

Whakapakari Hunga Tautoko Project

Te Whakahaere Phase Report

July 2023

Acknowledgement

We would like to extend our sincere thanks to all those who have contributed to this kaupapa over the past 3 years, your contribution has made this important work achievable.

Special acknowledgement to the Te Whakahaere Steering group for their commitment, ensuring that the solution implementation is an authentic reflection of Tamariki Ora kaimahi voice.

We acknowledge the contribution and support of:

- 15 central Region Tamariki Ora Hauora Māori Partners
- Te Kitenga Phase Advisory group members
- Te Waihanga Phase working group members
- Te Whatu Ora Te Matau a Māui Kāumatua, Hawira Hape
- Central Region district Child and Youth Portfolio Managers
- Central Region GM Maori
- Central Region DHB CE's (who supported this work prior to health system transformation)
- Central Region DHB Commissioning Leadership Team (who supported this work prior to health system transformation)

We recognise and celebrate the tireless efforts of Tamariki Ora Kaimahi as they support māmā, pēpi, and whānau in their journey to achieving Pae Ora.

Thank you to those who have contributed to the preparation of the three project reports. The reports provide a detailed overview of each phase of the Whakapakari Hunga Tautoko Project. Both previous reports, the Whakapakari Hunga Tautoko Project Report (Te Kitenga Phase) and Te Waihanga Phase Report, can be accessed on Te Whatu Ora Website via the following link- [Whakapakari Hunga Tautoko Project Reports](#).

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1. Executive Summary

This report provides an overview of Te Whakahaere, the final phase of Whakapakari Hunga Tautoko, a three-year programme of work. Te Whakahaere involved the implementation of a central region Tamariki Ora kaimahi designed clinical support infrastructure 'solution'. This 'solution' has been developed to address gaps in the provision and availability of Tamariki Ora training, professional development and clinical support and supervision experienced by central region Well Child Tamariki Ora – Hauora Māori partners (Tamariki Ora Providers).

Utilising an appreciative enquiry approach the solution emerged from the shared aspirations of Tamariki Ora kaimahi. This rich kōrero was captured during the projects Te Kitenga phase, and was developed for implementation by a Tamariki Ora Kaimahi working group in the subsequent Te Waihanga phase (see diagram 1.1).

Diagram 1.1 Whakapakari Hunga Tautoko Project Phases



The Project has been grounded in a kaupapa Māori values framework developed by Tamariki Ora Kaimahi. Application of these values has ensured a culturally authentic approach, providing a basis for working together in the development and implementation of the preferred solution (see appendix A).

The Tamariki Ora training, professional development and clinical support and supervision solution is articulated as three interdependent components (Te Waihanga Phase Report 2022):

- 1) **Infrastructure Support (Memorandum of Understanding):** Between individual Tamariki Ora providers and Te Whatu Ora supporting clear understanding, commitment, expectations for working together, clarity on kaupapa direction, and acknowledgement of the importance and place of the solution kaupapa.
- 2) **Pou Tārearea:** As regional clinical leadership roles, Pou Tārearea partner with Tamariki Ora leadership offering Tamariki Ora specialist nursing knowledge and expertise for both clinical and non-clinical kaimahi.

- 3) **Te Māhau Tārearea o Tamariki Ora:** A dedicated online platform including resources, information, and professional development/training opportunities tailored to the needs of the central region Tamariki Ora sector.

All 15 central region Tamariki Ora Hauora Māori partners have engaged with Pou Tārearea, with increasing numbers of kaimahi utilising Te Māhau Tārearea o Tamariki Ora. Early kaimahi feedback demonstrates the value and impact of these bespoke resources to the sector.

In May 2022, the Ministry of Health approved one off funding (including project management) to establish the solution in 2022/23. Te Whatu Ora funding was confirmed in June 2023 for a further one years service delivery.

2. Whakapakari Hunga Tautoko

Historically Tamariki Ora Hauora Māori partners (Tamariki Ora Providers) have not had access to clinical and professional training and support as other Well Child providers e.g., Whānau Āwhina Plunket. Over time, Tamariki Ora providers have expressed the need for a greater understanding of appropriate provisions and considerations of their professional and clinical support needs (Litmus, 2013; Whakapakari Hunga Tautoko report 2021). After two decades, this sector has become both wary and weary about the lack of progress to address these inequities.

Commencing in 2020 Whakapakari Hunga Tautoko was led by Te Whatu Ora Te Matau a Māui and supported by the remaining central region districts. The project was undertaken by, with, and for the central region Tamariki Ora Providers. The project's primary purpose being to eliminate inequities in access to a Tamariki Ora clinical support infrastructure, and to identify a solution that meets sector aspirations. Te Whatu Ora Te Matau a Māui Kaumātua, Hawira Hape, gifted the project the name Whakapakari Hunga Tautoko - strengthening and supporting the work of the group/people.

