



## The Kaimahi Statement

To be read in association with all position job descriptions

Te Whare Oranga Ngākau, Te Uthina Manaakitanga

Midland Region

Kaupapa Māori Addiction Residential Wellness Services

*“Ka āhei ana nga tangata ki te whai hono, kia piki atu o ratou whakaoranga hinengaro, oranga ngākau hoki”*

*“People have the capacity to have functional relationships to drive their recovery and wellness”*

**Date:** : May 2011  
**Title** : **Kaimahi – All TWON Staff**  
**Service** : Te Whare Oranga Ngākau  
**Location** : 2A Ranolf Street, ROTORUA

### WHAKATUWHERA / INTRODUCTION

This STATEMENT document is based on the *Service Specifications for the Midland Kaupapa Maori Addiction Residential Treatment Services*. It outlines the Kaimahi roles and responsibilities for the delivery of *Kaupapa Māori clinical addiction residential wellness services in the Midland Region* based at Te Whare Oranga Ngākau

It is a guiding document that outlines the range and nature of services that are provided by Te Whare Oranga Ngākau. It is the Kaimahi role to contribute to the development of excellence and ‘whānau manaaki’ focused innovative approaches.

The term ‘whānau manaaki’ is used to refer to tangata, individuals and whānau who access Te Whare Oranga Ngākau. Interchangeable terms utilised by other services and individuals may include but are not limited to: *tangata whaiora, client, consumer, service user, whānau* etc.

### SERVICE PHILOSOPHY – TE UTUHINA MANAAKITANGA TRUST

Te Uthina Manaakitanga Trust (TUMT) was established in 1988 to provide community based services for individuals and whānau with Alcohol and other Drug problems.

*E tautoko ana Te Uthina Manaakitanga Trust kia tu motuhake te tangata i roto i te oranga, te Rangatiratanga o tona whānau, tona hapu, tona iwi me tona hāpori. Kia ea i a ia ona wawata i roto i te whakaaro pai. Ma te ora o te wairua, te hinengaro, te whānau, te tinana, ka tutuki.*

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Te Uthina Manaakitanga Trust supports individuals and their whānau, (hapu, iwi, hāpori) to achieve ultimate wellness, by recognizing their aspirations for clear / good thought and action.

This is underpinned by the kaupapa/philosophy that the interrelated elements of wairua, hinengaro, whānau, and tinana are fundamental to optimum health and wellbeing for Maori.

The overall service aim of Te Uthina Manaakitanga Trust is *“to improve wellness by reducing addiction related harm to individuals and their whānau, in a manner which reflects Maori aspirations and values in accordance with the articles of Te Tiriti o Waitangi”*. Recovery is a journey and Te Uthina Manaakitanga provides a range of choices and interventions to support tangata in pursuit of their goals and potential.

## **ACCESS**

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Improving the availability of and access to quality addiction services, and strengthening the alignment between addiction services and services for people with mental illness are some of the aims of the Addiction Challenge, one of the ten challenges of Te Tahuu, the second national mental health plan.

Wellness services in a residential setting such as Te Whare Oranga Ngākau are a critical element in an integrated care pathway for the management of addiction related problems.

## **MĀORI HEALTH**

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*“He māramatanga to tenei whetū, He māramatanga ano to tera whetū”*

*“Each star has its own luminescence or presence in the sky”*

Te Uthina Manaakitanga Trust respects and acknowledges the diversity of Iwi within the boundaries of the Midland Region. Te Whare Oranga Ngākau provides service to Māori and others who come from other Iwi and communities. Individuals and whānau that access the service will be treated with respect and acknowledgement of their Iwi of origin. Recognition is given to the tikanga and mana of each Iwi of the Midland Region.

Culturally responsive interventions are essential for successfully addressing addiction related problems for ethnic groups. Barriers to access, engagement and retention due to cultural inappropriateness and irrelevancy will be reduced by access to services such as the Te Whare Oranga Ngākau. Kaimahi are to be consistent with and responsive to Māori beliefs, values and practice, thus improving cultural safety and wellness outcomes generally.

TE WHARE ORANGA NGĀKAU utilises and integrates Māori principles, values, beliefs, processes and practices in the delivery of care. For TUMT – Māori and non-Māori – this means ongoing development of cultural competence of Kaimahi, and validating whānau manaaki views in the context of their whānau and working to achieve change in a more holistic construct, rather than with individuals in isolation.

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TE WHARE ORANGA NGĀKAU supports a number of strategies required to provide wellness services to Māori with addiction problems. These include recognition:

- That culture and health are inextricably linked.
- That a range of solutions are needed including a culturally derived Māori therapeutic milieu.
- That Māori ownership, delivery of services by Māori, and Māori health improvement, are linked to the wider context that is Māori development.

