

THE PHOBIC TRUST ANXIETY CLINIC

Objective	This document shows how The Phobic Trust of NZ Inc will meet the needs of tangata whenua, tangata whai i te ora, whānau ora, hapu and iwi involved in and affected by mental health and addiction service delivery.
Policy	The Phobic Trust acknowledges the inequalities of health faced by Māori, and upholds the principles of the Treaty of Waitangi, in the provision, protection and improvement of treatment and support for tangata whai ora, whānau ora, hapu and iwi.
References	
MOH	<ol style="list-style-type: none"> 1. <i>Blueprint for Mental Health Services in New Zealand 1998</i> 2. <i>Building on Strengths – A springboard of action: A new approach to promoting mental health in New Zealand/Aotearoa. 2001</i> 3. <i>Te Puāwaitanga Māori Mental Health National Strategic Framework. 2002</i> 4. <i>Tauawhitia te Wero, Embracing the Challenge: National Mental Health and Addiction Workforce Development Plan. 2006-2009</i> 5. <i>Te Tāhuhu – Improving Mental Health 2005-2015</i> 6. <i>Te Kōkiri - The Mental Health and Addiction Action Plan 2006-2015</i>
Other	<i>Delivery of cultural assessment to Māori (2004) Mental Health Commission</i>
Service	<p>Service Delivery Pathway</p> <p>Consumer Rights</p>
Data collection	<p>The Phobic Trust will collect data on</p> <ul style="list-style-type: none"> - how many service users identify as Māori - how many staff identify as Māori - tribal affiliations of service users and staff.

<p>Principles/ Treaty of Waitangi</p>	<p>The Phobic Trust will integrate the following principles into service delivery :</p> <ul style="list-style-type: none"> ○ recognises and protects the link between tangata whai ora, whānau, whakapapa and turangawaewae ○ with the informed consent of tangata whai ora, the perspectives of whānau, hapu and iwi will be integrated into all aspects of assessment, planning, provision of services, discharge and follow-up ○ Training of staff in Treaty of Waitangi, cultural awareness, Tikanga and Māori models of health and wellness such as Te Whare Tapa Wha, Te Wheke ○ Involving representatives of relevant Māori groups in the development of the Phobic Trust services. ○ The principles of the Treaty of Waitangi are upheld and integrated in organizational and service delivery processes ○ The concepts of whānaungatanga are actively implemented with whanau: <ul style="list-style-type: none"> ○ Tatau tatau – collective responsibility ○ Mana tiaki – guardianship ○ Manaakitanga – caring ○ Whakamana – enablement ○ Whakatakoto tutoro – planning ○ Whai wahi tanga - participation
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Māori Health Plan

Introduction to the Phobic Trust of NZ Inc:

The Phobic Trust Anxiety Clinic is a specialist service in Auckland. Our specialist multidisciplinary team works with anxiety disorders co-morbid with depression, alcohol and substance abuse amongst other issues. We treat people of all ages, ethnicities and socio-economic groups.

The Phobic Trust Anxiety Clinic provides peer support groups and family/whanau support groups, and a 24 hour freephone service nationwide. As well as providing treatment, the Trust aims to stimulate awareness and education of anxiety, phobic and obsessive compulsive disorders.

The Trust recognizes the importance of cultural awareness and acknowledges the importance of the use of Māori protocol in assessment and treatment methods. To this end the Trust ensures all Clinical staff members have up to date training in the Treaty of Waitangi and bi-cultural practices. We have recently employed a clinician whose CCP goal last year was to achieve cultural competence which they achieved with training from the Ministry of Education. All clinical staff have completed Treaty of Waitangi training through either a university, the Department of Corrections or the NZ Psychological Society and one member has completed a two year Mauri Ora Programme. The Trust has sought advice from the ADHB Māori Health regarding Tikanga training and will work towards ensuring all clinical, administrative and management staff complete this within the next six months.

