



2024/2025

WHĀNAU ORA

ANNUAL REPORT

He oranga whānau, he oranga hapū, he oranga iwi

Introduction

Tēnā koutou katoa,

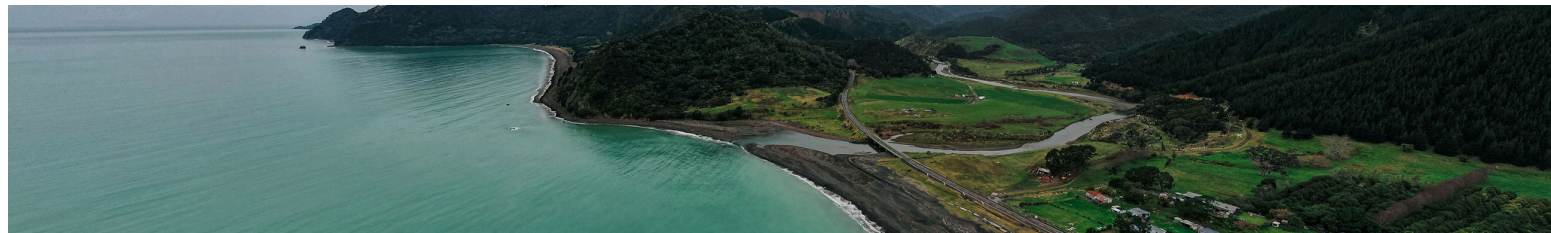
I want to begin by acknowledging everyone who has made this year possible – our kaimahi, our whānau, our board, and our partners.

It has been a year of both challenges and opportunities. We remain committed to ensuring our contracts and services are delivered in a way that best supports our whānau. Looking forward, we know we must continue to adapt and strengthen, especially as the new government sets a different direction that may influence our mahi in the future.

This year our kaimahi have worked alongside 206 whānau as individual clients supported by our kaiārahi. We were also able to bring together our pākeke, with 120 attending both the 2024 Christmas Luncheon and the 2025 Mid-Year Luncheon. For our tamariki, we ran three holiday programmes, with registrations of 58, 37, and 42. These numbers remind us that behind every activity, there are lives touched and whānau strengthened through the mahi we do together.

Technology has also played a big part in our mahi this year. It keeps us connected to our whānau, our colleagues, and our partners more than ever before. While this brings real benefits – faster communication, easier access, and better reach – we also recognise the pressures it creates, as the line between work and home can sometimes feel blurred. This is something we are learning to balance, as we also encourage our whānau to prioritise their own wellbeing.

I am thankful – thankful for the team I have, for the place I live, and for my whānau around me. Sometimes we forget that we are truly blessed, rich in ways we don't always comprehend. Our thoughts are also with the whānau overseas facing war, loss, and destruction every day.



Nga mahi

I often ask myself – do our whānau really know what we do here at Te Rūnanga o Te Whānau Health & Social Services? If you're not sure, let me share a story of what our mahi looks like.

We provide Whānau Ora services to whānau. That simply means we walk alongside whānau in whatever way they want support. Whānau come to us through self-referral – walking in, ringing, emailing – or they are referred to us by other services like Police, doctors, Oranga Tamariki, or Corrections.

Once a referral is received, we follow a process:

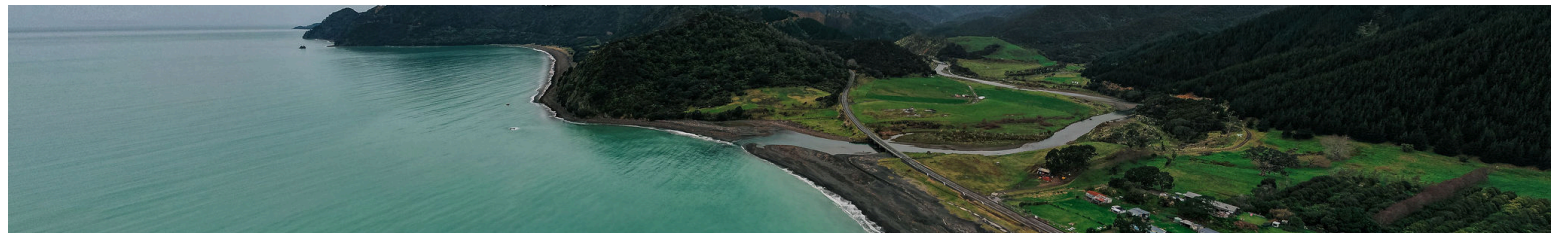
- We meet with the whānau and register them into our service.
- We then allocate them to a Kaiārahi.
- The Kaiārahi sits with the whānau to develop a plan – their plan, not ours – driven by what matters most to them.

