



Te Rerenga

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Future directions

Tūmanako's main challenge now is the growing number of participants, up to 40 on some days. With only two showers available, it's difficult to accommodate everyone within the morning timeframe.

Like all organisations providing similar services, Tūmanako would benefit from larger facilities, more food, additional volunteers, and extra transport. "Currently, our focus is on doing what we do well: building trust and relationships, offering support, and guiding people to the services they need," said Wayne Shadbolt, the project coordinator.

Wayne envisions expanding the support with mobile services. "I am personally exploring the feasibility of a mobile shower, laundry, and food vehicle to visit selected areas in our region," he shared.

Tūmanako Project: Nurturing hope

Every Thursday morning, Lifezone Church in Judea opens its doors to provide a hearty breakfast for the homeless community. The Tūmanako project, run by the church, offers more than food. Visitors can also access hot showers and laundry services. The environment is friendly and respectful, aiming to enhance mana and provide a sense of belonging and care.

Wayne Shadbolt, the project coordinator, emphasised the project's focus on meeting individual needs: "This is not about what we want, it is about what they need and what we can do about it. Some people need a job, others just food or a voucher to wash clothes. Mostly they need a safe place to be."

Since last year, the Tūmanako project has also hosted a free GP service clinic run by Epic Health from 7:30 to 9:30 am. Dr Emma Stanley, GP and business owner of Epic Health, shared her journey with the project: "A patient supported by the project introduced me to Tūmanako. I was exploring alternatives for offering outreach services, and this project was the perfect fit. I started joining

the community for breakfast, building trust, and offering consultations. Now, we regularly have patients coming in for medical care."

The project extends its reach through a van that goes around Tauranga, offering help and transport to the church. A fridge stocked with frozen meals is also available for those who want them, in addition to the breakfasts prepared and served by eight dedicated volunteers each Thursday morning. Clothing is usually available too.

The beginning

The project was initiated by Carlene Murray, the wife of the church's former pastor and then Outreach Coordinator. Shadbolt recounted its humble beginnings: "It started with a couple of guys sleeping in the doorway and under the skate ramp to stay out of the weather. We offered them support and food parcels, which built trust and allowed us to hear their stories. Carlene suggested a morning support team with food, which expanded to include showers and clothes from our op shop. Three and a half years later, we are proud of where we are today."

The name Tūmanako was chosen after much discussion to reflect the project's mission. As Shadbolt explained, "It generally means 'to hope for,' but for us, and as approved with the logo, it is 'Nurture the seed and it will flourish' – Poipoia te kākano kia puawai."

The project's daily costs are covered by private donations and church funds. The food for the breakfasts is donated by two anonymous families. Tauranga City Council has also supported the programme through community funds, allowing Lifezone to replace a stolen van and purchase a semi-commercial washer and dryer unit.

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Tūmanako Project: *Nurturing hope* – continued

20 years without seeing a doctor: The story of Ana

Ana, who now lives in her car at Memorial Park with her two dogs, has been homeless for two years.

She spent six months on the streets before buying a car, which she finds more affordable than renting. "It's hard to find a place to stay with dogs, and I don't want to leave them behind. I rented before, but the car is just much cheaper," Ana explained.

Before meeting Dr Emma Stanley at the Tūmanako Project, Ana hadn't seen a doctor in over 20 years. Her past experiences with doctors left her feeling that her issues were merely masked by medications rather than addressed. "The doctors I tried were always prescribing medicines, but I didn't feel my problems were sorted," she said.

Meeting Dr Emma was a turning point for Ana. "She treats the root of the problem. She listens" Ana remarked. She is grateful for the care she receives and believes there should be more doctors like Dr Emma. "We need to duplicate Dr Emma. There are many more people who need her."

Dr Emma Stanley believes that bringing medical care to the community can make a significant impact. "Many patients have told me they don't feel comfortable entering a medical centre; they say they don't feel they belong. Even though my practice is very simple, I still hear this. Being in their environment, having

"We need to duplicate Dr Emma. There are many more people who need her. She treats the root of the problem. She listens."

– Ana, who has visited the doctor four times in recent months after decades of avoiding medical care.



breakfast with them, and giving them the choice to talk. It's about being open, offering the time, and of course, the lack of cost also plays a role," she explains.

Comprehensive support to navigate patients needs

The free GP clinic run by Epic Health at the Tūmanako Project offers extensive support to patients. Alongside Dr Emma Stanley, the team often includes a Health Coach or Health Improvement Practitioner (HIP) to provide additional assistance.

