

<b>Objective</b>	This document shows how Anxiety NZ Trust 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.
<b>Policy</b>	The service 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.
<b>References</b>	
<b>MOH</b>	<ol style="list-style-type: none"> <li>1. <i>Blueprint for Mental Health Services in New Zealand 1998</i></li> <li>2. <i>Building on Strengths – A springboard of action: A new approach to promoting mental health in New Zealand/Aotearoa. 2001</i></li> <li>3. <i>Te Puāwaitanga Māori Mental Health National Strategic Framework. 2002</i></li> <li>4. <i>Tauawhitia te Wero, Embracing the Challenge: National Mental Health and Addiction Workforce Development Plan. 2006-2009</i></li> <li>5. <i>Te Tūhuhu – Improving Mental Health 2005-2015</i></li> <li>6. <i>Te Kōkiri - The Mental Health and Addiction Action Plan 2006-2015</i></li> </ol>
<b>Other</b>	<i>Delivery of cultural assessment to Māori (2004) Mental Health Commission</i>
<b>Service</b>	Service Delivery Pathway Consumer Rights
<b>Data collection</b>	The service will collect data on <ul style="list-style-type: none"> <li>- how many service users identify as Māori</li> <li>- how many staff identify as Māori</li> <li>- tribal affiliations of service users and staff.</li> </ul>

<p><b>Principles/ Treaty of Waitangi</b></p>	<p>Anxiety New Zealand will integrate the following principles into service delivery :</p> <ul style="list-style-type: none"> <li>o recognises and protects the link between tangata whai ora, whānau, whakapapa and turangawaewae</li> <li>o 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</li> <li>o 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</li> <li>o Involving representatives of relevant Māori groups in the development of Anxiety New Zealand Trust services.</li> <li>o The principles of the Treaty of Waitangi are upheld and integrated in organizational and service delivery processes</li> <li>o The concepts of whānau are actively implemented with whanau:             <ul style="list-style-type: none"> <li>o Tatau tatau – collective responsibility</li> <li>o Mana tiaki – guardianship</li> <li>o Manaakitanga – caring</li> <li>o Whakamana – enablement</li> <li>o Whakatakoto tutoro – planning</li> <li>o Whai wahi tanga - participation</li> </ul> </li> </ul>
--	--

**Māori Health Plan**

**Introduction to the Anxiety NZ Trust:**

Anxiety NZ Trust 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 support people of all ages, ethnicities and socioeconomic groups.

Anxiety NZ Trust provides peer support groups and family/whanau support groups, and a 24 hour / 7 day anxiety helpline (0800 ANXIETY / 0800 269 4389) service nationwide. As well as providing treatment and support, the Trust aims to stimulate awareness and education of anxiety, phobic and obsessive compulsive disorders and depression.

The Trust recognises 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.

All clinical staff have completed Treaty of Waitangi training through either a university, the Department of Corrections or the NZ Psychological Society or other program. 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 could provide more services to 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 previous 2 years 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 Anxiety NZ 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/Consultation			
Goal	Action	Participants	Evaluation
Identify your key Māori stakeholders	<p>Completing a list of key stakeholders</p> <p>The Trust CEO to contact He Kamaka Oranga services within the next 6 months to discuss how they can assist the service and service users.</p> <p>Connect with Dame Naida Glavish to consult about our relationships with mana whenua and Māori Waka and regarding cultural support to all staff, patients and their whānau</p> <p><b>Connect with Ngati whatua to introduce the Trust and its staff and meet with Kere and Kaumatua Heta Tobin.</b></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 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"> <li>- Tangata Whaiora</li> <li>- Staff</li> <li>- 2 Consumer Representatives</li> <li>- Referrers</li> <li>- Schools</li> <li>- Community networks</li> <li>- Auckland NGOs</li> <li>- SPINZ</li> <li>- Whanau</li> </ul>
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 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 from our Māori reference group.</p>	<p>Māori stakeholders</p> <p>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	To establish a governance reference group. The Trust aims to have at least one Māori member of the Board.	Board of Trustees	Governance Reference Group to be established with Senior Management and the Board.
Māori participation is evident on all levels of the organization	Service users are represented by 4.6 % Māori. Staff and Management have received education and training in Treaty of Waitangi. To establish Mana Whenua representation – invite to the Board. Consumer consultants to establish links with the local Marae.	Service provider Service users Whanau	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**

<b>Goal</b>	<b>Action</b>	<b>Participants</b>	<b>Evaluation</b>
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>Our service supports clients with low-incomes, including those with children where the child needs access to services by providing information about funding options in our information packs.</p> <p>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>New website to be updated to include the latest 2019-2020 Māori Health Plan and to provide links to Māori Health providers in January 2019.</p>	<p>Consumers and their whanau accessing the service.</p> <p>Service provider.</p>	<p>Feed-back to the Trust and via website. Satisfaction surveys. Number of Māori accessing and entering the service.</p>

