

It is my whānau that will lead me to strength

Whānau Ora Pathway

Discussion document – November 2011

It has always been the people
But our world is changing quickly

A new collective strength will empower us
Shared knowledge through a strong and capable whānau

We will be learning our way forward
Feedback, measure and grow

Whānau resilience means being able to make the right choices for our own economic, cultural and social development

A cultural divide

Separate interventions often means inadequate access to key services and poor outcomes, diminishing whānau capacity for self management.

The whānau experience

... is often one of powerlessness, frustration, injustice, disadvantage and static outcomes.

Our population today is:

- Growing (relatively)
- Young (median age 22)
- Ageing
- Mobile

TODAY: FIVE CARS UP THE DRIVEWAY
Many agencies work with individual family members, often in isolation of each other.

Trust first, then influence

Key influencers within the whānau will be those in a relationship of trust. Connections that matter take time and consistent engagement.

An increasing focus on outcome-based, enduring relationships

Co-designed to focus on the needs of whānau rather than responding to a specific issue an individual has presented at a service.

The status of individuals remains important

However, the way in which the group operates as a whole to achieve health and wellbeing for its people is critical.

Needs navigation

The provider identifies needs, develops action plans and brokers access to services, instilling capacity and creating adaptive citizens.

TOMORROW: IN THE ARMS OF MY WHĀNAU

Government agencies collaborate with and act as an extension of whānau.

ENDURING: WE ARE CONNECTED AND STRONG

We are self managing, living healthy lifestyles and participating fully in te ao Māori and society. We are economically secure, resilient and nurturing.

At a delivery level, we are reshaping our service models to be whānau-centred

Multiple agencies: One person

Typically, agencies have worked with individual family members, often in isolation of each other.

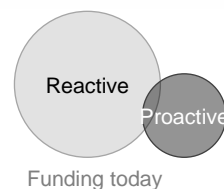
A limited interpretation of whānau

When government service policies cite the term 'whānau', they continue to target an individual or a nuclear family. Whānau members actually rely heavily on the support of their relatives beyond these notions.

We realign strategic objectives:

- FROM
- A focus on efficiency
 - The provider
 - Entitlement
 - Individuals
 - Passive beneficiaries
 - Consumption
- TO
- A focus on effectiveness
 - Whānau needs
 - Choice and responsibility
 - The collective entity
 - Active agencies
 - Investment

Whānau Ora will be implemented in successive phases



Whānau engagement

By August 2011, we had engaged with more than 1,200 whānau – with an enrolment scheme in place to count all whānau.

Whānau opportunity

Consistent follow-up and feedback and a provider commitment to build trust with services that connect with aspirations.

Whānau integrity

Self accountability for achieving change, evidenced by a 'can do' mentality and emerging resilience.

Whānau leadership

Strong leadership – at whānau, hapū and iwi levels – and self management have become integral to long term resilience and success.

The outcomes that matter will be those that contribute to whānau empowerment

Government agencies

Effective in designing and implementing Whānau Ora.

- Reporting
- Provider selection
- Collaboration
- Relationships
- Leadership

INDICATORS

Outcomes by whānau, provider, agency.

Providers

Effective in delivering Whānau Ora.

- Whānau Ora gains
- Navigators support, engage and identify
- Capability

INDICATORS

Baseline service data, services supplied.

Whānau

Self managing and empowered.

- Individual positive cultural, social, economic outcomes
- Whānau positive cultural, social, economic outcomes
- Collective capacity and strength

INDICATORS

Population level data, wellbeing, aspirations.