The team guides patients through various services, including consultations, immunisations, referrals, lab tests, and specialised care, such as mental health support. They also help patients navigate social services,

access benefits they may be entitled to, and support their enrolment in general practice if needed.

Before meeting Dr Emma for a consultation, patients are warmly greeted by Alice Michalik. She handles bookings and offers essential help with paperwork and navigating services. "I feel privileged to be here and support these individuals. The social connections and interactions with both volunteers and patients have had a profound impact on me," shared Alice.



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– Alice Michalik, Epic Health admin team.

Want to Help?

If you're a General Practitioner interested in providing pro-bono consults, or if you'd like to support the Tūmanako Project through free services, volunteering or donations, please email office@lifezone.church.



Tūmanako Project: Nurturing hope – continued

Connecting services and giving back: The journey of Aaron



In many ways, Aaron is a key figure in the Tūmanako project, often described as ‘the glue’ by Dr Emma Stanley. His role has been instrumental in connecting Epic Health and Hanmer Clinic with the initiative. Aaron’s journey through homelessness has shaped his commitment to helping others.

At the beginning of the COVID-19 pandemic, Aaron faced homelessness when his lease wasn’t renewed. He and his partner lived in a van and later moved into transitional emergency housing. Following the end of his relationship and his struggle with addiction, Aaron sought help from Dr Emma at Epic Health. As Aaron puts it, “one healthy choice led to another,” and he also began a programme at the Hanmer Clinic.

During his time of homelessness, Aaron regularly attended Tūmanako on Thursdays, which provided crucial resources. He soon connected with Dr Emma and Hanmer Clinic to bring their services to Tūmanako. “I suggested they provide services here because many homeless people distrust medical professionals,” Aaron explains.

“Hearing our community members’ stories keeps me humble and accountable.”

– Aaron, Tūmanako project attendee.

He is proud of the progress: “It’s great to see trust growing between the Tūmanako community and Dr Emma. They’re now attending health appointments they had avoided, and now we have Hanmer Clinic involved.”

Aaron’s involvement with Tūmanako, he visits and helps every Thursday, also helps him stay grounded. “Hearing our community members’ stories keeps me humble and accountable,” he says. Looking forward, Aaron will start a business course in August. “It’s never too late to chase something you want,” he adds.



Reducing barriers to treating addictions

The Hanmer Clinic Tauranga has recently joined the Tūmanako project, inspired by a patient’s recommendation. Clinic Director Sue Hancock and Aidan Prescott, Team Lead, are dedicated to maintaining this new partnership. “We aim to continue our support and presence,” Prescott confirms.

The Hanmer Clinic works to improve health and well-being while lowering treatment barriers. “We also strive to reduce the stigma around addiction. Our community initiatives have effectively supported whaiora in achieving long-term sobriety and overall health,” Hancock explains. She notes that collaborating with Epic Health and Lifezone Church strengthens the healing process as they all work towards the same goal.

Hanmer Clinic offers group and one-on-one counselling as part of its outpatient addictions service and manages the Wakaunua Whaihauora contract to support whaiora in transitional housing and homeless communities. “We provide psychoeducation, harm minimisation, group therapy, and counselling, and connect people to other resources. At Lifezone, we start by being present and available to talk”, says Prescott, who visits Lifezone every Thursday morning along with a member of the Peer Support team. ▲



Kia Kaha Te Reo Māori!

It was following the presentation of a petition to parliament on the 14th of September 1972, by Ngā Tamatoa, Victoria University's Te Reo Māori Society, and Te Huinga Rangatahi, that Te Reo Māori began its official revitalisation, starting with a day celebrated each year. In 1975, this turned into a weeklong celebration, and nowadays, you will hear the musical sound of Te Reo incorporated into everyday sentences throughout the year.

The official week in 2024 – Te Wiki o Te Reo Māori is from the 14th to the 21st of September, but you can get started on your Te Reo today. Ka mau te wehi! How awesome!

Start with the basics, by greeting your colleagues with a Kia ora – Hello or Mōrena – Morning. You could even get a few phrases up your sleeve to impress your mates, marama keke – piece of cake, or if you a feeling particularly deep and reflective, me he wai – be like water.