With the contribution and support of participating Tamariki Ora providers, and endorsement by Central Region districts Child and Youth portfolio managers, the project evolved over three distinct phases (see diagram 1.1). The implementation of a central region Tamariki Ora training, professional development and clinical support, and supervision solution marked the culmination of Whakapakari Hunga Tautoko (Whakapakari Hunga Tautoko Report 2021, Te Waihanga Phase Report 2022)

Te Whatu Ora TAS, in a partnered approach with the Central Region Tamariki Ora providers and Te Whatu Ora Te Matau a Māui, managed the establishment of the solution. This approach was endorsed by Central Region DHB Commissioning Leadership Team in June 2022, enabling timely solution implementation during the health system restructure.

2.1 Project Approach

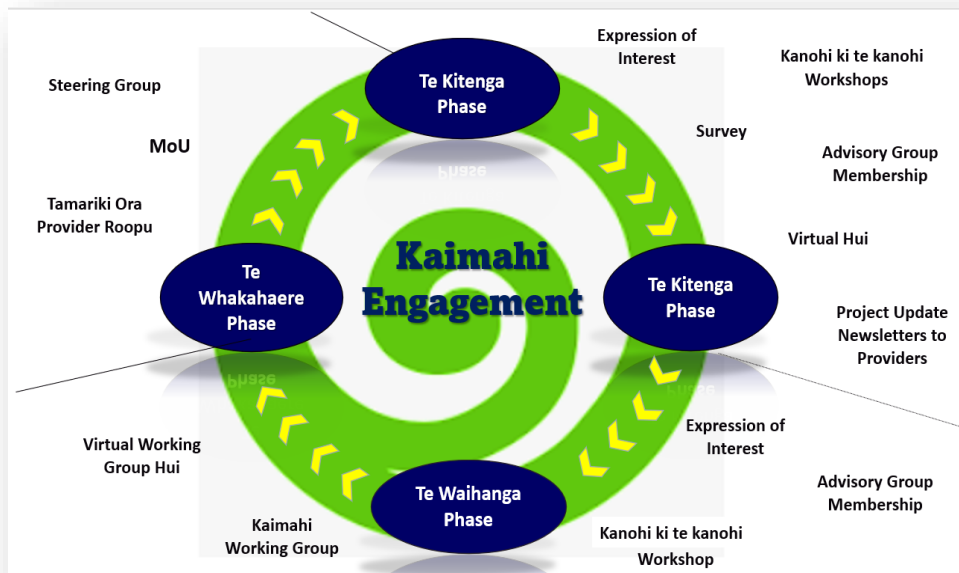
Developed by participating Tamariki Ora providers, the project has embedded a kaupapa Māori values framework (see diagram 1.2, and appendix A) as the basis for working together and for developing the preferred solution. Hui, wānanga, whakawhitiwhiti kōrero, and all aspects of the development of the solution, from a 'kakano' (seed) to a state of 'whakatō,' (to plant) of the seed, to be operationalised for a new future state.

Diagram 1.2 – Values Framework



The project has sought to ensure that project practices and principles align with and support the kaupapa of Tamariki Ora Providers. Opportunities for Kaimahi participation have been provided across the project life cycle including membership of advisory, working, and steering groups (see diagram 1.3). These approaches have been purposefully and carefully considered with the guidance of kaumātua to ensure the project would meet these expectations.

Diagram 1.3 Kaimahi engagement across the project life cycle



To ensure the continuation of a sector driven approach and supporting the seamless transition from solution design to implementation it was agreed that the Tamariki Ora working group in Te Waihanganga phase would transition to project steering group within the Te Whakahaere phase.

Te Whakahaere Phase Steering Group:

This group provided support, guidance, and oversight to the implementation process, making decisions, monitoring progress, resolving issues, and ultimately ensuring alignment with the Whakapakari Hunga Tautoko Values framework. Group Membership included Tamariki Ora Kaimahi and a Te Whatu Ora district representative.

Tamariki Ora Stakeholder Roopu:

The Tamariki Ora stakeholder roopu was inclusive of all Central Region Tamariki Kaimahi, providing a bi-monthly virtual opportunity for kaimahi to receive project progress updates, and provide valuable insights.

Whakapakari Hunga Tautoko Project team:

This team have provided a planning and coordination function across the project. This support has been a key enabler of an inclusive and authentic project process. A small team of Te Whatu Ora TAS and Te Whatu Ora Te Matau a Māui representatives, including the project sponsor, manager, and coordinator.

2.2 Appreciative Inquiry Approach

The Whakapakari Hunga Tautoko project has developed iteratively over three phases, informed, and guided by Tamariki Ora kaimahi voice, utilising an appreciative inquiry approach, gleaning Kaimahi insights and feedback (see diagram 1.4).

Diagram 1.4 – Whakapakari Hunga Tautoko – Appreciative Inquiry Approach



The project phases have reflected the steps of an appreciative Inquiry cycle:

Te Kitenga- Discovery and Dream: Through a series of hui and wānanga (virtual and kanohi ki te kanohi) opportunities were provided for listening, sharing, and gathering of kaimahi korero, including:

- Understanding and valuing of kaimahi perspectives and lived realities regarding strengths of current training, professional development and clinical support and supervision, and
- Understanding kaimahi future state aspirations

Kaimahi identified what should be included in a Tamariki Ora training, professional development, clinical supervision, and support infrastructure future state solution.

