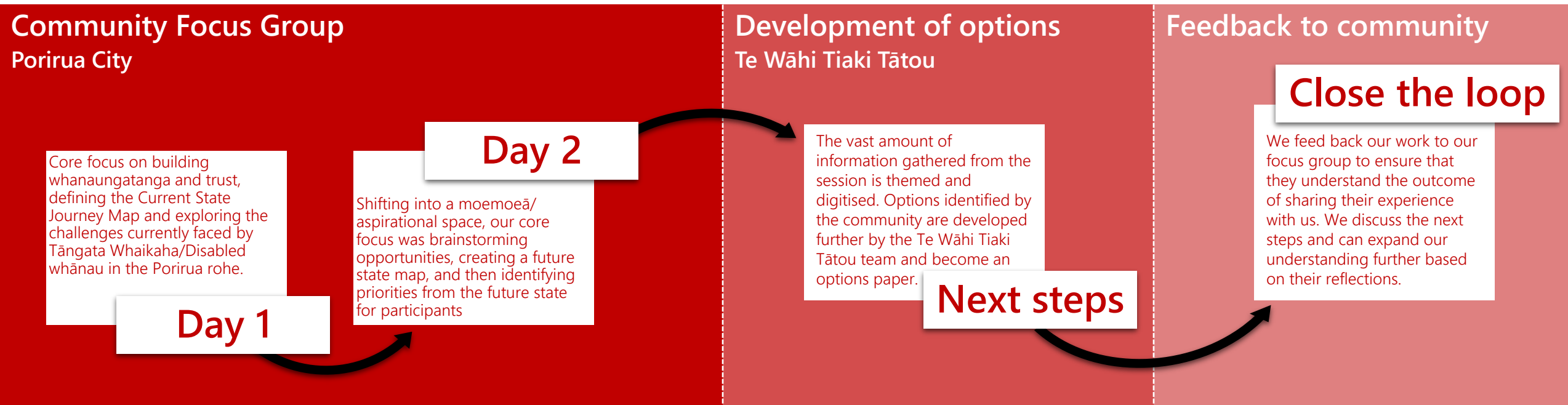




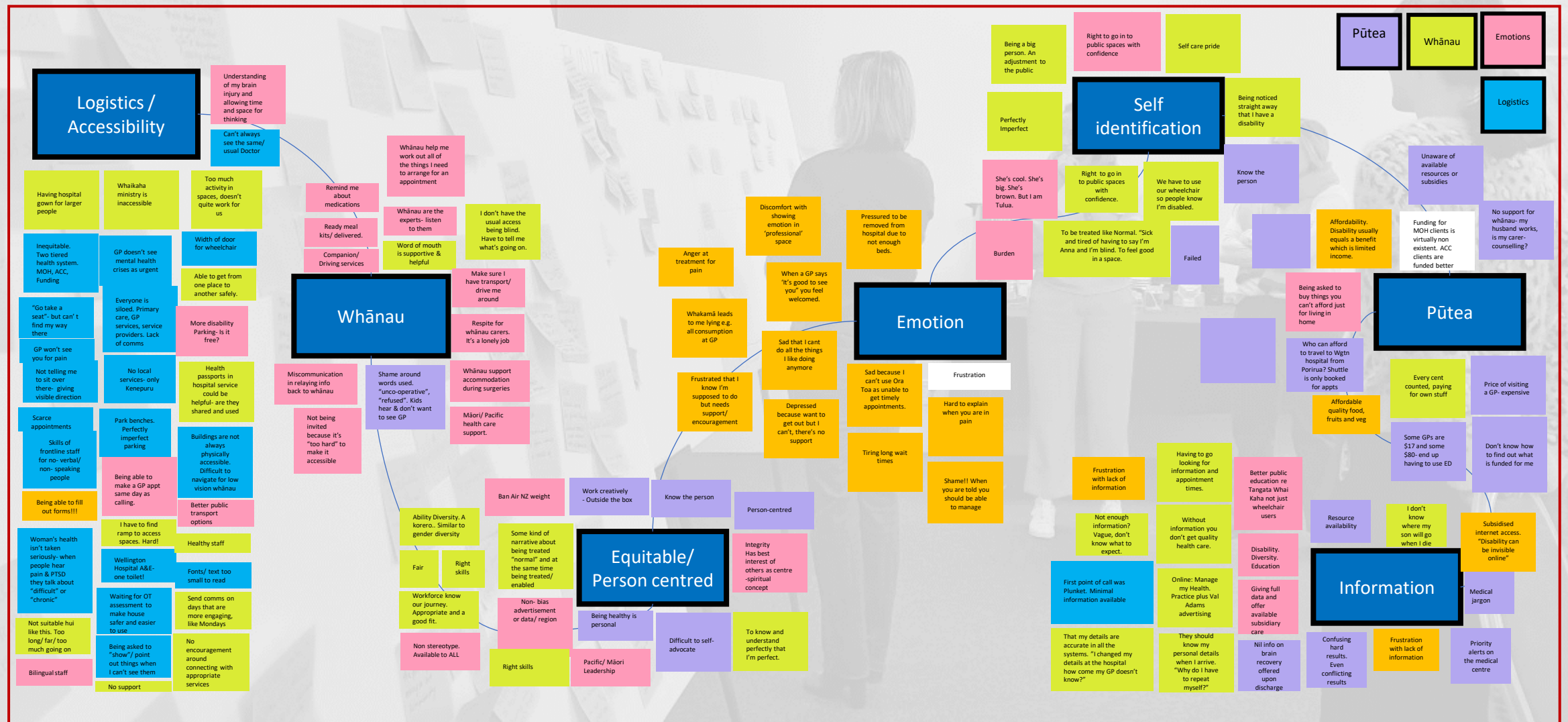
Appendix A: Overview of Reimagining Session process

