Connecting Whanau with resources, ideas and energy for wellbeing and independence
At Nga Kete Matauranga Pounamu Charitable Trust we believe that people can achieve anything if they are empowered or connected to information that helps them solve problems, motivates and stimulates them. The first step towards positive change needs to occur within. The Trust is an organisation with energy, zest and resources that can support a person on their journey and empower them to succeed with planning, access, navigation and advocacy.

We strive to represent Aroha ki te Tangata - “highest regard for the welfare and well-being of mankind.” This is embellished by our understanding that everything in life is connected, Ki Uta Ki Tai “from the mountains to the sea.”

You are welcome to embrace our service and I am pleased to share that I have a huge measure of confidence and respect for my team in the quality of their provision of all services offered. If we fall short I am equally keen to hear your voice. With your input we will strive for excellence.

If you have any queries regarding our service please do not hesitate in contacting our staff, or myself.

Tracey Wright-Tawha
Chief Executive Officer
Services

- Addiction Services
- Problem Gambling Counselling
- Problem Gambling Self Exclusion
- NKMP Maori Public Health
- Restorative Justice
- Maori Cancer Kaiarahi Service
- Disability Support
- He Puna Waiora Wellness Centre
- Rongoa/Natural Therapies
- Southern Stop Smoking Service
- Whanau Ora Services
- Mauri Ora Community Nursing
- Pregnancy and Parenting Services
- Iwi Community Panels
- Tauira Tautoko Student Support
- Toi Toi Maori Art & Gift Shop

NKMP CEO Tracey Wright-Tawha
Haere Mai

Call in and see us today!
92 Spey Street, Invercargill
Ph: (03) 214 5260
Doctor: (03) 214 5261
Fax: (03) 214 5262
Free phone: 0800 925 242
www.kaitahu.maori.nz
Find us on Facebook

NKMP Open Hours:
Monday & Tuesday
9am-7pm
Wednesday
9.30am-5.00pm
Thursday & Friday
9am-5pm

HPW Open Hours:
Monday & Tuesday
9am-7pm
Wednesday & Friday
9am-5pm
Thursday
9.30am-5pm

Late night Monday and Tuesday by appointment!
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Who Are We?

Nga Kete is a not-for-profit charitable trust that delivers a range of health and social services at low or no cost including addiction counselling, disability support and advocacy, restorative justice, Whanau Ora, and He Puna Waiora Wellness Centre (A Low Cost Access doctor service) and Stop Smoking support.

The trust was established in 2000 with programmes that support the aspirations of our whakapapa ties to Oraka-Aparima Runaka.

We are a credited provider as meeting the requirements of ISO Quality Management System 9001:2008 and NZS8134:2008 Health and Disability Service Standards.

ISO 9001:2008 QMS
NZS 8134:2008 H&DSS
403 Standard L2 CYFS
Accredited Well South Provider.
Cornerstone Accreditation

**Our mission is** to connect whanau with resources, ideas and energy for wellbeing and independence.

**Our vision is** excellence in service delivery to whanau and community.

**Our cultural statement is** Arahina ki Te Ao ki te Ora - Leading the way towards total wellbeing.

**Our working philosophy is** NKMPT Governance, management and staff uphold the belief that wellness encompasses four key cornerstones - as aligned to the whare tapa wha model. To this we have added a fifth dimension - Matauranga.
Taha Wairua  |  Spiritual Dimension
Taha Whanau |  Family
Taha Tinana |  Physical
Taha Hinengaro |  Mental Wellbeing
Taha Matauranga |  Knowledge

NKMPT management and staff strive to personify a set of working ethics so whanau and community can strongly identify with our mode of delivery.

Wairua |  We embrace our spiritual being.
Whanau |  Is the centre of wellbeing
Aroha |  Love of fellow man is evident
Tautoko |  To support in an open, honest way
Manaaki |  To demonstrate empathy, care and respect
Atawhai |  To look after each other
Awhi |  To embrace those that need support.
As a client of the trust, you have the right to submit a complaint.

Complaints must be made in writing and addressed to the CEO within two days of the incident occurring. The CEO will assist you in this matter.

A full investigation of events and allegations will be completed by the CEO.

You will be informed of the outcomes by either a phone call, letter or meeting from or with the CEO. A letter closing the issue/investigation will be sent to you.

Where a solution is not immediately achievable, it may be necessary for NKMPT to seek legal advice or ask for the matter to be passed on to an independent mediator. The complaint turnaround timetable from the date the CEO receives the complaint is 28 days (excluding mediation).

The CEO is dedicated to quality service provision and welcomes any opportunity to hear views, service improvement ideas and concerns from whanau.