Te Waihanga – Design: Through a series of hui and wānanga (virtual and kano ki te kano) an iterative design process took place, including:

- In-depth kōrero, delving into the rich kaimahi kōrero shared in the first phase, and
- Contribution of expert sector advice
- Incorporating lived experience of Tamariki Ora kaimahi

Kaimahi designed and developed a three component Tamariki Ora training, professional development, clinical supervision, and support infrastructure future state solution.

Te Whakahaere – Delivery: Implementation of the Tamariki Ora training, professional development, clinical supervision, and support infrastructure solution in the central region.

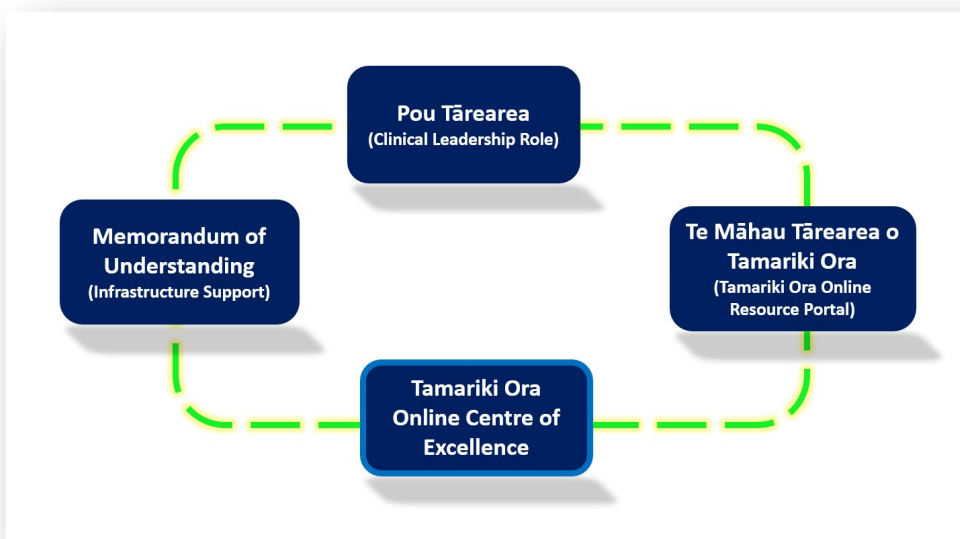
3. Te Tiriti o Waitangi & Equity

With a firm commitment to the active application of Te Tiriti o Waitangi, the project has employed approaches that elevate the voice of the Tamariki Ora providers in decision making and participation, with a real intent to make the necessary changes to effect positive change.

Underpinned by Te Tiriti o Waitangi, Whakapakari Hunga Tautoko has sought to achieve equity and increased support for the Tamariki Ora provider workforce. Mana motuhake has been the driver behind this kaupapa to ensure project processes are with, by, and for Tamariki Ora providers.

4. Te Whakahaere – Solution Implementation

Diagram 1.5 - Tamariki Ora training, professional development, clinical support, and supervision solution



The Tamariki Ora training, professional development, clinical support, and supervision solution comprises three main components (see diagram 1.5):

- 1) Regional Clinical Leadership or 'Pou Tārearea',**
- 2) Infrastructure support (Memorandum of Understanding), and**
- 3) Online Resource Portal or 'Te Māhau Tārearea o Tamariki Ora'**

A fourth component, a Tamariki Ora centre of excellence was identified by Tamariki Ora Kaimahi as equally important, however, it was agreed that development and resourcing be addressed within a national context to enable full Tamariki Ora sector contribution.

The implementation of the solution took place between July 2022 and June 2023. This project phase was overseen by the Te Whakahaere phase steering group, with Te Whatu Ora TAS leading operational management.

Key priorities for solution establishment included:

- Project remains Tamariki Ora sector driven; health system enabled kaupapa
- Seamless, consistent, and equitable integration of solution for 15 Central Region Tamariki Ora providers
- Continued pursuit of sustainable solution funding

Solution Implementation:

Solution Component	Implementation Approach	Outcome
Infrastructure Support (Memorandum of Understanding) (See appendix B)	<ul style="list-style-type: none"> ○ Based on kaimahi recommendations gleaned in first two projects phase's a draft MoU was developed, supporting a consistent approach to solution provision between Te Whatu Ora and individual Tamariki Ora providers ○ In November 2022 following approval by Te Whakahaere phase steering group, the draft MoU was shared with Tamariki Ora provider leadership, on an individual basis, for consideration and contribution. ○ The process of editing and confirming a mutually agreed MoU took place via virtual hui, phone, and email, ensuring that MoU reflected the unique needs and characteristics of individual Tamariki Ora providers. 	<ul style="list-style-type: none"> ○ To date 13 Tamariki Ora providers have signed an MoU ○ All 15 Tamariki Ora providers are actively engaged with Pou Tārearea. <p><i>Solution provision is available to all Tamariki Ora providers and is not dependant on an MoU being in place.</i></p>
Pou Tārearea (Regional Clinical Leads)	<ul style="list-style-type: none"> ○ Advice was sought from Kaumātua, Hawira Hape, following recommendations in Te Waihanga phase, by Tamariki Ora Kaimahi, regarding naming of the Regional Clinical Leads. ○ Developed by the Tamariki Ora kaimahi working group, as part of the Te Waihanga phase, the Pou Tārearea position profile provided essential role requirements and responsibilities supporting the recruitment of appropriate candidates. ○ A recruitment process led by Te Whatu Ora TAS, in partnership with Te Whatu Ora Te Matau a Māui, took place in late 2022. 	<ul style="list-style-type: none"> ○ The name and whakapapa of Pou Tārearea was gifted by Kaumātua Hawira Hape (see appendix C) ○ Three full time Pou Tārearea were employed, starting January 2023 on a 6-month fixed term basis. Funding was confirmed for a further 12-month period ending June 2024. ○ All 15 central region Tamariki Ora providers are actively engaged with Pou Tārearea.

Solution Component	Implementation Approach	Outcome
<p>Te Māhau Tārearea o Tamariki Ora (Tamariki Ora Online Resource Portal)</p>	<ul style="list-style-type: none"> ○ Advice was sought from Kaumātua, Hawira Hape, following recommendations in Te Waihanga phase, by Tamariki Ora Kaimahi, regarding naming of the Tamariki Ora Online Resource Portal. ○ Based on Tamariki Ora kaimahi identified priorities, highlighted in the Te Kitenga Phase, essential resources, information, professional development, and training opportunities were collated. ○ Working with the Te Whatu Ora website team a draft portal was developed for feedback by the sector. ○ Pou Tārearea provided expert advice on portal design, usability, and content. ○ Portal testing with Tamariki Ora kaimahi took place twice during portal development. Kaimahi provided invaluable feedback on the design, usability, and content. 	<ul style="list-style-type: none"> ○ The name and whakapapa of Te Māhau Tārearea o Tamariki Ora was gifted by Kaumātua Hawira Hape (see appendix D) ○ Launched in May 2023 Te Māhau Tārearea o Tamariki Ora is part of the wider Te Whatu Ora website.

5. Outcomes and Impacts

The solution has immediate and long-term positive impacts for the Tamariki Ora and wider child health sector, directly contributing to strategic outcomes to improve equitable outcomes for whānau and the overall sustainability of Hauora Māori Partners. This programme:

- Aligns with Kahu Taurima, a priority area in Te Pae Tata| Interim New Zealand Health Plan. The Tamariki Ora workforce is pivotal to the development and implementation of an integrated, interprofessional approach transforming service delivery in the first 2000 days.
- Demonstrates effective, meaningful co-design and partnership approach between Hauora Māori Partners, both health entities and across the wider WCTO sector.
- Provides a Te Ao Māori solution that validates Māori ways of knowing and doing.
- An exemplar of Māori Health workforce development building the capacity and capability of clinical and non- clinical Māori health workforce, including Māori nurse leadership.
- Responds to nationally self-identified gaps in Tamariki Ora clinical support infrastructure and is nationally scalable.
- Supports recruitment to, and retention of, Māori health clinical and non-clinical workforce.
- Enabler to the establishment of a proposed national Tamariki Ora Provider collective.
- Provides an invaluable network between Tamariki Ora provider kaimahi in lieu of Tamariki Ora Provider collective, strengthening shared learning and knowledge.

The goals and outcomes of this kaupapa are:

Te Pae Tawhiti: Whakahiko i te oranga whānau			
Kaupapa vision: Tamariki Ora – Whānau Ora			
Clinical supervision and support		Professional development and training	
Kaupapa outcomes			
Māmā & whānau continue to be: - informed and supported - feel safe, heard, and respected - experience manaaki and aroha - their mana is enhanced - experience equitable access to care and outcomes.	Tamariki Ora kaimahi: - feel valued, inspired, included and supported - feel clinically safe - feel professionally supported - empowers kaimahi to innovate and supports their continuous improvement.	Tamariki Ora sector: - feel confident in a cohesive and well - coordinated sector - are informed and supported - trust the system to ensure equitable provisions.	Hauora Māori Partners experience: - genuine and meaningful relationships - mutual benefits that result in positive outcomes and experiences for whānau.

5.1 Preliminary Feedback

With the solutions recent implementation, the impact for Tamariki Ora sector is yet to be fully understood. A preliminary anonymous survey was sent to central region Tamariki Ora kaimahi, in June 2023, to gather some initial feedback. Kaimahi were asked to share how the Pou Tārearea roles and Te Māhau Tārearea o Tamariki Ora had impacted their practice to date, key themes reflected the aspirations and priorities shared in the Te Kitenga Phase including having access to current WCTO clinical expertise, guidance, and support, professional development, and best practice resources.