The Trust recognises that our service is under utilised by Māori and hope to continue to increase accessibility and awareness of our service. In order to achieve this we are increasing our network links with Māori health services to increase awareness of anxiety disorders and accessibility to our service. We have sought advice from ADHB Māori health and are in the process of following up contacts suggested in order to increase our networks. We have also sought advice with regard to connecting with our local Marae. Contacts and visits in the last 6 months include:-

- Mata Forbes – He Kamaka Oranga – retired ADHB Māori Health Consultant
- East Tamaki Healthcare
- Devi-Ann Hall – Nurse Leader, Māori Health, CMDHB
- Natalia Kaihau – Te Kotuku Ki Te Rangi – Community based Kaupapa Māori Mental Health Services for Tangata Whaiora
- Kirsty Charlies – Auckland Community Services
- Jill Palmer – Wings Trust
- Jenny Wolf – Tepou
- Helen Moewaka-Barnes – Whariki.

The Trust holds regular meetings with the Phobic Trust Māori Consumer Representatives Joyce Renata (Nga Puhi, Ngati Kahu, Ngati Porou) and Iwa Natana (Nga Puhi, Ngati Kahu, Tainui) in order to seek advice and input on processes and plans for our service, and improving our responsiveness to Māori.

Māori Engagement

Goal	Action	Participants	Evaluation
Identify your key Māori stakeholders	<p>Completing a list of key stakeholders</p> <p>The Phobic Trust Consumer Representatives have contacted Pita Sharples to introduce the Trust to him and to enquire about Kaumatua.</p> <p>We invited Kere Cookson-Ua, Ngati whatua to introduce the Trust and its staff and met with Kere and Kaumatua Heta Tobin on Thursday 1st November.</p>	<p>DHB funding and planning team members</p> <p>He Kamaka Oranga (Auckland DHB Māori Planning and Funding)</p> <p>Mana whenua representatives of Ngati Whatua, Te Kahu Pokere</p> <p>CEO – Kere Cookson–Ua.</p>	<p>List of key stakeholders is in the process of being completed but includes:-</p> <ul style="list-style-type: none"> - Tangata Whaiora - Staff - 2 Consumer Representatives - Referrers - Schools - Community networks - Auckland NGOs - SPINZ - Whanau
Consultation with Māori stakeholders	<p>Māori stakeholders (Consumer Consultants, Tangata whaiora and whanau) will be consulted on the development of the Therapeutic Unit. Our 2 consumer reps have been consulted on the Phobic Trust Māori Health Plan. Following our meeting with Ngati Whatua – they have agreed to contribute advice to the Trust with regard to the building of our Therapeutic Unit.</p> <p>New members of staff, tangata whaiora engaging or leaving the service will be offered a Powhiri.</p> <p>Tangata whaiora, whanau and consumer representatives form our Māori reference group.</p>	<p>Māori stakeholders Consumer Representatives are:-</p> <p>Joyce Renata</p> <p>Iwa Natana</p>	<p>Memorandum of Understanding with Māori stakeholders is to be established.</p>

