

## Summary - Te Hau ki te Kainga

Tena tatou

Mihi to Kingi / Iwi

Mihi to organisers and board

Mihi to Te Hau ki te Kainga

Mihi to community

Intro me / CEO WACT

Acknowledge Toli speaking for us

Talking on behalf of THKTK

Before I start I want to acknowledge the speakers before me and also the anxiety they have felt from emergency housing, whilst I speak on behalf of THKTK

Im also a member of this community and the anxiety and fear they have felt is not right

Therefore, I want them to know I have heard their korero and want to engage with them to be part of this kaupapa to keep them involved and contribute to the safety of our community

If time and opportunity to korero is what's needed then I am open and keen to connect

The first thing I need to communicate is CEH is not the same as SNGEH or general EH. We are different

As a result, I will be presenting THKTK defined by:

1. Contracted EH funded by MHUD
2. 13 hotels here in Rotorua not all EH hotels
3. 3 EH providers made up of WACT, Emerge and Visions

## 1. Original intent

There were different providers with different ways of doing things contributing to inconsistency

Combined resources, processes, and practices creating one service that strives for consistency in:

- how we do things

- how we report
- how we serve whānau who require housing support
- Operating under Iwi – Te Taumata o Ngati Whakaue

## 2. Strategic Focus

First, agree on what we collectively wanted to see because of our combined support for whānau. Our response to that is as follows:

**Kia noho tahi ai te whānau i runga i te ngākau tapatahi**

**Self-sufficient, interdependent, and vibrant whānau**

To achieve this, we developed some strategic objectives that helped us move in this direction these are as follows:

Strategic Focus	Strategic Objective	Outcome
Relationships	A communications position is in place by September 2021	<p>All providers are now contributing to the recruitment of a communications position ensuring consistent</p> <ul style="list-style-type: none"> <li>• internal and external communication</li> <li>• Media queries</li> <li>• Government request for information</li> </ul>
	A Community of Practice is established for the collective	<p>Community of Practice is currently being implemented which includes</p> <ul style="list-style-type: none"> <li>• Merging our policies and practices</li> <li>• Combining our service methodology</li> <li>• Collective triage and assessment by Te Pokapu</li> <li>• Managing risks together as a collective</li> <li>• Implementing a 'round table' hui for transfer of clients</li> <li>• Weekly Operational hui</li> <li>• Fortnightly Governance hui</li> <li>• Establishment of Te Pokapu – emergency housing hub which centralises government and community organisations</li> </ul>
Housing	To increase housing supply starting July 2022	In total <b>26</b> homes for whānau to transition to from EH or TH. These will be ready in March 2023.

	<p>A Māori Trade Training Centre (MTTC) is established to:</p> <ul style="list-style-type: none"> <li>• Train</li> <li>• Qualify</li> <li>• Employ</li> </ul> <p>local Māori apprentices to build and increase housing supply</p>	<p>10 Māori building and construction companies now established as a building and construction MTT to contribute to local housing supply demand</p> <p>This collective is part of 9 other MTT collectives in:</p> <ul style="list-style-type: none"> <li>• Tourism and Hospitality</li> <li>• Arborist</li> <li>• Horticulture</li> <li>• IT</li> <li>• Beautician and Hairdressing</li> <li>• Crane Operations</li> <li>• Infracore</li> <li>• Aged Care</li> </ul> <p>From July 2021 to date 59 whānau have entered Level 2 – Level 7 training with an accredited provider – who and what trades</p>
Collective	<p>The Te Hau ki te Kainga collective is established with strategic framework and operation model</p>	Achieved
	<p>A training programme / qualification is developed focusing on emergency housing setting the minimum standard of service delivery</p>	<p>Diploma of Social Services – Emergency Housing has now been developed and accredited through NZQA</p> <ul style="list-style-type: none"> <li>• 21 of 22 graduated from WACT</li> <li>• Sets the standard of working in emergency housing</li> <li>• No other qualification like this in the country</li> </ul>

		<ul style="list-style-type: none"> <li>• Puts our emergency housing services as the standard setting template</li> </ul>
Services	<p>Our combined housing support service is implemented on the 1st October 2021 including a Māori:</p> <ul style="list-style-type: none"> <li>• Service methodology</li> <li>• Outcome reporting framework</li> <li>• CMS</li> </ul>	Currently being implemented now with Phase 1 – Triage