It is intended that a formal project evaluation will be completed.

6. Conclusion

The Whakapakari Hunga Tatutoko Project has provided an opportunity to address inequities in the provision and availability of professional development and clinical support and supervision available to central region Tamariki Ora Kaimahi.

Improving Tamariki Ora training, professional development, clinical supervision, and support infrastructure will enhance and strengthen sector capability and capacity, ultimately improving health outcomes for māma, pēpi and whānau. Initial benefits of the solution to the sector have confirmed kaimahi future state aspirations and priorities.

The project is an exemplar of a co-design approach which was deliberate in privileging the voice of kaimahi Māori. Valuing and enabling authentic engagement with Tamariki Ora kaimahi, their leadership, and wider organisational leadership has ensured the equitable and effective implementation of the solution for all central region Tamariki Ora providers.

APPENDICES

Appendix A: Whakapakari Hunga Tautoko Values Framework

Appendix B: Draft Memorandum of Understanding

Appendix C: Whakapapa o Te Pou Tārearea

Appendix D: Whakapapa o Te Māhau Tārearea o Tamariki Ora

Whakapakari Hunga Tautoko – Values Framework

(Developed by Te Waihanga Phase Working Group, 2022)



Manaakitanga and **Tino Rangatiratanga** represent the whare roof, ensuring the project design/development and the subsequent solution will be inclusive, mana-enhancing, nurturing, protective, and able to lead in all aspects.

Pono sits at the top of the pou ensuring truth and integrity are central to the project and the subsequent solution, with **Whanaungatanga** strengthening all, through shared connections and common understandings.

Tika is the opening to the whare ensuring that the project and solution are fair, true, and appropriate. The window represents **Whakarongo** representing the value of listening with intent, empathy, and listening to understand.

Kaitiakitanga and **Pukengatanga** are the walls of the whare. **Kaitiakitanga** ensures that Māori rights are actively protected, throughout the project and solution, through honorable conduct, fair processes, robust consultation, and good decision-making. **Pukengatanga** supports skills development and knowledge acquisition throughout the project and beyond.

Overall, the framework is grounded in **Aroha ki te tangata (Love for the people)**.

MEMORANDUM OF UNDERSTANDING
(“MEMORANDUM”)
BETWEEN
NAME OF PROVIDER
AND
TE WHATU ORA- Health New Zealand
IN REGARD TO THE
PROVISION OF WELL CHILD TAMARIKI ORA
TRAINING/PROFESSIONAL DEVELOPMENT,
SUPERVISION AND CLINICAL SUPPORT

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1.1 Background

Central Region Well Child Tamariki Ora - Māori health provider sector ('Tamariki Ora providers') have designed a Well Child Tamariki Ora (WCTO) clinical supervision and support, training, and professional development solution to address inequities in access to WCTO clinical and professional support infrastructure. This Tamariki Ora kaimahi led mahi has taken place in the context of the Whakapakari Hunga Tautoko Project initiated in 2020.

To support the establishment and ongoing integrity of the solution, Tamariki Ora Kaimahi identified the need for an MoU between the organisation hosting the solution (Te Whatu Ora TAS) and the 15 Central Region Tamariki Ora providers. It is intended that the MoU be a formal recognition of a partnership supporting a clear understanding, commitment, and the expectations for working together, clarity on kaupapa direction, and acknowledgement of the importance and place of the solution kaupapa.

Agreeing on a mutual approach to working together across the central region ensures the mana of each party is protected, providing consistency and continuity in the sharing of collective knowledge and support to the sector.

1.2 Parties to this Memorandum of Understanding

The parties to this Memorandum of Understanding ("MOU") are **NAME OF PROVIDER** and TE WHATU ORA – Health New Zealand.

1.3 Purpose

To work collaboratively supporting equity of access for Central Region Tamariki Ora provider Kaimahi to WCTO clinical support, training, professional development, and supervision therefore improving health outcomes for māma, pēpi and whānau.

This Memorandum of Understanding (MoU) outlines a partnership approach between Te Whatu Ora and **NAME OF PROVIDER** in relation to the delivery of the Central Region WCTO training, professional development, clinical supervision, and support for Tamariki Ora Nurses, Kaiawhina and Health workers.

This MoU describes the intention, values, and practical implications of how the business and service level relationships will operate.

1.4 Principles

This partnership is guided by these principles:

- We are bound in partnership by the principles of the Treaty of Waitangi/Te Tiriti o Waitangi
- All interactions between parties will be mana enhancing, reflecting the values as outlined in Whakapakari Hunga Tautoko values framework (see Appendix one)

- A commitment to a working relationship built on trust in, and respect for, the respective clinical and management competencies of **NAME OF PROVIDER** and their Tamariki Ora provider kaimahi
- A commitment to reducing inequalities and inequities, improving the health of all Tamariki and Whānau who are enrolled with individual Tamariki Ora providers
- Each party will engage with the other openly and promptly following a mutually agreed approach
- Each Party will act towards the other honestly and in good faith, working in a co-operative and constructive manner
- Collectively parties will work to achieve quality WCTO services

1.5 About NAME OF PROVIDER and Te Whatu Ora TAS

1.5.1 Te Whatu Ora TAS

Te Whatu Ora TAS supports and upholds the principles inherent in Te Tiriti of Waitangi and is committed to achieving equity of health outcomes for Māori through its services and activities. Te Whatu Ora TAS is a business unit of Te Whatu Ora.