Māori participation in governance is in place	<p>To establish a governance reference group.</p> <p>The Trust aims to have at least one Māori member of the Board and has had Vivienne Euini (nee Maihi) as Chair of the Board until recently due to an absence of leave. She is due to rejoin the Board in February 2013.</p>	Vivienne Euini (Nee Maihi) is rejoining the Board as Chair of the Board in February 2013.	Governance Reference Group to be established with Senior Management and the Board.
Māori participation is evident on all levels of the organization	<p>Service users are represented by 4.6 % Māori.</p> <p>Staff and Management have received education and training in Treaty of Waitangi.</p> <p>To establish Mana Whenua representation – invite to the Board.</p> <p>Consumer consultants to establish links with the local Marae.</p>	<p>Service provider</p> <p>Service users</p> <p>Whanau</p>	21% of staff identify as Māori (including our 2 Consumer Reps) resulting in roughly 5 – 1 ratio of Māori staff/ Māori service users.
Service Delivery			
Goal	Action	Participants	Evaluation
Facilitate service access	<p>Barriers to service access by Māori has been identified as primarily funding and secondly location (and transport). Also lack of awareness of the service within the community.</p> <p>Lack of funding has been addressed by engaging a WINZ representative weekly at the Trust and training staff to manage WINZ applications. Also including information about funding options in our information packs. The Trust has been working to increase awareness in the community by increasing our links with Māori Health services over the last 6 months.</p> <p>To look into providing a Service brochure in Te Reo Māori.</p> <p>Website to be updated to include the Māori Health Plan and to provide links to Māori Health providers.</p>	<p>Consumers and their whanau accessing the service.</p> <p>Service provider.</p>	<p>Feed-back to the Trust and via website.</p> <p>Satisfaction surveys.</p> <p>Number of Māori accessing and entering the service.</p>

<p>Entry to the service considers Māori processes and protocol</p>	<p>Powhiri/Whakatau during entry if required will be provided via Consumer consultants and Kaumatua (to be established). Whanau to be consulted as they may have their own Kaumatua they wish to use.</p> <p>ADHB has been consulted re courses on Tikanga training for Tikanga Best Practice Policy.</p> <p>Whānau are invited to initial Needs Assessments and any ongoing treatment provided by the Trust.</p>	<p>Service user and their whānau.</p> <p>Service provider.</p> <p>Māori representatives.</p>	<p>Satisfaction surveys.</p> <p>Retention in treatment/ support rate.</p>
<p>Assessment includes Māori models of health.</p>	<p>Clinical staff use Te Whare Tapa Wha and Te Wheke as part of their cultural relevant assessment and treatment tools. A new file has been created for Clinical staff with soft and hard copies of Maori assessment tools and information.</p> <p>Assessment of whānau needs and involvement of whanau where required.</p>	<p>Service user and their whānau.</p> <p>Service Provider</p> <p>Māori representatives.</p>	<p>Number of whānau assessments completed.</p>
<p>Care/Treatment and Interventions include Māori treatments/ interventions and activities and Māori models of health</p>	<p>The Service will support making Māori specific healing interventions available as required such as:</p> <ul style="list-style-type: none"> o Karakia (prayer) o Te Reo (use of traditional language) o Kaumatua/Kuia access (access to community leaders and elders) – yet to be established. <p>Whānau are included in the intervention and treatment processes</p>	<p>Service user and their whānau.</p> <p>Service provider.</p> <p>Other support/ treatment providers – e.g School and Community</p>	<p>Satisfaction surveys.</p> <p>Number of Māori service users and their whānau involved in the specified treatments and activities.</p>
<p>Discharge processes include links with whanau, whakapapa and turangawaewae</p>	<p>Whānau will be included in the discharge meetings and the Service will support the service user and their whanau by making visits to their Marae and turangawawae as required.</p>	<p>Service user and their whānau.</p> <p>Service provider.</p> <p>Māori supports</p>	<p>Number of whānau involved in discharge meetings.</p> <p>Number of visits to turangawaewae.</p>

Follow-up will include referrals to Māori service providers	The Phobic Trust maintains a list of Māori health provider and community agencies. We are continuing to increase our links with providers.	Service user and their whānau. Service provider.	Number of referrals.
Provide access to Māori advocacy	Māori Advocacy brochures are available to all Māori service users and their whānau at entry to the service Māori Consumer Representatives visit The Phobic Trust consumer forums and meetings. Consumer Rights posters are displayed in Māori language	Health and Disability Advocates. Service user. Service provider.	Number of visits from Advocates
Whānau participation throughout service provision	Provision of Kaumatua/Kuia to whanau – in process of establishing a Kaumatua for the Trust. Orientation of whanau to the service and participation is encouraged from the Needs Assessment through treatment as required and at discharge.	Service user and their whānau. Service provider.	Whānau and client satisfaction surveys.