### 3. Operational Model

#### Māori Service Methodology

- Nga Pou e Rima (NPER) / Micro-counselling / GAP analysis
- Urgent / Important Matrix – Triaging housing enquiries (urgent) then assessing the whānau through NPER (Important)
- Whilst we are meeting the housing needs of referred whānau we don't limit it to housing
- NPER requires a whānau centric approach requiring a range of services not just housing
- As a result, whānau will get far more than just housing support services but a whole range of social services

#### 3C's Māori Outcome Framework

- Now we have a Māori model to working with whānau we need to ensure the outcomes we achieve aren't just contractual
- We have now implemented the 3C's Māori Outcome framework alongside contract reporting.
- This includes Cultural and Client outcomes making it a more whānau reflective
- RBA / RMF / NPER / Action Research

#### Māori Client Management System - FIXE

- It centralizes multiple providers working with the same whānau into one system
- It tracks and records every and all interaction, progress, outcome of the whānau
- This means the whānau only have to tell their story once
- Funders have direct access to FIXE for their reporting which means less time reporting and more time supporting whānau
- Reporting is based on Client focus (RMF), Cultural Focus (NPER) and Contract Focus (RBA / Contract specific)

#### Asset / Room Mgt

We currently utilise 2 Property Management systems.

##### 1. *Inspection Manager*

- Used to record and track all inspections and maintenance.

- This program produces a photographic and narrative inspection report for each of the properties.
- Auto scheduling of the inspections is possible at a minimum of monthly, up to a predetermined time frame.

## 2. *Re-Leased*

- Tracks the financial side of our properties
- The ability to understand the level of arears overall as well as for each individual property
- Can attach any client related debt within this program. Ie. Damages

## **Rent Ready Matrix tool**

- This is a tool used to confirm if a whānau is rent ready.
- The CEH service goals underpin the matrix
- Also includes TH requirements, such as social housing ratings
- Provides confirmation that the whānau are setup on the tenancy portal.
- The internal criteria are reviewed by the following people –
  1. Inspections & Rent history - Reviewed by the property team
  2. Client Plan - Reviewed by the quality control officer
  3. Incidents - Reviewed by the primary service coordinator responsible for oversight of the incident process
- Defines what we need to do to actively prepare them to transition to their own accommodation.

## 4. Community engagement

### Māori Trade Trg

- Created Māori trade trg and employment for local Rotorua community including those in emergency housing. In total we have 7 trade training collectives totalling 27 local Māori employers here in Rotorua.

### Building and Construction

- For our building and construction trade we have secured 10 local Māori building companies for the Building and Construction MTT
- We are setting them up to apply to be on the panel for Kainga Ora so they can be the preferred provider for local builds in Rotorua
- Since then, we have engaged these Māori businesses to carry out current building work for our current emergency and transitional homes and hotels with 265 On Fenton (the old Boulevard Hotel) being an example of this.

### Hospitality

- For the Hospitality collective we have secured 5 local hospitality providers
- They have developed a collective menu that will be funded by housing providers to provide kai for whānau locked down by Covid in emergency hotels.
- This ensures we include the wider community and also share the resources we as providers and collectives get to provide our services.
- Looking to utilise the restaurant at 265 on Fenton as a trg room for Hospo for whānau in CEH

### Family Violence

- We are in the process of establishing a Family Violence collective here in Rotorua that includes 4 local community and government organisations

### Te Pokapu

Partnerships developed at Te Pokapū to support THKTK

- Te Whatu Ora – DHB
- Police - Gang Harm Reduction Team
- Corrections



- Manaki Ora Youth Services
- Housing First – Lifewise and Airedale Property Trust
- LinkPeople - providing Transitional and Social Housing

### **Providers**

18 local community providers we are currently engaging with who focus on tamariki, housing, addictions and mental health and GP services