Learning Te Reo Māori is a journey, and we are all at different stages, but the most important part is starting. Whether your Te Reo flows like a river, bumbles like a stream, or putters like a pebble skimming over the water – share it, love it, live it and karawhiua – give it heaps! ▲

Kia ora	Hi/hello/thank you
Tēnā koe	Hello (<i>to one person</i>)
Mōrena	Good morning
Ngā mihi o te ahiahi	Good afternoon
Pō mārie	Good evening
Kei te pēhea koe?	How are you?
Kei te pai	Good
Ko tōku ingoa...	My name is...
Āe	Yes
kāo	No
Aroha mai	Sorry/excuse me
Ngā mihi nui	Thank so much
Haere rā	Good bye (<i>speaker is staying</i>)
E noho rā	Good bye (<i>speaker is leaving</i>)

Over 350 students visited Ōtūmoetai College Health Expo



Ōtūmoetai College hosted its annual Year 10 Health Expo on the 24th of June. The event, facilitated by Year 12 Level Two Health students, featured a range of stalls highlighting important well-being issues relevant to young people in the community.

Thirteen student-led stalls were joined by six community organisations and three school departments, creating a diverse and engaging learning environment. Over 350 students visited the event.

“The expo has two main goals,” explained Sam Loudon, Health & Physical Education Teacher at Ōtūmoetai College and the event’s organiser. “Firstly, it provides Year 12 students with the opportunity to learn about Health Promotion through planning, carrying out, and reviewing their expo stalls. Secondly, it aims to educate Year 10 students about relevant well-being issues facing young people today.”

The stalls covered a wide array of topics, including consent, drug and alcohol abuse, healthy eating, self-love, anxiety, and toxic relationships. The practical activities and relatable presentations by older students received overwhelmingly positive feedback from the Year 10 attendees and staff.

“The highlights for me were the level of engagement from the Year 10 students and the way they interacted with the senior students,” Mr Loudon noted. “The Year 10 students enjoyed learning from peers who were not much older than themselves, through a variety of fun and hands-on activities. The Year 12 students also were excellent role models throughout the expo.”

The involvement of community organisations and school departments added depth to the event, providing additional resources and expertise on various well-being issues. The Western Bay of Plenty Primary Health Organisation (WBOP PHO) was present at the expo, with School Health Nurses Kate Vaaulu and Manaia-Rose Knap addressing health concerns around vaping.

“We were impressed by the students’ engagement. Our approach was to demonstrate the importance of doing something else as part of the strategy to avoid vaping. We used a cup stacking game, which proved to be a fun and effective way to start conversations,” explained Kate.

The Expo also featured participation from the Pacific Island Community Trust Tauranga, Gender Dynamix, Rainbow Youth, Get Smart, and the Heart Foundation.

Health Coaches:

Improving lives, one patient at a time

Health Coaches are making a difference to community health and wellness through personalised support and guidance. This free holistic service is available at General Practices throughout the region, to help people reach their health and well-being goals, through tailored support.

“The service adapts to the needs of the person it serves, so it can look different for each unique need presented by whaiora. Anyone can use the service, and the success stories of transformed lives show the clear benefits of this approach”, say Mollie Cummins, Health Coach Team Lead.

So, what does a Health Coach do? The answer to this question is as wide as it is deep. Here, we share some stories of whaiora whose lives have been positively impacted by the service. To protect privacy, the names in these stories are entirely fictional, but the stories are real.

▲ Connecting with Community

Mary is an elderly woman who found comfort in a simple coffee group initiated by her Health Coach. Before Mary started attending the coffee group, she was feeling isolated and lonely, after meeting her Health Coach and hearing about the group, she joined and now enjoys regular meetups with a close-knit group of peers. This group, which started as a modest gathering, has blossomed into a supportive network where members check in on each other and share companionship – an invaluable resource for Mary and her friends, who have discovered a renewed sense of connection to their community.

▲ From the brink of homelessness

James was on the fringe of homelessness, and struggled to provide for his dog, who was his constant companion, offering him much needed stability. Through the support of his Health Coach, James was able to be connected with essential resources, including a job and housing assistance, to ensure he didn't end up on the streets. The unexpected generosity of the local community, prompted by a simple social media appeal, made by the Health Coach, provided James with not only pet food but also comfort items, helping him to start afresh with a new sense of hope.

Service Overview

- ▲ Health coaches are non-clinical kaimahi working in GP practices.
- ▲ They assist whaiora to achieve health and well-being goals through lifestyle support.
- ▲ The service looks different for each person depending on their needs.
- ▲ Anyone is welcome to use this service – there is no wrong referral!



Health Coach Roles

- ▲ **Listens:** Actively listens with empathy and without judgement.
- ▲ **Mentors:** Provide guidance, support and accountability towards reaching one's goals.
- ▲ **Motivates:** Set realistic goals built on core values and beliefs.
- ▲ **Educates:** Shares information, navigates services and professional support.
- ▲ **Supports:** Builds rapport and links to community groups, identify shared interests. Establish valuable connections.