At Te Whatu Ora TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders. Our 2021 Vision is ‘Supporting our partners to deliver the best health outcomes for all New Zealanders’

We are committed to building a value based high achieving organisation across all our relationships and activities. Our corporate values of aspiration, courage, professionalism, and integrity are central to how we work at Te Whatu Ora TAS.

1.5.2 NAME OF PROVIDER

Include organisation description here.

1.6 Strategic Intent

1.6.1 Te Whatu Ora TAS

Within Te Whatu Ora, TAS works with the leaders and practitioners who plan, commission, and deliver health and social care. We are a professional services organisation, providing a range of strategic, advisory and programme management services to the health sector. We bring together sector experts with data analysis and health system insights, supporting our customers to make informed decisions and improve service planning and delivery. With respect to this kaupapa, TAS is leading the establishment of the Whakapakari Hunga Tautoko project on behalf of the fifteen Tamariki Ora Māori providers and the central region districts.

1.6.2 NAME OF PROVIDER

Include organisation description here.

1.7 Relationship

This Agreement supports a strong working relationship between the parties and recognises that this relationship will occur at three levels:

- **NAME OF PROVIDER Chief Executive** and **Te Whatu Ora TAS Director Regional Services**
- Pou Tārearea (WCTO Clinical Leadership role) and Tamariki Ora Team Leader (or equivalent).
- Pou Tārearea and Tamariki Ora Nurses, Registered Nurses, Kaiawhina and Health workers

This relationship will be outworked in the following way:

- Work together in good faith, supporting each other in a way that is mana enhancing, respecting, and maintaining the integrity of each organisation and person.
- Communicate openly, honestly and in a timely manner.
- Work collaboratively at service level to enhance service delivery and grow Tamariki Ora workforce capability
- Enable respective staff to improve in clinical excellence and confidence related to their roles and responsibilities.
- Share client information when appropriate for the betterment of service utilisation for pēpi, Tamariki, and their whānau (with respect to privacy as outlined in section 2.2).
- To facilitate this Memorandum relationship both **NAME OF ORGANISATION** and **Te Whatu Ora TAS** will identify a nominated Tamariki Ora Team Leader (or equivalent) to be responsible for communication between services.
- Quarterly meetings attended by management/leaders to review actions and how effectively the collaboration is occurring.

1.8 Contribution

1.8.1 Service Delivery

- Pou Tārearea will confirm with Tamariki Ora Team Leader (or equivalent) an agreed approach for communicating with Tamariki Ora kaimahi
- Pou Tārearea- will confirm with Tamariki Ora Team Leader (or equivalent) an agreed approach for supporting Tamariki Ora kaimahi within scope of Pou Tārearea and which is in line with the WCTO National schedule, WCTO services tier level two service specifications (MOH) and any updated Te Whatu Ora service specifications or commissioning documents; and NZ Nursing council standards of practice
- Tamariki Ora Team Leader (or equivalent) will work with Pou Tārearea and other Tamariki Ora Team leaders (or equivalent) across the region to agree on timing/content for the local and regional level delivery of WCTO training and professional development opportunities.

- Tamariki Ora Team Leader (or equivalent) will endeavour to support Tamariki Ora kaimahi to access WCTO training, professional development and supervision provided or facilitated by Pou Tārearea (at a local and regional level)
- **NAME OF ORGANISATION** will enable the use of a “hot desk” space for Pou Tārearea, frequency to be negotiated between Pou Tārearea and Tamariki Ora Team Leader. Any issue or conflict related to this specific arrangement will be brought to the attention of both parties.
- Te Whatu Ora TAS will host a Central Region WCTO resource portal on its website including key WCTO resources and information for Central Region Tamariki Ora kaimahi to utilise
- A Peer supervision approach between Tamariki Ora kaimahi at a regional and/or local district level, will be agreed (including face to face or virtual) between Tamariki Ora Team Leader (or equivalent) and Pou Tārearea

1.8.2 Information/Intellectual Property Sharing

- Parties will seek written permission from each other if sharing documents and information with which are the intellectual property of either party.

1.9 Non-Financial Relationship

Neither party has financial obligations to the other:

- Each party will meet its own human resources costs in relation to implementing this Memorandum.
- There are no financial implications or expectations for any party under this Memorandum.

2.0 Service Contracts

Both parties acknowledge that they have their own independent contractual relationships with service funders. Both parties are obliged to satisfy their contractual relationship with their funders for the delivery of services. If there is a conflict between this Memorandum and the service contract, then the provisions in the service contract will prevail, and the Memorandum will be reviewed to mitigate the conflict.