In the event of a complaint, we reserve the right to seek the complainants opinion as to what they feel would be a fair outcome. Your complaint will be treated in a sensitive manner.
Your Rights

All whanau/clients have the right to be treated with respect.

All whanau/clients will be treated in a fair and equitable way, with no discrimination against age, creed, disability and religion.

All whanau/clients have the right to whanau support wherever and whenever possible.

NKMP staff will ensure that the mana of the client is not intentionally compromised.

NKMP will respect and uphold the guiding principles that form the operational fabric of the trust.

Whanaungatanga will bind staff and management.

Whakamana will empower, energise and build confidence for our client group in a setting of excellence.
Confidentiality

Client records are stored in a locked, secure environment. Your information is never disclosed unless, with your permission. For example, if we make a referral to another provider.

If you would like to see your file you can make a request in writing to the CEO stating your reasons. Identification must be supplied.

We are required by the Ministry of Health to provide statistical information only, including ethnicity, gender and health conditions as part of our reporting requirements.

No personal information is disclosed to anyone without your explicit consent.

In the event we are audited, random file checks may occur to check the competency of our work.

Photographs and your story
Our Communications, Marketing and Media Manager often works with whanau who have a desire to share their stories. You will check and proof read, make changes if required and be prepared to give written consent before we publish to our website, Facebook page and any other media publications.
Conditions

By registering with NKMP as a client you are agreeing to the following conditions: Personal information cannot be disclosed to any outside person or organization, other than non-identifying statistical data, or unless you give written consent.

You give authorization that non-identifying information such as ethnicity and/or gender can be disclosed for the purposes of statistics or research, as required by the Ministry of Health.

You consent to NKMP to act on your behalf in establishing appointments and any other relevant arrangements with other service providers that best meet your individual needs as discussed and mandated by yourself or your appointed advocate.

You understand, as a client of NKMP, it is your right at any given time to exit from the service. You also understand that it is your right to re-engage with the service at any time.

Special note

NKMP must report discloses that represent significant risk or harm to the safety/wellbeing of children and youth to Oranga Tamariki and/or police.

NKMP have a zero-tolerance policy to aggression and violence and will notify police if staff or a child's safety is compromised.

NKMP is audited by external auditing agencies who check the standard and compliance of our work practice. This may involve documentation reviews of our practice.
NKMP Maori Public Health

Maori Public Health is a population-based model that contributes to improved knowledge, attitudes, behavioural and circumstance change for whanau, hapu and iwi. NKMP Maori Public Health engages a range of strategies including health promotion, education and community development to improve Maori health outcomes across Southland communities.

NKMP Maori Public Health contributes to innovative, high quality programmes that:
- Promote hauora, wellbeing and healthy lifestyles.
-Enable environments that support health, wellbeing and healthy lifestyles.
- Minimise personal, whanau and community harm.

Kia Piki te Ora – Maori Suicide Prevention
- Promote Maori Mental Health & Wellbeing.
- Reduce access to the means of suicide for Maori.
- Increase safe reporting by media of suicide.
- Contribute to improved Maori mental health services.

He Poha Oranga – Maori Public Health
- Child Health & Parenting.
- Mental Health Promotion.
- Nutrition & Obesity.
- Infrastructure – Workforce & Organisational Development.
- Maori Health Promotion Outcomes Framework.
Drug and Alcohol Support

We deliver a free, professional and confidential service for people who are concerned about their own or a whanau member’s alcohol and/or drug use.

Support is provided to:
Adult (17 years & older)
Affected whanau

Offering one-on-one counselling support, Te Rongo Pai (Support Group 18+) held every Wednesday 10.30am-12pm, group education, a mobile service, drink-driving programmes including an art therapy group and youth programme.
Problem Gambling Counselling
We deliver a free, professional problem gambling service for both gamblers and others affected by gambling.

Support is provided to:
Adults (18 years & older), and affected whanau.

Offering one-on-one individual support, Multi Venue Self Exclusion, Problem Gambling Support group (an open support group for individuals affected by gambling) held every second Tuesday 5.15pm-6.30pm, Te Rongo Pai (Support Group 18+) held every Wednesday 10.30am-12pm, Whanau/family meetings as part of a healing process, and a mobile service (conditions apply).

Multi Venue Self Exclusion
We offer MVSE which allows you to formally exclude yourself from Invercargill and Bluff gaming venues from three months to two years.

