



Frequently asked Questions (FAQ)

What is Kia Ora Ake?

Kia Ora Ake is a collaboration between Te Whatu Ora and Ministry of Education, that provides support to children / tamariki in Counties Manukau, from when they start primary school, to the end of the intermediate years (ages 5 to 13 years). It aims to promote wellbeing, improve hinengaro and provide a range of interventions for positive mental health at the earliest opportunity.

Who is providing it?

Kia Ora Ake is a network of providers covering the whole Counties Manukau District. Providers are a mix of kaupapa Maaori, Pacific, Asian and mainstream agencies.

Kia Ora Ake providers employ both *kaiaarahi* (registered health professionals) and *kaimanaaki* (support workers / non-clinical roles), to support schools and tamariki in terms of hinengaro wellbeing.

How are they providing it?

The Kia Ora Ake kaimahi will work in partnership with the school, including the SENCo, RTLb, Learning Support, SWiS and other staff with pastoral care roles. This configuration is different for each school, and the school will be able to determine how Kia Ora Ake kaimahi complements what is already in place in the school, with the aim of enhancing tamariki hinengaro wellbeing. Kia Ora Ake does not want to duplicate what is already in place within the school. It is helpful if the Kia Ora Ake Provider has one key point of contact / liaison, e.g. SENCo/LSC within the school to make regular contact with.

Kia Ora Ake is delivered via the following approaches:

- whole of school / whole of year group/s programmes
- small group programmes
- individual work for tamariki and whaanau. This is most likely to comprise of engagement, gathering information, helping to determine what service(s) may be of assistance and helping this come to fruition.

How do we introduce (refer) tamariki and whaanau?

School staff can refer tamariki to Kia Ora Ake but it's expected that this referral might generally be by pastoral / health care staff, or specialist teaching staff such as SENCo, RTLb or learning support. The Kia Ora Ake Provider will liaise with the referrer and the key contact within the school.



Whaanau can also contact Kia Ora Ake Providers and ask for support for their tamariki. This includes whaanau who are home-schooling, or who have tamariki using correspondence, or whose tamariki are not enrolled with any school but live in the district.

Common reasons for delivering services and / or referrals:

- Whole School / whole of classroom – generic upskilling across wide group of children e.g., relating to bullying / friendships, importance of wellbeing.
- Small groups (often less than 10 children) – can relate to the following commonly seen challenges: emotional regulation, anxiety, friendship challenges, anger management, difficulty managing change and grief and loss.
- Individual (1:1) – referrals may occur following small or large group activities or can also occur without attendance at group services. Where 1:1 referrals are made it is important for Kia Ora Ake to initially check what other services are already involved for the tamariki so as not to overwhelm tamariki and whaanau.

What about consent?

- **Whole of school** or whole of year group/s, or whole class programmes – school seeks whaanau consent similar to their current processes of advising whaanau about a whole school or whole class activity, e.g. opt out
- **Small groups** that are specifically targeted to a small number of tamariki (often under 10) and require individual whaanau consent for each tamariki. In the first instance the school contact person or referrer should discuss referring the tamariki to the service with whaanau and seek verbal consent. Then the school and the Kia Ora Ake provider will work together to ensure that whaanau are giving informed consent in writing for their tamariki to be involved in the group.
- **Individual and whaanau work** – In the first instance the school contact person or referrer should discuss referring the tamariki to the service with whaanau and seek verbal consent. Then the school and the Kia Ora Ake provider will work together to ensure that whaanau are giving informed consent in writing for their tamariki to be involved in the group.



Privacy is extremely important – how is this managed?

Like all health services, it is important that tamariki and whaanau know that their health information is being collected, stored, used and protected in ways that are confidential and private. This is explained on our consent form.

Child safety and Police Vetting

Like all health services, Kia Ora Ake providers are required by law to undertake Police vetting on all staff, including core child workers such as Kia Ora Ake kaiaarahi and kaimanaaki. Responsibility for safety checking always rests with the employing or contracting organisation. This means Services or Schools should exercise due diligence when relying on checks undertaken by others.

From *Vulnerable Children Act 2014: A practical guide for Early Childhood Education Services, Ngā Kōhanga Reo, Playgroups, Schools and Kura*, Ministry of Education:

“Under VCA, organisations may rely on safety checks that have been conducted by others on their behalf. Where some or all components of the safety check have been completed by another organisation on your behalf (such as by an agency providing relief teachers, or a teacher training provider placing students on practicum in your Service or school), you are responsible for confirming that these components have been completed and that a full safety check has been done. Some type of formal agreement or acknowledgement is required to establish the safety check is being done on behalf of the specified organisation. For example, this could be an MoU, or letter of intent. If you choose to rely on a safety check completed on your behalf, we recommend that you:

seek permission from the person who is being safety checked for the information to be shared. This permission could be sought by the person or organisation completing the safety check before it is undertaken or by you prior to requesting the information.

- prior to the safety check, obtain confirmation from the person or organisation that they are undertaking the safety check on your behalf.
- obtain in writing from the person or organisation completing the safety check that they have done this to the standard set out in the VCA.
- complete a separate identity check and risk assessment for all children’s workers, even if these have already been completed by another person or organisation.

¹ Vulnerable Children Act 2014: A practical guide for Early Childhood Education Services, Ngā Kōhanga Reo, Playgroups, Schools and Kura



- keep records about the safety checking of all children’s workers you engage or employ.”

How can we provide feedback about Kia Ora Ake?

In the first instance, please approach your Kia Ora Ake Provider to give feedback. If you have any concerns, you can escalate your concern to your Ministry of Education Service Manager, or to the Kia Ora Ake Service Development Manager Pam Hewlett – Pamela.Hewlett@tewhatuora.govt.nz

Kia Ora Ake Impact and Outcomes

The Kia Ora Ake Provider Network is committed to understanding the short-, medium- and long-term impact of Kia Ora Ake for tamariki and whaanau. To this end, it is looking at what evaluative activities it will undertake, and how this can be done in partnership with schools, tamariki and whaanau. It is intended that aggregate information about Kia Ora Ake impact will be shared back to schools, tamariki and whaanau.

Kia Ora Ake will also be part of a national evaluation programme (2022 to 2026) which is being funded by Health New Zealand | Te Whatu Ora.