From there, we walk alongside. Sometimes it's advocacy – like going with someone to an MSD appointment. Sometimes it's helping whānau navigate housing, health, or education. Other times it's connecting them into kaupapa that support their wellbeing.

Our programmes reflect these needs:

- **Kids Club & Holiday Programmes**
- **Adult Programmes**
- **Kuia, Koroua & Pākeke Transport Services**
- **Community Activity Days & Luncheons**
- **Rangatahi Programmes and Wānanga**

We always try to listen – to hear what you tell us you want, and to respond with services that meet those needs. That's what a day in the life of TROTW Health & Social Services looks like.



Nga kaupapa whakahirahira

Our stand-out highlight for the year was **Te Matatini 2025** – hauora at its very best.

Te Whānau-ā-Apanui was represented by **three kapa haka rōpū**, each with around **40 performers**. That's approximately **120 performers on stage**, carrying the pride of their hapū and iwi. For every performer, there were dozens of whānau supporting them – preparing kai, sewing costumes, fundraising, transporting tamariki, and giving countless hours to ensure their rōpū could take the stage. This means the kaupapa touched not just the performers, but easily **hundreds of whānau directly**, and thousands more across the motu and overseas who watched, supported, and felt that immense pride.

Two of our rōpū went on to make the finals, a tremendous achievement that uplifted the entire iwi. The wellbeing and joy that came from this kaupapa cannot be overstated. Whānau at home, across Aotearoa, and even overseas felt a deep sense of pride and connection watching Te Whānau-ā-Apanui shine on the national stage.

The hauora outcomes were immense – not only for those performing, but for all involved: the many hours of preparation, the kai and manaaki behind the scenes, the collective whanaungatanga, and the unity that lifted us all.

As Te Rūnanga o Te Whānau Health & Social Services, we were privileged to support this kaupapa by providing transportation for our kaumātua to attend and stand proudly with their whānau. Ensuring our pakeke could be there to experience the pride and joy firsthand was an important part of our contribution.

- Matatini 2025 was more than a competition – it was a celebration of identity, connection, and wellbeing. It stands out as the **highlight of the year for Te Whānau-ā-Apanui**, touching the lives of **hundreds directly and thousands more through the pride it generated**.
- **Toi Ora – Hauora Week at Te Kura o Te Whānau-ā-Apanui**. This kaupapa was made possible through the collaboration of:
 - **YWAM Ships**
 - **Te Rūnanga o Te Whānau Health & Social Services**
 - **Te Kaha Medical Centre**
 - **Toi Rāwhiti**

Together, we came as one to provide an incredible service for our community – ensuring whānau had access to free and vital health supports. Services available during the week included:

- **Free Dental Care**
- **Ear Suction treatments**
- **Podiatry**
- **Eyewear support**
- **Hepatitis C Screening**

The kura provided a beautiful venue, creating a safe and welcoming space where whānau could prioritise their wellbeing. It was a week filled with manaaki and learning, empowering our whānau to look after themselves and their hauora.

This kaupapa truly stood out as a highlight for the year – a shining example of what is possible when partners work together with a shared vision of supporting whānau wellbeing.

Kāhui Pakeke

Our Kāhui Pākeke continue to be at the heart of our mahi. We are privileged to provide support that keeps our kaumātua and koroua connected, active, and well.

Fortnightly Shopping Trips

Every Tuesday (Te Kaha end) and Friday (Cape end) we provide shopping transport services for our pakeke. On average, **14–15 pakeke regularly use the vans**. Based on whānau feedback, these trips now include a monthly outing to **Whakatāne**. We also introduced a **covered-in trailer** to provide a safe and secure space for groceries, which has been greatly appreciated.

Luncheons & Celebrations

Our luncheons are always a highlight. On average, **80+ pakeke attend**, with the annual **Matariki Luncheon** once again bringing joy and connection, supported by wonderful feedback and photos. Significant celebrations such as **Waitangi Day** also remain important times for our pakeke to come together as whānau, remembering the past and looking to the future.