TE WHARE ORANGA NGĀKAU recognises the importance of rangatiratanga as a component of Māori health and wellbeing. TE WHARE ORANGA NGĀKAU reflects the right of Māori to determine their own aspirations and priorities in relation to health service delivery and affirm that culture can be a vehicle for seeking and maintaining wellness. TE WHARE ORANGA NGĀKAU provides a range of accessible and effective options that may reflect the needs of individuals, whānau, hapu and other Māori communities.

TE WHARE ORANGA NGĀKAU has a culturally derived philosophy that underlies, and is woven into, service delivery and which assumes that wellness for tangata and their whānau is the end goal of the service.

TE WHARE ORANGA NGĀKAU promotes a Māori vision of wellness, based on the view that people are most likely to realise their full health potential when they live in safe and supportive communities, in healthy environments, with adequate incomes and housing, and with meaningful roles in life.

Kaimahi contribute to the delivery of clinical services within a Kaupapa Māori framework, and are responsive to the development needs of *whānau manaaki*.

The services are guided by Koeke and Kaimahi who deliver services through:

- Whānau Ora approach to service delivery.
- Hauora wananga – health education and information from a Māori perspective-promoting an understanding of the Māori view of health in terms of:
  - Taha wairua (spiritual wellbeing)
  - Taha hinengaro (emotional wellbeing)
  - Taha whānau (family wellbeing)
  - Taha tinana (physical wellbeing)

## TE WHARE ORANGA NGĀKAU CHARACTERISTICS

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Characteristics that Kaimahi support and maintain include but are not limited to:

- TE WHARE ORANGA NGĀKAU programme is based in a Māori cultural paradigm
- TE WHARE ORANGA NGĀKAU programme is underpinned by kaupapa/philosophy, confirming that the inter-related elements of wairua, hinengaro, whānau and tinana are fundamental to optimum health and wellbeing for Māori

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- TE WHARE ORANGA NGĀKAU utilises practices and processes that embody and reflect the kaupapa/philosophy
- TE WHARE ORANGA NGĀKAU is led by a Māori governance and management structure
- TE WHARE ORANGA NGĀKAU programme targets predominantly but not exclusively Māori whānau manaaki
- Wherever possible TE WHARE ORANGA NGĀKAU staff are of Māori descent
- The aims of TE WHARE ORANGA NGĀKAU are consistent with wider aims and aspirations of Māori development
- TE WHARE ORANGA NGĀKAU is supported by Manawhenua and the local Māori community
- TE WHARE ORANGA NGĀKAU facilitates access to, and support of, Kaumātua (male and female)
- There is an emphasis on whānaungatanga

TE WHARE ORANGA NGĀKAU acknowledges the diverse realities of Māori in today's world, and consider these in the approaches for minimising the harms related to addiction.

## SERVICE OBJECTIVES

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The overall objective of Te Whare Oranga Ngākau is to improve wellness by reducing addiction related harm to tangata and their whānau. This will be accomplished through:

- **Wellness (Treatment)** - Clinical care.
- **Kaupapa Māori framework** - Māori therapeutic interventions and therapies, that are complementary to the clinical services.
- **Workforce and research** - Kaupapa workforce and research activities that complement and enhance the provision of both the clinical and the cultural aspects of the service.

## SERVICE PHILOSOPHY/ KAUPAPA

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The Midland Region comprises a significant number of Iwi across the region. TUMT acknowledges that each Iwi have their own vision and aspiration for health.

Kaimahi will uphold the Kaupapa through the application of practices and processes that are consistent with the philosophy of TE WHARE ORANGA NGĀKAU.

Te Whare Oranga Ngākau support the Midland Region vision for mental health and addiction "*Living Well with Supportive Systems*<sup>1</sup>". This vision is guided by the following principles:

- Service Users are central to the mental health and addiction system and will be active partners in system planning, development, and service delivery
- Recovery

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<sup>1</sup> The Midland Region Mental Health and Addictions Strategic Plan 2005-2011. March 2006.

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- Whānau Ora and responsiveness to Māori
- People in Service User support networks
- Services are responsive to the specific cultural and individual needs and preferences of individuals, with particular attention to Māori
- High quality services are outcome-focused, underpinned by continuous improvement and are based on evidence and best practice
- Well-connected health and social services (housing, social services, employment, education, justice, corrections, and destigmatisation) promote social inclusion and support individuals to achieve optimal mental health outcomes
- Partnerships are vital within the Mental Health and Addiction system, and between it and related systems, to benefit individuals who access services.

