

MODEL OF CARE



Kia Ora Ake Model of Care

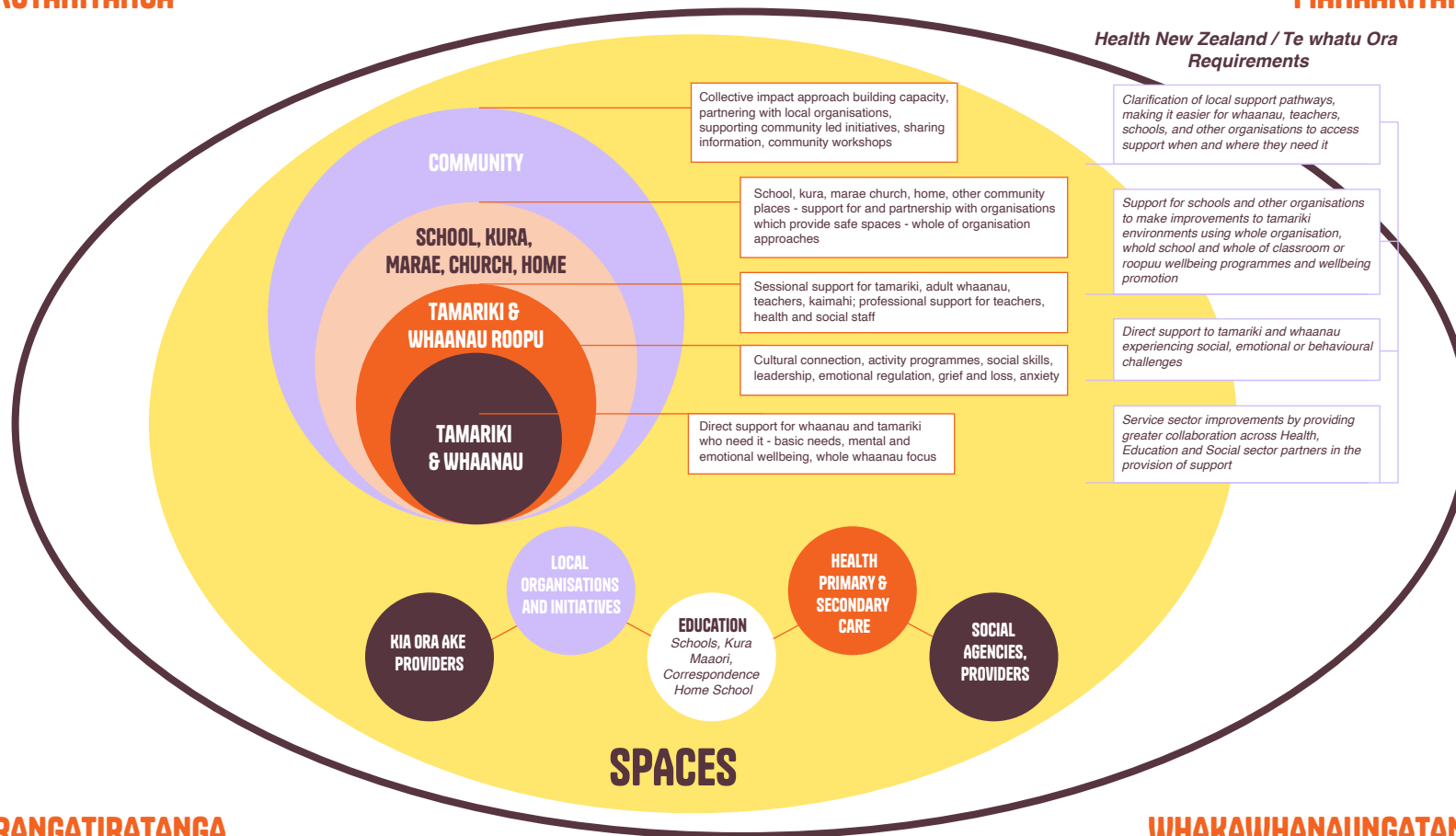
May they (our tamariki) be better, be stronger, may they have wellbeing

(the name offered by Mana Whenua i Tamaki Makaurau for the Counties Manukau tamariki hinengaro wellbeing approach).

KOTAHITANGA

Kia Ora Ake Model of Care - How we achieve taurite and ooritetanga

MANAAKITANGA



RANGATIRATANGA

WHAKAWHANAUNGATANGA

MODEL OF CARE

Guiding Principles

Guiding values, based on Tiriti-partnership and provider input to date



*“Kotahi te kohao o te ngira e kuhuna ai te mire ma, te miro pango, te miro whero” -
“There is but one eye of the needle, through which white, black and red thread must pass.”*

This tongikura was spoken by Kiinga Pootatau, the first Maaori King, at the Ngaaruawaahia ceremony anointing him as such. It has implications for both the making of connections and the collaboration that must ensue as we work towards supporting a common vision.

1. Background

Kia Ora Ake is part of the wider Mana Ake Programme, developed as a Government initiative to support the wellbeing and hinengaro (mental health) of tamariki and their whānau. It aims to strengthen collaboration between schools and relevant agencies, and to increase pastoral support through the addition of dedicated workers to enhance the overall capacity and impact of school-based support networks.