2.1 Conflict Resolution

A harmonious and professional working relationship is necessary to achieve the objectives of this Memorandum. To this end, immediate resolution of differences will be sought, within 10 working days.

Where and when differences arise, they should be resolved at the level and location at which they occur. If they cannot be resolved, they will be referred to the respective Executive Officers (or their delegate). If this cannot be resolved at Executive officer level than external legal arbitration can be sought by either party.

2.2 Legal Status

This Memorandum does not preclude either party from pursuing their own business interests. It is intended, however, that there would be prior discussions between the parties regarding any potential conflicts. Both parties acknowledge that this is not an exclusive agreement and that may work on similar terms with other providers.

This Memorandum does not create legally binding rights and obligations on either party. It is intended to form the basis of a meaningful relationship between the parties. Both parties will adhere to all relevant statutory provisions in implementing this Memorandum.

2.3 Privacy and Information Sharing

Section 22 of the Health Act 1956 allows providers to share health related information with other health care providers <https://www.legislation.govt.nz/act/public/1956/0065/latest/whole.html>.

We acknowledged that information may be shared between us may be of a confidential nature. We agree that all information shared of a sensitive nature will be retained in confidence. If there is any doubt prior as to whether information is confidential, permission will be sought from the other party prior to releasing the information.

Both parties must ensure compliance with the Privacy Act 2020 and Health Information Privacy Code 2020 ensuring that all information collected is:

- Accurate and kept up to date.
- Stored in a safe place.
- For the purpose of providing healthcare and support.

2.4 Media

Any media statements about this relationship will only be made following joint agreement between the parties.

2.5 Review and Term

This Memorandum will be terminated or transferred to another service provider at 30th June 2024 unless otherwise agreed between the parties.

Any party may terminate their role in this Memorandum by providing the other party with one month's written notice of its intention to terminate.

This Memorandum may be varied by agreement between the parties.

2.6 Disengagement Service

The parties acknowledge that disengagement services may be required when written notice is received due to termination or expiry of this Agreement or service provision. The parties will ensure the smooth and efficient handover and orderly transmission of data and other relevant deliverables (and all related data, documentation, and records) to the requesting party or to a third party nominated by the requesting party

in a manner that will enable services similar to the services or in replacement for the services, to be provided to the requesting party internally or by another service provider nominated by the requesting party.

The disengagement services are to be provided for the period requested, provided that the period of disengagement services will not exceed 3 months or extend more than 6 months after the end date (unless the parties agree to extend the disengagement period).

Without limitation, the disengagement services may include:

- returning any property or work that the party possesses or that is under the party’s control, in the condition in which it was supplied (excluding reasonable wear and tear);
- returning data and providing deliverables including partially completed deliverables, and Intellectual Property to the requesting party or nominated third party. Any such return will be via secure means on transportable digital media in a format acceptable to the requesting party (unless the parties agree on a different format in writing);
- transferring knowledge of the services by taking any steps that are necessary to ensure that work and knowledge of the services are fully transferred to the requesting party, or other party nominated by the requesting party, in order for the services to be completed or continue to be provided; and
- ensuring that documents that are provided are current and are in a format, and of sufficient quality, clarity and completeness to enable the requesting party to understand and use them;
- returning or destroying (only if requested) any confidential documents including hardcopy and softcopy or copies of such documents (together with confirmation or evidence of destruction if the requesting party requires destruction of such documents).

The parties must not do anything which prejudices or frustrates the transition of the responsibility for the provision of the services.

2.7 Effective Date

This Memorandum will come into force once it is signed by all parties.

2.8 Signatories

By signing below the parties confirm their agreement to the arrangements described in the Memorandum, and the phase commences.