▲ Compassion while facing cancer

Sarah got the lifechanging diagnosis of cancer, and so began her tough journey of surgery, treatment and recovery. While she had support from family and friends, she felt she had to put on a brave face to alleviate their worry, which was tough on top of her medical diagnosis. Sarah heard about Health Coaches and met with the one at her practice. Through this Health Coach, she found a compassionate ear and practical support. In addition to facing a serious health challenge, Sarah was living in an unsuitable home. Through her Health Coach, Sarah received help with housing, in addition to emotional support, allowing her to focus on her recovery while knowing she wasn't alone.

▲ A 20-year-old dream back on track

Lisa had struggled with her mental health as long as she could remember. It had become so debilitating, she even abandoned her dream of studying sign language, but for 20 years she kept this dream in the back of her mind. With the encouragement and six-month structured support of her Health Coach, Lisa reignited her 20-year dream and enrolled in a New Zealand Sign Language course. This step has been huge for Lisa, and marks a very special, and hopeful, new chapter in her life.

Book Now

If you or someone you know could benefit from this free service, reach out to your local GP practice.



Te Kōhanga Reo Matariki Whānau Day

Tino Rawe! The Te Kōhanga Reo Matariki Whānau Day at Bay Park on 25th July was fantastic, and we were honoured to be part of this kaupapa promoting health and wellness in our community. The day was filled with joy, learning, and connection as tamariki and whānau came together to celebrate the essence of our culture and the importance of nurturing our little ones.

The event was led by Huria Trust, in collaboration with Rangiora Hub, Western Bay of Plenty Primary Health Organisation, and the Kōhanga Reo whānau. Their combined efforts made the day a remarkable success. We extend a huge thank you to our stellar team in the photo – Tori, Gemma, Tiana, and Sénae – for their amazing mahi promoting health and wellness. Ngā mihi! ▲



It takes many instruments to make a symphony. There is strength in diversity.

In the June issue of Te Rerenga, we announced that we were finalists in the 2024 Diversity Awards NZ in the category Ngā Āhuatanga o te Tiriti Tohu. In July, we hosted judges in our whare, setting the tone of the engagement right with a whakataua (welcome ceremony). It was an opportunity for us to tell our story in our own words.

Towards the end of our presentation, Judges had a question for our Tangata Tiriti partners in the room: "What does Te Tiriti o Waitangi mean to you in your day-to-day mahi?"

Natural, unscripted, and from the heart some responses were: "As an immigrant, it means I don't have to leave my culture at the door. Having Te Tiriti o Waitangi guiding our organisation not only makes it a safe space for Māori; it also makes it inclusive for all."

Another commented, "Since moving to Aotearoa more than 15 years ago this is the first time I have felt, yes this is my home."

Someone also shared, "I have worked in many organisations, and this is the only workplace I feel I can authentically be me and feel safe."

One Tangata Whenua was moved to say, "I have never felt able to own my Māori heritage, I have always felt like an imposter, but for the first time in my life, I feel I can own my full identity and that is because my kaimahi make me feel safe to do so."

Diversity relates to Te Tiriti o Waitangi in several important ways:

- It is considered a cornerstone for understanding the relationships, rights, and responsibilities between the Tāngata Whenua and Tāngata Tiriti.
- Embracing diversity means creating spaces where all cultural groups, including Māori, feel included and valued.
- Raising awareness about the importance of diversity helps in creating a society that values and upholds the principles of Te Tiriti, leading to better intercultural relationships and understanding.

All our PHO whānau farewelled our judges by singing loud and proud Tutira Mai Ngā Iwi waiata, which is about standing together (photo). One of the Judges commented, "the written submission is one thing and then there is this... seeing, hearing, and **feeling** it, I am truly overwhelmed."

Kiri Peita – Director of Māori Health and Wellbeing

Kiri's Kōrero

*E koekoe te tūi,
e ketekete te kākā,
e kūkū te kererū.*

*The tūi chatters,
the kākā cackles
and the kererū coos.*

The winners of 2024 Diversity Awards NZ™ will be announced on Wednesday, 28th August.

Network Services year of change

The Network Service Team is a tight knit group of dedicated kaimahi who work daily with our network of practices, providing support and guidance of services and resources available via the WBOP PHO. There have been some exciting changes over the year, with Phil leaving the office for the golf course, and Wendy joining to steer the ship onwards.