Kia Ora Ake Vision - The central vision of Kia Ora Ake is a demand for taurite and ooritetanga (equality and equity) of equal hinengaro (mental and emotional) wellbeing for all tamariki.

Kia Ora Ake Waiata:

Maaku anoo e hanga i tooku nei whare
Ko ngaa pou o roto, he maahoe, he patatee
Ko te taahuhu, he hiinau noa e
Ko te kupu whakatoo, i te kaakano
Me whakatupu ki te hua o te rengarenga
Me whakapakiri ki te hua o te kawariki
Nga tongikura tuku iho, hei tuitui
i ngaa miro ki te ooritetanga
o te whakaaro kotahi
Kia hua ko te kaokao, o te koowhao e
Kia ora ake, ko te kaokao, o te koowhao e

2. Key Principles

- Kia Ora Ake is a holistic, collaborative approach of benefit for all tamariki
- Kia Ora Ake services work in a cooperative and constructive manner
- Kia Ora Ake considers the whole whanau
- Support is offered in safe spaces of whaanau choosing
- Maaori health equality and equity are key
- Services offered are evidence based, culturally safe and relevant
- Engage and enable communities to act on hinengaro wellbeing for tamariki

3. Key Components

Kia Ora Ake programmes will be evidence based, culturally safe and relevant. The model of care over view is provided in appendix 1.

The Kia Ora Ake Provider Network will deliver services that include (but are not limited to) the following components.

Navigation and intersectoral collaboration

- Clarification of local support pathways, making it easier for whaanau, teachers, schools, and other organisations to access support when and where they need it.
- Service sector improvements by providing greater collaboration across Health, Education and Social sector partners in the provision of support.

Whole of School Programmes and Whole of Classroom

- Deliver evidence-informed hinengaro wellbeing programmes to schools including developing and providing resources for teachers and parents that provide information regarding:
 - recognising and responding to tamariki with hinengaro and/or, behavioural, or learning needs
 - evidence based resources that support and promote tamariki wellbeing needs
 - engaging with whanau and community to connect and align supports for tamariki.

Direct support – small group based

- Deliver evidence-informed direct support, in groups, to tamariki experiencing social, emotional or behavioural challenges. As appropriate small group direct support can include providing advice and education on appropriate referral pathways for other community supports or specialist care. Small groups can focus on the meet the following needs:
 - Anxiety
 - Social Skills
 - Emotional Regulation
 - Connection / reconnection to Culture
 - Self-Worth and self-care
 - Identity
 - Being able to problem solve
 - Distress Tolerance
 - Building positive friendships
 - Building resilience
 - Teaching coping strategies

Direct support – individual tamariki and whaanau

- Direct one on one supports will be provided as needed for individual tamariki and their whaanau who do not meet the criteria for specialist services and can be in addition to the whole of school / whole of class room or small group supports outlined above.
- Direct one on one, individual work for tamariki and whaanau, will most likely comprise of engagement, gathering information, helping to determine what service(s) may be of assistance and helping this come to fruition.
- As appropriate one on one support can also include providing advice and resources on appropriate referral pathways to specialist services and or other community supports.

Flexibility

- Kia Ora Ake will be flexible to meet the specific needs of schools and communities and respond to their changing hinengaro wellbeing needs. This means that Kia Ora Ake Providers will ensure that Kaiaarahi and Kaimanaaki are flexible in the hours they work. While Kia Ora Ake will frequently take place during Monday to Friday during school hours, Kia Ora Ake will also be flexible and responsive to community needs, including ensuring services for Tamariki and Whaanau remain available during out of school hours and during school holidays.
- Kia Ora Ake will actively seek feedback from schools and whaanau on services provided and be flexible in their approaches and service development, to enable more services to align with what works for whanau and reduce what doesn't.
- Whist as services evolve there will be aspects that remain consistent across schools there will also be the ability to flex and vary supports to enable services to meet the needs of individual schools, especially kura Kaupapa.

Access

- Access to Kia Ora Ake must be simple, easy and acceptable to tamariki and whaanau that experience greater inequities in hinengaro and wellbeing, including Maaori, Pacific, rainbow students, tamariki and whaanau with disabilities and refugee and migrant students.
- Kia Ora Ake will through flexible, and whanau led ways of working endeavour to remove barriers to access and outcomes for tamariki.
- Barriers to access will be identified and reduced to ensure equitable access to services that meet the needs of tamariki. Where complex needs exist support will be provided to ensure the appropriate pathways are known to schools and whanau. Tamariki and Whaanau can transition away from Kia Ora Ake services at the right time with an understanding they can return to Kia Ora Ake in the future should the need arise.
- Where direct support (one on one or small group) is offered, the intention is for these to be brief periods of support with the aim of supporting tamariki and whaanau to overcome challenges and offering pathways to further support from other services including specialist services as required.

Consent

- Whanau consent for Kia Ora Ake services should be consistent across all Providers. One on one or small group direct support must include the school seeking consent from whanau for a referral to Kia Ora Ake and then whanau consenting with the Kia Ora Ake Provider for their tamariki to receive services. The consent process must include information on how tamariki's health information will be shared and stored. For children involved in whole school or whole classroom programmes, schools will follow their usual consent processes.