TE WHARE ORANGA NGĀKAU operates within a Kaupapa Māori framework according to tikanga Māori principles, and supports the acceptance of eligible individuals/whānau from the Midland Region regardless of their Iwi and ethnic affiliations.

- Kaimahi contribute to participation in planning and co-ordination bodies – i.e. local and regional mental health and addiction network – including: attendance/ input into groups, participation in needs analysis regarding service development and quality improvements, hosting/manaaki for meetings, input into proposal development, and liaison with stakeholders to discuss planning, co-ordination and other service issues.
- Kaimahi support the establishment and/or maintenance of linkages with at least the following:
  - Midland Region Network
  - Nga Purei Whakataa
  - Māori alcohol and drug services
  - DHBs' Community alcohol & other drug services
  - Midland Region problem gambling wellness services
  - DHBs provider arms
  - PHOs
  - Appropriate primary & community services
  - Consumer run support and advocacy services
  - Family/whānau organisations
  - Appropriate Māori organisations
  - Appropriate Pacific organisations
  - Local, regional and national alcohol and other drug councils
  - National addiction workforce and research institutions
  - Other sector agencies as appropriate, including the Department of Corrections, courts, police, WINZ etc.
- Kaimahi with Koeke guidance help ensure that the necessary relationships are established/maintained with providers of these services to ensure their availability to *whānau manaaki* as required.

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- Where applicable Kaimahi assist Koeke with formal referral and relationship protocols that may need to be established with services.

## **INDIVIDUAL WELLNESS (ORANGA) PLAN**

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Kaimahi contribute to whānau manaaki care directly to ensure that an individual care plan is developed for each tangata whaiora (service user) through the following processes:

- The Kaimahi will ensure that involvement of whānau and a key worker from the referring service will be sought in the development and implementation of the individual care plan.
- The plan will set up specific goals that will be reviewed at time frames agreed on.
- The plan will be completed in partnership with whānau manaaki, key worker from referring service and any other persons that the tangata whaiora chooses.
- The plan will be based on clinical input and a comprehensive needs assessment, and express the tangata whaiora experience and aspirations, skills and abilities, preference and limitations.
- The plan will be developed under the four dimensions of Māori health:
  - Taha wairua / spiritual wellbeing
  - Taha whānau / family wellbeing
  - Taha hinengaro / emotional wellbeing
  - Taha tinana / physical wellbeing
- The plan will specify medical, cultural and clinical requirements and all significant supports and behaviour management needs.
- The Kaimahi will work with whānau manaaki to develop a relapse prevention plan as part of an aftercare plan and Kaimahi will support whānau manaaki (the service user) to identify steps needed to achieve positive lifestyle choices on returning to their home area / community.

## **QUALITY**

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Responsiveness to the needs of whānau manaaki is critical to service quality. Kaimahi will ensure services are culturally safe. Attention will be given to the gender and age specific needs of those accessing the service.

## **INFORMATION**

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### **Data**

Kaimahi support TE WHARE ORANGA NGĀKAU to maintain an information system that is capable of monitoring utilisation of service and outcomes for whānau manaaki. The system will maintain records such as presenting problem (including primary and secondary diagnoses),

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main addiction, demographics (including ethnicity as identified by the service user) and utilisation of service.

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## Reporting

<p>Kaimahi will provide accurate and timely reports and maintain documentation requirements. All kaimahi are responsible for maintaining reflective journals.</p> <p style="text-align: center;"><b>Te Whare Oranga Ngākau - Service Description</b></p> <p style="text-align: center;"><b>MIDLAND REGION</b></p> <p style="text-align: center;"><b>KAUPAPA MĀORI ADDICTION RESIDENTIAL WELLNESS SERVICES</b></p>	
<p><b>Mahia / Function</b></p>	<p>To provide wellness services for people with AOD problems who have particular requirements that are unable to be met in less structured or less well supported settings. This includes provision of services to people with needs for ongoing medication prescribed as part of a comprehensive management plan.</p>
<p><b>Te taumata o te kaupapa/ Nature of the service</b></p>	<p>Services are delivered in an environment that promotes cultural safety for whānau manaaki and allows them to make the necessary linkages with other persons / whānau / and services as needed.</p> <p>TE WHARE ORANGA NGĀKAU encourages the use of and provides the choice to converse in Te Reo Māori in a safe environment in which Māori protocols and processes and values are fostered and practised.</p> <p>Kaimahi provide general oversight of the home, meals, and general wellbeing of whānau manaaki.</p> <p>Kaumātua / Kuia services are provided by the Koeke roopu to support the delivery of a Kaupapa Māori residential wellness service. This includes:</p> <ul style="list-style-type: none"> <li>• Koeke provide leadership, guidance and oversight for the kawa and tikanga of the service, and the relationships with tangata whenua, Māori organisations and other key stakeholders to ensure effective working relationships. They also provide guidance and leadership to kaimahi of the service.</li> <li>• Kaimahi support provision of /or access to rongoa Māori, tohunga, Te Reo Māori or other cultural needs in accordance with the needs or requests of whānau manaaki (the service users).</li> <li>• Kaimahi uphold tikanga Māori, kawa and kaupapa of Te Whare Oranga Ngākau. This includes powhiri, mihimihi, karakia, waiata, hui or poroporoaki.</li> <li>• Kaimahi support the provision of cultural education to whānau manaaki including rongoa / traditional medicine, wairuatanga / spirituality.</li> </ul> <p>Wellness interventions are provided In a medium term programme of up to four months duration.</p>