Signed for and on behalf of **NAME OF Tamariki Ora PROVIDER**

Signature-----

Name-----

Position-----

Date-----

Signed for and on behalf of **TE WHATU ORA TAS**

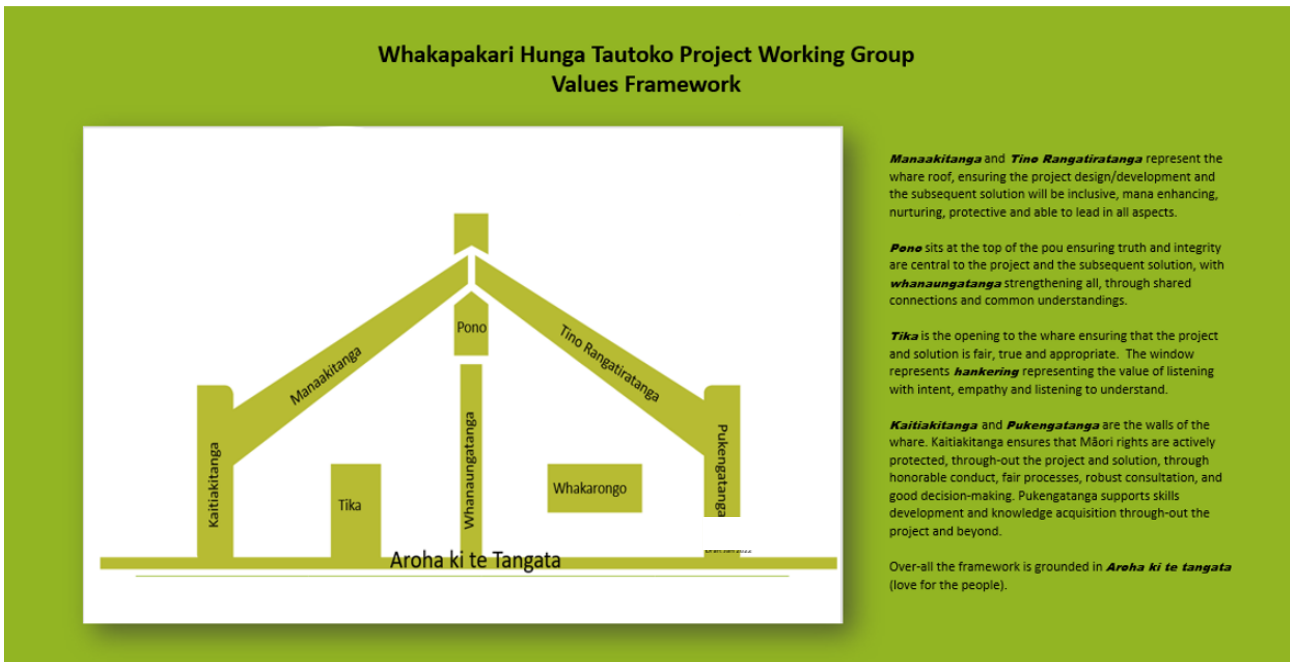
Signature-----

Name-----

Position-----

Date-----

Appendix One: Whakapakari Hunga Tautoko Project Working Group Values Framework



Pou Tārearea

**“Iti rearea teitei kahikatea ka taea”
(Tho small, even a sparrow can ascend the lofty heights of the tallest Kahikatea tree)**

The title “Pou Tārearea” finds basis within the Māori creation story.

All the children of Rangi (Sky Father) and Papa (Earth Mother) were each assigned duties of care and wellbeing for every aspect of the world’s environment. It became apparent that the four basic elements of ALL life - Earth, Air, Fire, Water, were being stifled within their parent’s refusal to break their embrace. It hampered the true performance and full potential of each child’s role in the environment. The choice was simple; their parents had to be separated – using force if necessary. Every child knew this to be the right course of action and yet, some refused. Some of Rangi and Papa’s children decided to separate their parents to allow light to come into the world, this started a war with their siblings who wanted Rangi and Papa to remain together. Tāne led the tranche to bring light and improved light into the world.

Tāne’s whare was a staging post in this quest, where the battle plans were decided, and orders remitted to the commanding officers and dispatched to the frontlines from the Māhau Tārearea a Māui-a-Taranga. Māui assembled the messengers on the māhau of Tāne’s whare and chose the most appropriate messengers and messages, containing vital coordination information to the frontline. Assembled on the māhau of the whare, and chosen specifically by Māui to deliver these messages, an appropriate bird for the appropriate environment in which the bird would be travelling to ensure it would successfully complete its mission. Dependent upon the time (day or night), the terrain (land or water), a specialist bird – Pou Tārearea – was chosen as the courier.

Like Māui’s messenger birds, the Pou Tārearea play a vital role in dispatching and delivering important information to help in the coordination and achievement of effective services for tamariki and their whānau. Identified for their strengths and skills, the Pou Tārearea gather their information on the māhau, based on expert clinical leadership and direction that is tailored to the needs of those at the frontline, working and walking alongside whanau.

As with the Māori creation story where Tāne led the course of action for improved health and wellbeing outcomes to the children of Rangi and Papa; the Pōu Tārearea, selected because of their clinical expertise and leadership, work at the frontline to support the Tamariki Ora sector.

Kaumātua Hawira Hape



Te Māhau Tārearea o Tamariki Ora

Te Māhau Tārearea o Tamariki Ora derives its name from the Māhau Tārearea a Māui-a-Taranga, a staging post in Tāne's quest to separate his parents Ranginui and Papatūānuku. Within the whare battle plans were decided, and then on the Māhau Tārearea a Māui-a-Taranga orders were remitted to the commanding officers and dispatched to the frontlines.

Likewise, Te Māhau Tārearea o Tamariki Ora is the place where vital information is assembled and then dispatched to the frontline. This important information is provided to help in the coordination and achievement of effective services for tamariki and their whānau. Te Māhau Tārearea o Tamariki Ora is a central gathering place, based on leadership and matauranga that is tailored to the needs of those kaimahi at the frontline, working and walking alongside whanau.

As with the Māori creation story where Tāne led the course of action for improved health and wellbeing outcomes to the children of Rangī and Papa; Te Māhau Tārearea o Tamariki Ora is a foundation of mātauranga for the Tamariki Ora sector designed to help achieve their goals of a healthier future for pēpi and tamariki, and support for strong, healthy, empowered whānau.

Kaumātua Hawira Hape