Pamper Day – 31 October 2024

Held at **Pahaoa Marae**, our Kāhui Pākeke Pamper Day was a special occasion of aroha and care. Around **50 pakeke attended**, receiving services such as:

- Haircuts
- Mirimiri (massage)
- Podiatry
- Ear care
- Eyebrow shaping
- Manicures



This was followed by a **high tea lunch**, enjoyed by all who came.

Fashion Show – 12 June 2025

A standout event was our **Fashion Show**, which showcased outfits created during our activity days throughout the year. Whānau modelled themed designs, from **ANZAC remembrance** to the **1940s era**, with many outfits crafted from recycled and upcycled resources. The **Craft Group at Pahaoa Marae**, who meet every Wednesday, also contributed their talents. The fashion show was held alongside our **Matariki Day celebrations**, making it a truly memorable occasion.

He Mihi ki ō tātou Kāhui Pākeke

We are truly privileged and honoured to be in the presence of our Kāhui Pākeke. To sit with you, to listen to your stories, and to support you when and where we can, is a gift for us all. Your wisdom, humour, and aroha guide our mahi and remind us why whānau wellbeing is at the heart of everything we do.

We also acknowledge with deep respect those of our pakeke who have passed during this year, and we extend our aroha to their whānau. Their presence is missed, but their legacy lives on in the hearts of all who knew them.

To our Kāhui Pākeke – thank you for allowing us to walk alongside you. Your strength and resilience inspire us every day.

Health and Wellbeing Initiatives

Nga kaupapa Hauora me te Oranga

We continue to offer support and advocacy for our whānau through a range of health and wellbeing initiatives. These kaupapa reflect the needs of our people and provide both immediate and long-term benefits.

Community Transport Service (CTS)

Our CTS service provides **petrol vouchers** to assist whānau travelling to specialist appointments. Criteria apply, but this resource has helped many whānau access the healthcare they need while easing financial pressure.

Hauora Day – October 2024

Another successful **Hauora Day** was held in October, bringing together service providers to share knowledge and raise awareness about key health issues. It was a great opportunity for whānau to connect with providers, ask questions, and gain confidence in looking after their own hauora.

Mana Wāhine Wānanga

The **Mana Wāhine Wānanga** was a powerful kaupapa where providers came together to focus on women's health and wellbeing. Hosted in partnership with **Te Whatu Ora, Ngāitai, Toi Rāwhiti, and Te Rūnanga o Te Whānau**, the wānanga created a safe and open space to kōrero about what hauora looks like for wāhine in our rohe, and to provide practical options for support.

Te Pātaka Kai – Food Bank

Our **Te Pātaka Kai** continues to be a vital resource, supporting whānau experiencing immediate hardship. This kaupapa helps to relieve stress, address food insecurity, and ensure that whānau wellbeing remains supported across our community.



Education and School Programmes

Nga hotaka maatauranga a kura

We continue to support our tamariki and rangatahi through a range of **holiday programmes** and **Kids Club activities**. These programmes give our young people opportunities to learn, grow, and enjoy time together in a safe and supportive environment.

A particular highlight was once again our **Surfing Holiday Programme in Ōhope**, which continues to be a success. The confidence, joy, and pride shown by our tamariki and rangatahi as they took on the waves is always uplifting to see.

Our ongoing support through **Kids Club, netball, and rugby** ensures that our tamariki have positive pathways for hauora, teamwork, and fun throughout the year.

Whānau Ora Staff

Nga Kaimahi

Workforce and Team Development

Our Health and Social Services team continues to grow in strength and capability. We currently have a team of **nine Kaiārahi, one Kairuruku and our Admin Staff** each bringing unique skills and experiences to support our whānau.

This year we welcomed **Anaru Hei**, who brings valuable lived experience to the role, and we also celebrated the return of **Bless Perese-Elliott**, who is currently undertaking a **Diploma in Whānau Ora**. We are grateful to have both of them with us, and it is encouraging to see two tāne in the team.