<p>Entry to the service considers Māori processes and protocol</p>	<p>Powhiri/Whakataua 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 to be 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>All staff and volunteers are provided with a Tikanga Best Practice Policy Bookley created in collaboration with He Kamaka and WDHB / ADHB</p>	<p>Service user and their whānau. Service provider. Māori representatives.</p> <p>All Anxiety NZ Staff and Volunteer Workers</p>	<p>Satisfaction surveys. Retention in treatment/ support rate.</p> <p>Increased knowledge regarding Tikanga best practice</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.</p> <p>Assessment of whānau needs and involvement of whanau where required.</p>	<p>Service user and their whānau. Service Provider 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"> <li>• Karakia (prayer) o Te Reo (use of traditional language)</li> <li>• Kaumatua/Kuia access (access to community leaders and elders) – yet to be established.</li> </ul> <p>Whānau are included in the intervention and treatment processes</p>	<p>Service user and their whānau. Service provider.</p> <p>Other support/ treatment providers – e.g School and Community</p>	<p>Satisfaction surveys. Number of Māori service users and their whānau involved in the specified treatments and activities.</p>

Discharge processes include links with whanau, whakapapa and turangawaewae	Whānau will be included in the discharge meetings and the Service will support the service user and their whanau by encouraging visits to their Marae and turangawāwae where appropriate.	Service user and their whānau. Service provider.  Māori supports	Number of whānau involved in discharge meetings. Number of visits to turangawāwae.
--	---	---	---

Follow-up will include referrals to Māori service providers	The 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	<p>Māori Advocacy brochures are available to all Māori service users and their whānau at entry to the service</p> <p>Māori Consumer Representatives visit The Trust consumer forums and meetings.</p> <p>Consumer Rights posters are displayed in Māori language</p> <p>HDC Rights in Maori on our website</p>	<p>Health and Disability Advocates. Service user. Service provider.</p> <p>Anxiety NZ</p>	<p>Number of visits from Advocates</p> <p>Use of Advocacy service in complaints processes.</p> <p>Increase in Te Reo resources</p>
----------------------------------	--	---	--

Whānau participation throughout service provision	<p>Provision of Kaumatua/Kuia to whanau – in process of establishing a Kaumatua for the Trust.</p> <p>Orientation of whanau to the service and participation is encouraged from the Needs Assessment through treatment as required and at discharge.</p>	Service user and their whānau. Service provider.	Whānau and client satisfaction surveys/hui?.
---	--	---	--

**Human Resources**

<b>Goal</b>	<b>Action</b>	<b>Participants</b>	<b>Evaluation</b>
-------------	---------------	---------------------	-------------------

<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 2019.</p> <p>Volunteers on the Helpline are receiving a talk on Culturally safe practice on October 2019.</p>	<ul style="list-style-type: none"> <li>• New Zealand Psychological Society.</li> <li>• Ministry of Education</li> <li>• Dept of Corrections</li> <li>• Mauri ora Programme</li> <li>• Cultural advisor Dr Wong.</li> </ul>	<p>Feedback from Phoneline. All Staff</p>
<p>Pro-active recruitment and retention of the Māori workforce</p>	<p>Anxiety NZ is mindful of the importance of being pro-active in recruiting Māori members of staff for the Clinic and for the Board. The service utilises 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. Workforce retention.</p>
<p><b>Policy</b></p>			
<p><b>Goal</b></p>	<p><b>Action</b></p>	<p><b>Participants</b></p>	<p><b>Evaluation</b></p>



Ensure that the Trust policies are mandated by Māori	The Māori reference group will review and comment on The Trust policies and procedures regularly.  Memorandum of Association (MOA) with mana whenua – Ngati Whatua is to be formerly established	Māori reference group (The Board, Senior Management and Māori Consumer Representatives.	Evidence of Māori consultation in policy development.
--	--	---	---

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 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  GP ensures that metabolic screening occurs for service users and if relevant their whānau.  Best practice asthma management to be facilitated by GP.  GP to provide <a href="#">green prescriptions</a> .	Primary Health Organisations. Service user and their whānau. Service provider.	- Number of people smoking and referred to cessation programmes. Weight stabilization. Metabolic screening implemented.

**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. In the next 6 month, 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 service maintains links with health, social and cultural services</p>	<p>The Trust has increased its links over the last 2 years through contacting and meeting several agencies and their representatives as well as other health providers. These include:-</p> <ul style="list-style-type: none"> <li>• Auckland Community Services</li> <li>• Mata Forbes – He Kamaka Oranga – retired ADHB Māori Health Consultant</li> <li>• East Tamaki Healthcare</li> <li>• Devi-Ann Hall – Nurse Leader, Māori Health, CMDHB</li> <li>• Natalia Kaihau – Te Kotuku Ki Te Rangi – Community based Kaupapa Māori Mental Health Services for Tangata Whaiora</li> <li>• Jill Palmer – Wings Trust</li> <li>• Jenny Wolf – Tepou</li> <li>• Helen Moewaka-Barnes – Whariki</li> <li>• Auckland University and AUT</li> </ul>	<p>Service user and their whānau. Service provider. Key Stakeholders.</p>	<p>Huanga Oranga Stakeholder surveys</p>