Donna Hardie was promoted to the Network Liaison Team Lead in February, reporting directly into Wendy, with the team of Network Liaisons under her. More recently, Emma Skellern moved



– Juniper, Nick, Donna and Bella, the WBOP PHO Network Liaison team.

to a new role as Network Workforce Development Lead, leaving her Network Liaison role. We welcomed Nick Page back to the PHO fold as Network Liaison and congratulated Juniper Ozbolt on her move to the Network Liaison role from Network Liaison Support.

With all the people changes came a reshuffle of practices that each Network Liaison supports, which means that Bella, Nick, Donna and Juniper will hold some practices familiar to them and some new to their portfolio. ▲

Welcome back Nick!

A familiar face returns to our PHO whānau, and the Network Services Team, with Nick joining us after a year and a half away.

“While I worked as a Network Liaison before, this role covers a different portfolio of practices, so I am excited to have the opportunity to build a new network of connections”, Nick said. Before joining the PHO in 2021 and after leaving at the end of 2022, Nick worked in Aged Care, developing strong leadership and management skills. Nick decided to hit the reset button after his last stint in Aged Care, working as a commercial building washing technician, before hearing the PHO calling him home. We are very pleased to have Nick back with us, bringing his strong sense of empathy and dedication to our community. ▲

New role boosts workforce development support

Congratulations and good luck to Emma, as she starts her new role as Network Workforce Development Lead, reporting directly to Wendy Dillon.

Emma notes, “I am excited by the challenges and opportunities presented with my new role, which leads the WBOP PHO’s network workforce development, and involves developing strategy and delivering an associated action plan”. “Our primary care workforce is facing intense pressures and there are many areas where support and solutions are needed”, noted Emma. One priority for action is to reintroduce the PHO’s primary care health workforce continuous education programme, results from an upcoming network survey and wider consultation process will inform the design of this programme, which the PHO aims to relaunch later this year. ▲



Feedback Now!

Share your thoughts on workforce development needs:



New practices join WBOP PHO network

Tend Pāpāmoa opens its doors

A brand new Tend clinic opened its doors at 53 Domain Road, Pāpāmoa Beach (formerly Pāpāmoa Pines Medical Centre) in June. The Tend brand currently has 3 other clinics in Tauranga: Tend Greerton, Tend Bethlehem and Tend South City, which were formerly the Chadwick Healthcare group.

Tend is relatively new, having started in 2020 by a group of entrepreneurs, healthcare professionals and technologists who wanted to differentiate health care through the use of an app. Using the app, you can book to see a doctor in person or book an online appointment, order repeat prescriptions, access test results, or message the team directly.



A new arrival in Whakatāne with Thrive Medical

Thrive Medical opened its doors in Whakatāne on the 1st of July 2024. The practice was established by Dr Byrdie Johnston. Having lived and worked in the Eastern Bay of Plenty for over 10 years, Dr Johnston is enthusiastic about expanding her team, saying "I am excited to build a growing team of experienced clinicians, nurses, healthcare assistants and administrators."

The name 'Thrive Medical' was chosen to reflect Dr Johnston's passion for preventive care. She believes mental and physical wellness starts with keeping things simple and getting the basics right. Her aim is to help patients feel inspired about making positive changes in their life. ▲

Upcoming Events

August

25 Te Rā Daffodil, Daffodil Day (Cancer Society)

September

1 - 30 Cervical Screening Awareness Month

1 - 30 Blue September, Prostate Cancer Awareness

1 - 30 World Alzheimer's Month

1 Random Acts of Kindness Day New Zealand

4 World Sexual Health Day

10 World Suicide Prevention Day

11 - 18 Te Wiki o Te Reo Māori (Māori Language Week)

21 World Alzheimer's Day

23 - 29 Mental Health Awareness Week

October

1 - 31 Breast Cancer Awareness Month

1 - 31 Health Literacy Month

9 - 15 Baby Loss Awareness Week

10 World Mental Health Day

12 World Arthritis Day

There are too many events to list, so this list is not comprehensive.

New faces in the whare

– **Sénae Mitchell**
Equity Programme Lead

"I appeared in a Aotearoa Music clip 'Kōkiri' by Haani Dread. Released in 2022 celebrations of Te Wiki o Te Reo Māori and to mark the anniversary of Te Petihana Reo Māori (The Māori Language Petition)."



– **Kirsty Redmayne**
Accounts Administrator

"I was born and raised on all sorts of farms including sheep, beef and chickens!"



– **Nick Page**
Network Liaison

"I have delivered a baby.... Well, baby cow (calf), which required hands-on assistance up to my elbows. I used bailing twine to help with the extraction, and I'm happy to say the calf survived!"



Western Bay of Plenty
Primary Health Organisation

TŌNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE



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