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**Te Whare Oranga Ngākau - Service Description**

**MIDLAND REGION**

**KAUPAPA MĀORI ADDICTION RESIDENTIAL WELLNESS SERVICES**

Service components include:

- Negotiation of wellness, discharge and aftercare plans established with whānau manaaki including substance use goals.
- Provision of specific group and individual sessions.
- Defined programme including specific wellness plan related to individual's alcohol and other drug use.
- Encouragement of the development of cultural values and associations.
- Drug and alcohol relapse prevention planning and education.
- Provision of other structured activities such as vocational, social, recreational activities, skill based activities and health and fitness.
- Education regarding the effects of behaviour on family, social and health from excessive drinking / drug use including sexually transmitted diseases, Hepatitis and HIV prevention.
- Education regarding appropriate usage of prescribed medication.
- Gender specific needs of both women and men will be addressed (including attention to needs of children).
- Acknowledgement of and provision for the needs of whānau, families and carers in relation to information, education and support, including whānau/family based interventions.
- Laboratory or other investigations are arranged as required.
- Pharmacological treatment will be provided as required, with supervision of medication as necessary.
- Standards of safe and competent medical and nursing practice for storage and dispensing of medication are to be maintained.
- Dealing with crises of people attending the programme is to be managed as per service guidelines.
- A recovery orientation is to be maintained. Whānau manaaki are introduced to concepts and practices of self help groups such as Alcoholics Anonymous, Narcotics Anonymous, Rational Recovery and whānau recovery groups.

Attention is given to ensuring that particular groups receive appropriate

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**Te Whare Oranga Ngākau - Service Description**

**MIDLAND REGION**

**KAUPAPA MĀORI ADDICTION RESIDENTIAL WELLNESS SERVICES**

	<p>services (Acceptance in to the programme is subject to clear agreement between referring service and Te Whare Oranga Ngākau). These groups include:</p> <ul style="list-style-type: none"> <li>• People with co-existing disorders, including those people receiving anti-psychotic or other prescribed medications.</li> <li>• People referred voluntarily or compulsorily under provisions of the Alcohol and Drug Addiction act 1966.</li> <li>• People who elect to withdraw from methadone (or suboxone), who after the withdrawal programme will continue to be part of the residential programme. Individuals may enter the programme on a reducing dose as agreed by the opioid programme, individual and Te Whare Oranga Ngākau. Places will be also allocated on a priority basis to people who wish to remain on an approved opioid treatment programme and who will benefit from the particular focus of TE WHARE ORANGA NGĀKAU residential programme.</li> </ul> <p>Services are provided 365 days per year.</p> <p>Kaimahi works according to their agreements which includes rostered shifts or on call arrangements where applicable. (Refer Roster)</p>
<p>Key processes</p>	<p>Whānau Manaaki (Services Users accessing TE WHARE ORANGA NGĀKAU) can expect, as a minimum, to be able to access all of the following processes:</p> <ul style="list-style-type: none"> <li>• Advocacy</li> <li>• Assessment</li> <li>• Case management</li> <li>• Compliance</li> <li>• Discharge planning</li> <li>• Legal</li> <li>• Management of risk</li> <li>• Peer support</li> <li>• Rehabilitation</li> <li>• Service handover</li> </ul>



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	<ul style="list-style-type: none"> <li>• Support</li> <li>• Therapy</li> <li>• Treatment</li> </ul>
Tangata arahi i te Kaupapa/ Services Provided by	Services are provided by a multi-disciplinary team of Kaimahi, which includes the following roles: Koeke, Kai Whakahaere, Tangata Whaiora, Kai Oranga and Kai Whakapakari, with appropriate qualifications, competencies, skills and experience in working with people with alcohol and other drug problems/dependence.
Putanga/Access	Referrals are accepted from Midland DHB provider arms and NGO mental health and addiction providers in accordance with agreed protocols.

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