Problem Gambling Health Promotion
- Promote healthy public policy in relation to gambling harm.
- Encourage supportive environments to minimise gambling harm.
- Enhance the capacity of communities to define and address gambling harm.
- Maintain and develop accessible, responsive and effective interventions.
- Assist the development of people’s life skills and resilience in relation to preventing or minimising gambling harm.
Aronui - Art Therapy Programme

A group programme which aims to reduce the harm of alcohol and drug use and problem gambling by exploring and understanding why participants use these substances.

Through art participants can explore:

- The role alcohol and/or drugs plays in their lives.
- The impact it has on themselves, whanau and community.
- Their attitudes, behaviours, beliefs and values.
- The actions and consequences of substance abuse.
- An understanding of self.
- A life without alcohol and/or drugs.

Includes interactive drawing, free expression, role play, writing, painting, sculpting, pencil, charcoal, and crayon.

“Art expresses and invokes, and is a useful medium in the journey to wellbeing.” - Tracey Wright-Tawha

For all referrals to the Addiction Services: Self referral, external agency referral, or contact 0800 925 242 for a referral form.
Addictions Counsellor
Rod Allison
Whanau Ora is a whanau-centered service that supports families to achieve their aspirations. Whanau Ora recognizes the strengths and abilities that exist within whanau and aims to support and develop opportunities that fulfill potential. Navigators assist with social needs, problem solving, and connection and linkage to other agencies. The navigators will also work with individuals and families on a pathway plan to support goals and future change.

Navigators work to the 7 Pou of wellness:

- Whanau are self-managing and empowered leaders.
- Whanau are leading healthy lifestyles.
- Whanau are confidently participating in Te Ao Maori.
- Whanau are participating fully in society.
- Whanau are economically secure and successfully involved in wealth creation.
- Whanau are cohesive, resilient and nurturing.
- Whanau are responsible stewards of their living and natural environment.

Who can refer? Self-referral, agencies, police, Oranga Tamariki.
Disability Service

We deliver support, information and advice to clients with disabilities. Our Kaiawhina offers assessments to identify your needs and will create a tailored plan with you to meet your desired outcomes.

Offering linkage and connection to services that can support your needs, information, advocacy, assessment of needs including home safety assessment and tailored plans.

Whanau/self, community health providers and social service agencies can refer.

Whanau Ora Navigators Sandra Stiles (Disabilities), Mark Tuapou and Davina Jones
He Puna Waiora Wellness Centre is a Cornerstone Accredited (VLCA) Very Low Cost Access GP Practice offering doctor and nursing services and Rongoa/Natural therapies.

*For more information please refer to the He Puna Waiora Wellness Centre service booklet.*

**Fees:**

<table>
<thead>
<tr>
<th>Age</th>
<th>Fee</th>
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<tbody>
<tr>
<td>U13</td>
<td>Free</td>
</tr>
<tr>
<td>U18</td>
<td>$12.50</td>
</tr>
<tr>
<td>18+</td>
<td>$18.50</td>
</tr>
<tr>
<td>Nurses consultations</td>
<td>$10.00</td>
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</tbody>
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**PAYMENT:**

Other fees may apply. Fee lists are available from the practice. Payment must be made on the day. Automatic payment options are available. Our frontline staff can help you.
Rongoa/Natural Therapies
A private, safe and confidential service, which includes therapeutic treatment plans, mirimiri, nutrition and hydration advice, reiki, lymphatic drainage, relaxation massage and reflexology.

$15 per session

Appointments Monday-Friday, He Puna Waiora open hours.
We provide a free Southern wide service offering community group clinics and one-on-one support with eight site coaches operating across the Southern region.

Individuals, health providers, workplaces, and community organisations can refer.

We provide free nicotine replacement therapy resources to support you on your journey to become smoke-free. These include gum, lozenges and patches.

Get in touch with us today!

How to refer:

Phone: (03) 214 5260
Free Phone: 0800 925 242
Email: admin@stopsmoking.nz
Refer online: http://www.kaitahu.maori.nz/online-referrals
“The secret to getting ahead is getting started.”
“Believe you can and you’re half way there!”
The Mauri Ora Community Nursing Service is mobile with a focus on the Western Southland area, but accessible to all Southlanders.

**The Mauri Ora nurse can:**

- Assess and establish a whanau Health Plan.
- Identify strategies for improved health for the whole whanau.
- Identify and plan for whanau health priorities.
- Support and care of conditions e.g. diabetes, nutrition and cardiovascular disease.

Care can occur via community clinics in a marae, school, community centre/setting with home visits also an option. We are happy to engage with groups, clubs, senior citizens etc to extend members health checks. The nurse can link you to other services or to our agency GP practice He Puna Waiora (where charges apply).
To promote, protect and support positive parenting by attaching, bonding and responding sensitively to baby’s needs - articulating parenting through the lens of the baby.