Human Resources

Goal	Action	Participants	Evaluation
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<p>Staff are able to provide cultural safe services to Māori</p>	<p>All employees have attended a Treaty of Waitangi workshop within the last year.</p> <p>We are in the process of looking in to Tikanga training via the Auckland DHB</p> <p>We have regular Bicultural Practice talks for the whole service. One is scheduled for October this year.</p> <p>Volunteers on the Phonline are receiving a talk on Culturally safe practice on September 29</p>	<ul style="list-style-type: none"> - New Zealand Psychological Society. - Ministry of Education - Dept of Corrections - Mauri ora Programme - Cultural advisor Dr Wong. - Service providers – MaryPat Traxler. 	<p>Feedback from Phonline.</p> <p>All Staff</p>
<p>Pro-active recruitment and retention of the Māori workforce</p>	<p>The Phobic Trust is mindful of the importance of being pro-active in recruiting Māori members of staff for the Clinic and for the Board. The service utilizes existing Māori networks and recruitment agencies.</p> <p>Whanau and support people are welcome during the application process</p> <p>The Service offers culturally supportive supervision and workforce development through yearly courses.</p> <p>Training includes Cultural Competency and promoting Tikanga training.</p>	<p>Consumer Reps Governance and Management.</p>	<p>Tikanga competency tests.</p> <p>Service user (inc whānau) satisfaction surveys.</p> <p>Workforce retention.</p>
Policy			
Goal	Action	Participants	Evaluation
<p>Ensure that the Phobic Trust policies are mandated by Māori</p>	<p>The Māori reference group will review and comment on The Phobic Trust policies and procedures regularly.</p> <p>Memorandum of Association (MOA) with mana whenua – Ngati Whatua is to be formerly established</p>	<p>Māori reference group (The Board, Senior Management and Māori Consumer Representatives.</p>	<p>Evidence of Māori consultation in policy development.</p>

Monitoring of Policy Implementation by Māori	Māori are included in the policy/ procedures audit team (ADHB)	Māori auditors.	
Health Promotion			
Goal	Action	Participants	Evaluation
The Phobic Trust proactively promotes and facilitates public and primary health care programs targeted to meet the needs of Māori	Smoking status assessment has now been implemented and referral to smoke cessation programmes done as required. The Service Implement healthy living programmes as part of the treatment provision	Primary Health Organisations. Service user and their whānau. Service provider.	- Number of people smoking and referred to cessation programmes.
Quality Improvement			
Goal	Action	Participants	Evaluation
Quality improvement processes include measures and tools developed by and administered by Māori	Measures to ensure Māori health goals are defined and achieved are in place through assessment and treatment. The Service has standard outcome measures given to all clients. The Service will consult with the Māori Governance group to establish suitability of these measures to Māori.	Service user and their whānau. Service provider.	Outcome measures
Community Integration			
Goal	Action	Participants	Evaluation

<p>The Phobic Trust maintains links with health, social and cultural services</p>	<p>The Trust has increased its links over the last 6 months through contacting and meeting several agencies and their representatives as well as other health providers. These include:-</p> <ul style="list-style-type: none"> - Auckland Community Services - Mata Forbes – He Kamaka Oranga – retired ADHB Māori Health Consultant - East Tamaki Healthcare - Devi-Ann Hall – Nurse Leader, Māori Health, CMDHB - Natalia Kaihau – Te Kotuku Ki Te Rangi – Community based Kaupapa Māori Mental Health Services for Tangata Whaiora - Jill Palmer – Wings Trust - Jenny Wolf – Tepou - Helen Moewaka-Barnes – Whariki - Auckland University and AUT 	<p>Service user and their whānau. Service provider. Key Stakeholders.</p>	<p>Huanga Oranga Stakeholder surveys</p>
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