The Reimagining sessions were held over two days at Pātaka Museum in Porirua. The Appendices in this document provide details of the exercises which the community participants undertook. We focused on understanding the Challenges and Opportunities that the community experiences, created a current and future state journey map, identified key priorities and defined a vision to achieve well-being for Tāngata Whaikaha (Disabled people) in Porirua.

The diagram below sets out the process we went through to get to the recommendations in this report and to develop the content set out in the appendices.



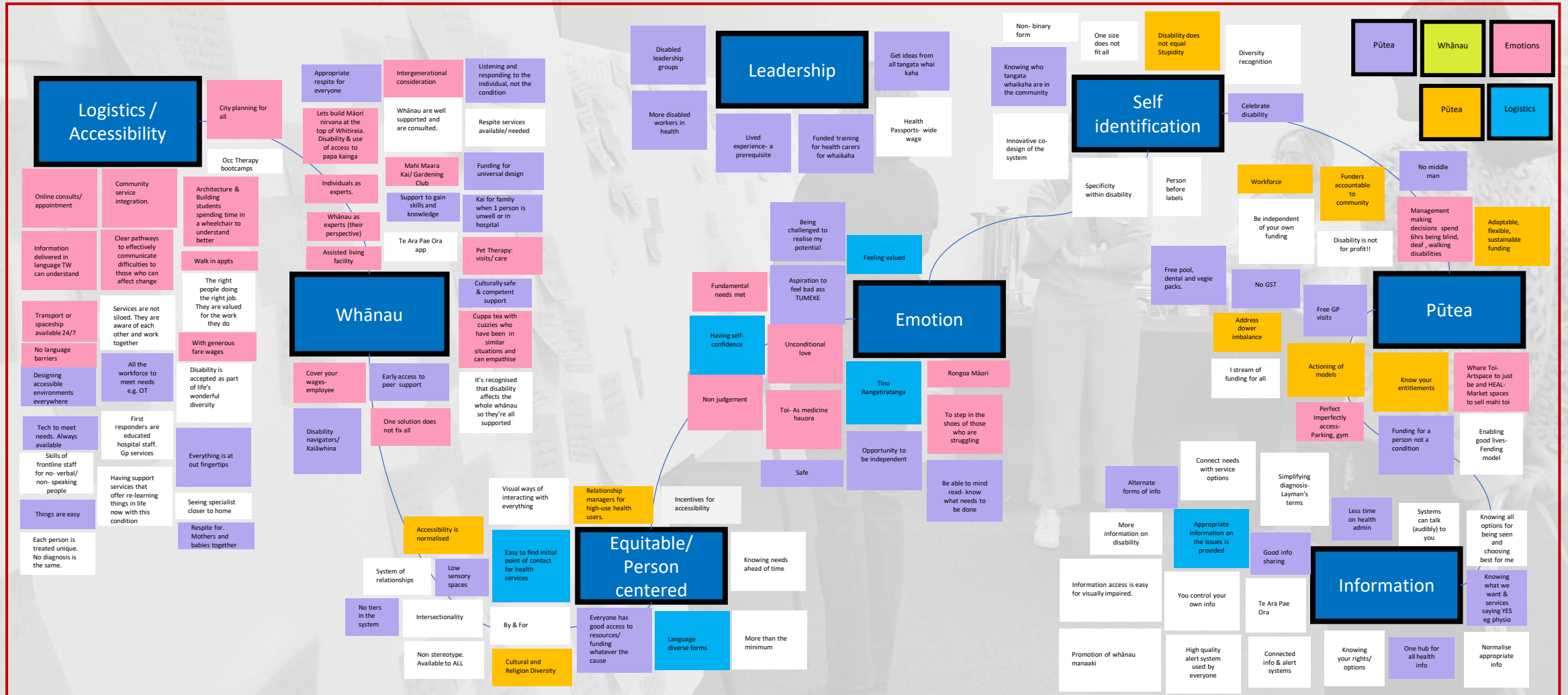
Appendix B- Current State Journey Map



Appendix C - Challenges

Whānau	Logistics/accessibility	Equitable/person-centred	Emotions	Information/we want need	Putea	Self-Identification
Māori / Pacific healthcare support	Public transport & taxis	Being healthy is personal	Sad that I can't do all the things myself	Access to enough/the right information when is required	Cost of seeing a GP is too expensive	Get to know the person
Respite for whānau carers		Cultural norm Person-centred	Discomfort with showing emotions to professionals	Medical services share information so that it is all available & you don't have to repeat yourself	Having to access private healthcare to meet needs is expensive (esp. for pain)	Feeling uncomfortable with terminology like disability, difficulty to name/self-identify
Whānau acting as navigators	Access to buildings, not size appropriate Limited number of carparks available	The workforce knows our journey – be appropriate and a good fit	Anger at treatment for pain	Know where to find resources are available	Having to pay for accessibility needs from limited income	Having it known quickly that someone has a disability (using a wheelchair)
Whānau are the experts- - medication/meals - arrange appt/transport - companion drivers	Access to ramps, minimal	Non-biased advertisement or data	Shame – when you're told you should be able to manage	Know how to figure out what supports are available	Not knowing or being able to find out what is funded	Being made to feel like a burden
Not invited to events -too hard to make fit, not accessible	Appointments – availability and not timely	Integrity – has the best interest of others @ centre - spiritual concept	Sad because I can't use Ora Toa health services, no appts	Not use too much medical jargon	Cost of transport	Being able to go into public spaces with confidence
	Fonts/text sizing Forms hard to use	Māori / Pacific Leadership	Pressured to be released from the hospital due to not having enough beds	Accessible info about upcoming appointments	A gap in funding and services for people not under ACC	Having pride
	Call patients instead of text	Work creatively outside the box	Hard to explain when in pain	Education for providers on disability/accessibility/diversity		Caring for self
	Appropriate services e.g. pain relief (not necessarily your GP)		Depressed because want to get out but can't there's not support	Collaboration between services		Being treated as 'normal', not having to constantly explain self
	Siloed services					
Whaikaha Ministry inaccessible	Skills of staff – lacking when working with Tāngata Whaikaha. When dealing with brain injury patients allow time for space and thinking					