The service consists of one-on-one home or on-site visits and drop-in clinics.

We work with pregnant women, Dad’s, and if required the whole whanau around:

- Practical solutions to pregnancy and parenting challenges.
- Breastfeeding.
- Safe sleeping.
- Early parenting strategies.
- Stop smoking support.
- Access to local pregnancy and parenting services.
- One-on-one support.
- Advocacy, linkage and connection to other services and ongoing support.

Individuals, health providers and Community organisations can refer.

Deli Diack
Pregnancy and Parenting Educator
Restorative Justice conferences are directed by judges.

The process:
- Resolves crime by focusing on redressing the harm experienced by victims.
- Aims to put things right for people who have been victims of crime.
- Puts the people most affected by crime at the heart of the justice system.
- Offenders take responsibility and offer to put things right for victims.
- Puts emphasis on taking accountability and repairing harm caused by offending.

At the conference:
- Victims can tell the offender how they have been affected, have a say in how the harm can be repaired and begin to resolve some of the effects of the offence.
- Offenders can apologise directly to the victim and hear about the impact of their actions.
- Offenders take responsibility and take part in deciding how the harm can be repaired.

Participation is voluntary and you can withdraw at any time.
Iwi Community Panels are an alternative resolution process for low-level offenders focusing on education, prevention and accountability. Service provided by Nga Kete Matauranga Pounamu Charitable Trust in partnership with police, local iwi and the wider community. Police can refer a participant to the ICP if they are aged 17 years or over, the offence carries six months’ imprisonment or less (and is not an offence related to family violence or methamphetamine use) and the participant admits guilt.

**What are Iwi Community Panels?**

- ICP are a community-led alternative to court for low-level offenders. Offenders (known as participants) appear in front of a panel of three volunteer community members.

- An inquisitive hearing with a purpose of discovering the underlying reasons for offending and determine outcomes to address these - We want to affect long-term social and behavioural change to reduce reoffending.

**What are the outcomes?**

Outcomes should be tailored to each participant and should address their reasons for offending. Education and prevention – Not punishment. Outcomes can include reparation, apology letters, community work, and educational courses (defensive driving, driver licensing, Frontline etc.)

*Mana Wright*

Iwi Community Panels Co-ordinator
The Maori Cancer Kaiarahi Service is a free service in Southland designed to support Maori and their whanau with high suspicion of/or diagnosis of cancer to get the right information, make informed decisions about treatment options, and get to treatment.

The kaiawhina will assist and make the pathway as smooth as possible by ensuring that you have the information you need to make informed choices about your health and treatment, making sure you are able to attend all your appointments. The kaiawhina can attend important appointments with you, ensuring that you understand medical terms, helping you and your Whanau to access other services to meet you needs and tautoko with regular phone calls and visits.

Referrals can be made by GPs, Cancer Society, the hospital, friends, whanau, Hospice, district nurses, any health providers and other professionals.

Maori Cancer Kaiarahi Service Co-ordinator
Barbara Metzger
NKMP founded and facilitates the Southern Institute of Technology Tauira Tautoko Student Support Centre, situated at the Tay St campus, accessible from Forth St, via Pakiaka.

The centre offers a warm, supportive environment, access to study support reference material, and Kaiawhina service support.

We offer phone access, hot drinks and kai in a kaupapa Maori setting.

See the team at the centre weekly:

Open Mon-Fri 9am-4pm

Contact Marcia Te Au-Thompson
Phone 03 211 2699 ext 8776

Tauira Tautoko Student Support Centre
Southern Institute of Technology (main campus)
Entrance off Forth Street
Thank you for supporting Toi Toi Maori Art & Gift Shop, a Nga Kete enterprise.
Did you know your support enables us to help others? Proceeds from the shop help support the range of free services we extend here at Nga Kete!

Our shop is stocked full of goodies including pounamu, weaving, paintings, Kia Kaha clothing, korowai, glassware, woodware, and more. We offer gifts and locally made products with free gift wrapping and lay by options.

Our bright and tidy shop is located at 119 Dee Street, Invercargill.
Phone: (03) 218 6488
www.facebook.com/ToiToi15
www.kaitahu.maori.nz

Open hours:
Monday 10am-5pm
Tuesday-Friday 10am-5.30pm
Saturday 10am-2pm

For selling on consignment contact Joanne White
Ph:03 214 5260 or Joanne.White@kaitahu.maori.nz
To get in touch with any of the managers phone (03) 214 5260 or Freephone 0800 925 242, or visit us at 92 Spey Street, Level 2.
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