Among our kaimahi who are actively pursuing further study and qualifications:

Daine Perese – currently studying towards a **Social Services degree**

Louise Schroder – also continuing her studies in the social services field

The rest of our dedicated team – **Shona Matachitt, Natalie Ngamoki, Andrea Fox, Toni Pritchard, and Carol Trinick** – have engaged in various **workshops and online learning opportunities**, building knowledge and skills that strengthen both their professional growth and our collective service delivery.

Faith Ngatoro continues in her role as our **Whānau Ora Team Administrator**. As our longest-serving team member, she provides valuable guidance and support that helps steer our team forward.

Alongside her, **Kararaina Ford** is our **Kairuruku Programmes Co-ordinator**, working closely with our iwi as a rōpū. Moving forward, Kararaina is committed to building stronger collective mahi with our iwi so that we can continue to grow and thrive together.

We are proud of our kaimahi and the commitment they show, not only to their mahi but also to their own development. This investment in people ensures that TROTW Health and Social Services continues to provide high-quality support to our whānau.

Challenges and Future Focus

Nga wero me nga aronga a mua

Housing

Our greatest number of referrals continue to be for housing needs and critical housing repairs. The need for warm, safe, and secure homes remains urgent, yet finding pūtea to meet this demand is one of our biggest challenges. Moving forward, we will continue to advocate for better housing solutions and funding for repairs, so whānau can have safe, stable homes as a foundation for wellbeing.

Transport

While our Community Transport Service (CTS) helps whānau get to specialist appointments, support is limited and criteria apply. Not all whānau who need assistance are eligible. We will keep exploring ways to strengthen access to healthcare and transport, ensuring whānau can attend important appointments without having to make difficult choices.

"We are happy to have this service provided to us, and appreciate the weekly calls." – *Written feedback from our Pakeke*

Cost of Living

The rising cost of food and basic living expenses forces many whānau into difficult choices, such as putting kai on the table or attending an important health appointment. By investing in programmes that build resilience and provide practical support, we aim to help whānau manage these pressures without sacrificing wellbeing or essential needs.

Mental Health

We have seen increased pressure on whānau wellbeing, including the devastating loss of whānau to suicide and the lasting impact this has across our rohe. Our future focus is on whānau wellbeing and education, providing the right knowledge, resources, and support networks so whānau can navigate challenges with strength and hope.

Methamphetamine

The growing impact of meth on whānau and communities is deeply concerning. It affects not only those using it, but also those around them. This is not the future we want for our tamariki. We will prioritise education and prevention around meth, ensuring tamariki know they have choices and the power to make good decisions. As Te Whānau-ā-Apanui, we need to stand together and say, "This is not good, and not in our whare."

By directly addressing these challenges while investing in education, prevention, and practical support, we aim to build resilience and wellbeing so whānau can move forward, not back. Our collective actions strengthen not only individual whānau, but the hapū and iwi as a whole.

"He oranga whānau, he oranga hapū, he oranga iwi." – The wellbeing of the whānau leads to the wellbeing of the hapū, and the wellbeing of the iwi.

How you can help? Me pehea te awhi

Our work to support whānau, strengthen wellbeing, and create positive opportunities is only possible with the mana and participation of our whānau and community. Here are some ways you can help:

- Volunteer with our Holiday Programmes or Kahui Pakeke Outings – spend time with tamariki or pakeke and make a real difference in their experience.
- Be a Driver for our Community Transport Service – help whānau get to appointments and events safely.
- Attend our Wānanga and Workshops – engage in learning, share your ideas, and help shape our programmes.
- Provide Feedback – tell us how we are doing, what is working, and what whānau need from us.
- Support in Other Ways – share your skills, expertise, or resources to strengthen our kaupapa and help whānau thrive.

Every contribution, no matter how big or small, helps us build a stronger, healthier future for Te Whānau-ā-Apanui. Together, we can ensure our whānau have the support, opportunities, and wellbeing they deserve.



E NOHO RA

Closing Farewell

As I step away from my role, I want to take a moment to say farewell and thank you all for the time I've spent here. It has been a privilege to work alongside you and our whānau, walking together through both challenges and achievements.

I wish you all the very best for the year ahead. Please continue to reach out and share your ideas and aspirations so we can keep working together to achieve them.

Te Rūnanga is all of us – guided by our hapū, and by the board members you choose to represent you. Let's continue to move forward together, providing support and aroha for one another, not pulling in different directions.

Ngā mihi nui,

Rangikia Tracey O'Brien