Appendix D - Future State Journey Map

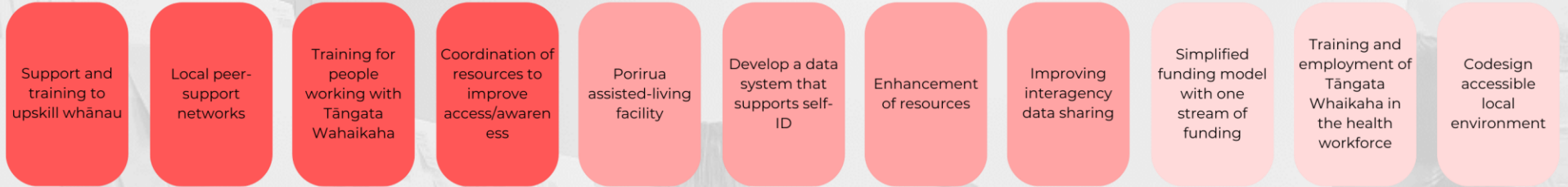


Appendix E - Opportunities

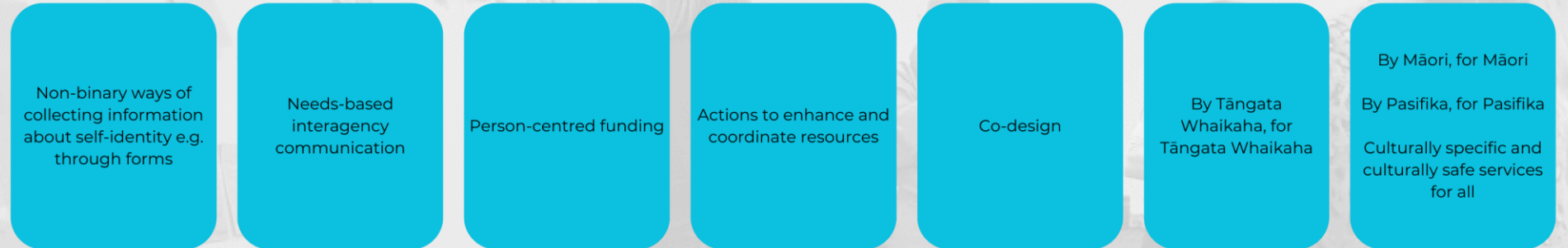
Short term

Long term

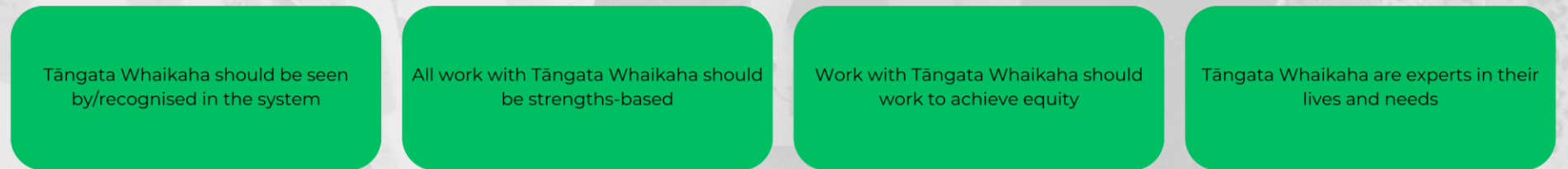
Community Priority Activities



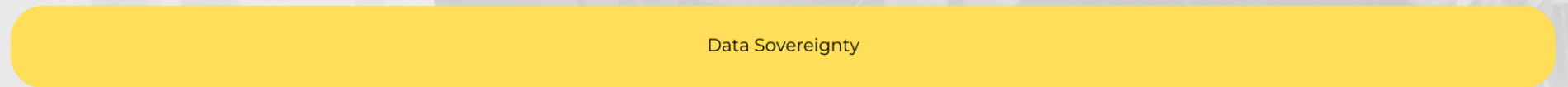
Community-articulated approaches to change



Community-articulated principles for decision-making and activities



Principles for data



Underpinning rights Further articulated in





Appendix F – Opportunities (cont'd)

The previous diagram summarises the priorities for change, identified by our Tāngata Whaikaha community. Some of these priorities were related to their rights, which are shown in the diagram as underpinning all other priorities. Data sovereignty was also described as important, especially due to the challenges around the information the participants described.

Community members wanted to emphasis four principles that should underpin any future work with their community. These were:

1. Tāngata Whaikaha should be seen by and recognised in the system
2. All work with Tāngata Whaikaha should be strengths-based (as opposed to deficit-based approaches)
3. Work with Tāngata Whaikaha should work to achieve equity for the community, especially for those who are part of multiple marginalised groups
4. Tāngata Whaikaha should be recognised as experts in their own lives and needs

These four principles underpin a range of approaches to change that the community have said they want to see, which include moving away from collecting information in binary ways such as 'yes' or 'no' tick boxes on forms, codesign approaches, and doing work that is by Tāngata Whaikaha for Tāngata Whaikaha.

Eleven activities were identified as priorities for the group, of which **four have been recommended as key priorities/quick wins (red box)**. Additional initiatives identified, medium (dark pink) and long-term (light pink) carry an increased cost, complexity, risk and timeframes, and have been documented for further scoping analysis. Many of these initiatives have national-level implications and require a regulatory change to enact. They relate more heavily to themes that are core enablers – funding and workforce development.



Mā te rongō, ka mohio; mā te mohio, ka marama;
mā te marama ka mātau.

Through listening comes awareness; with awareness
comes understanding; through understanding comes
knowledge and the ability to effect change

He mihi nui ki ngā tāngata katoa i whai
wāhi ki tēnei mahi

Ngā mihi nui and acknowledgement for the
time and energy, community and providers
have dedicated to supporting Te Wāhi Tiaki
Tātou Localities Programme, without whom
this work would be unable to happen. The
Project delivery team and Rūnanga are
deeply grateful.