## 5. Innovations

### Tuhourangi - Apollo

- Engaged with Tuhourangi / Ngati Wahiao by employing whānau from their hapū to become our navigators in the Apollo hotel to ensure Tuhourangi / Ngati Wahiao were part of the support we provide whānau in emergency housing particularly because the Apollo is in the Whakarewarewa village
- Employed a representative from Tuhourangi / Ngati Wahiao to work as a work broker for the Apollo and the Whakarewarewa village supporting employment of local hapu and iwi and also those in emergency housing
- We have also socialized and introduced the idea of only those who whakapapa to Tuhourangi being referred to the Apollo Hotel.
- This means that Tuhourangi get to care for their own, within their own village of Whakarewarewa by their own people. Now we are becoming a wider community / iwi-based emergency housing support service

### Kete project – Oct 2021 to March 2022

- The 'Kete Project' was born from the need to provide tamariki in CEH with a taonga that would help nurture a feeling of worth and belonging within their whānau, whare and village.
- **318** Kete (different within each age group 0-4, 5-9, 10-14, 15-17 girls & boys) were distributed for each tamariki in the CEH Villages
  - Visions – 189
  - WACT 90
  - Emerge 396
- 360 Kete in total were constructed with spare kete distributed as needed to new whānau and non CEH whānau (Transitional, DHB, Te Pokapū etc).

### Bus service

- Implemented a bus service for tamariki to support continued engagement in education.
- Resulted in 2 buses that services 14 of our villages. Details are as follows:
  - Our buses pick up 67 tamariki
  - Aged between 5 and 17yrs.
  - We drop off and pick up from 12 different kura in the Rotorua area.
  - Apollo example / morning breakfast / afternoon kai / whanau led

## Outcomes thus far since taking over as a collective

As of 5 October 2022,

Total of 221 units were occupied

- 203 parents
- 288 children
- 10 couples
- 29 singles.

Since 1 July 2021

A further 482 whānau have been supported through Contracted EH

- 53.4% have proceeded to Transitional, Public Housing or Private Rentals
- 17.8% back with whānau
- This totals 73% of whānau, couples and singles have been placed into accommodation from contracted emergency housing with 56% moving up the housing continuum

### Evaluation

Recently, Te Hau ki te Kainga has been evaluated by Te Paetawhiti to assess our effectiveness.

We were asked to identify any whānau keen to give feedback as to how they have found their time in Contracted emergency housing.

Their comments are as follows:

- I have never felt so safe & secure before
- I love knowing that strangers are stopped at the gate, my tamariki are safe here
- The motel environment has a positive sense of community
- We are all on the same kaupapa, we are all whānau
- After a period of time in this safe & secure environment, I feel ready to take the next steps, it's like respite.

## In closing

- We have gone from 4 providers to now one collective using the same system, operating the same way reporting on the same things
- We have implemented a Māori approach to assessment, planning, mentoring, reporting and now IT resulting in a fluid housing and support service that resonates with our whānau and community
- We have only been operating as a collective for 18-months in total with the first year establishing ourselves and we've been able to place 73% of whānau into their own accommodation
- We have expanded our collective to the wider community and in the case of the B&C and T&H MTT we have engaged them into our collective housing services
- We have employed local hapū and iwi with us in caring for those in emergency housing and continue to seek partnerships with local hapū for more partnership opportunities
- We now have an NZQA accredited qualification focused on emergency housing the first of its kind in Aotearoa where it is now an industry standard that all prospective staff and organisations must attain to work in emergency housing here in Rotorua. This raises the standard of service and sets the platform for services
- In short – It works, and we are proud of what we have achieved!

## Mihi whakamutunga

- Contracted emergency housing is not the same as SNG emergency housing or general emergency housing
- We are different, we operate collectively, with consistency and with a Māori world view that reflects our whānau and community
- If we get resource consent for these hotels, we are more likely to see an end to people needing emergency housing in Rotorua, rather than not
- Whānau in contracted emergency housing will get the support they need to help them get out of homelessness as I have detailed today
- What we are doing now will get us out of this quicker and with better results
- What we are doing now is positively impacting on future generations

## Kaupapa Maori scenario if time allows

- On the 19th of October a whānau at Ascot alerted their WACT Navigator (Lasa) that they were experiencing what they believed to be a lingering kehua in their room.
- Their tamaiti Tuwhakaoho (6) was experiencing illness such as high fevers and seizures – this was totally out of character for him and had only starting occuring since their move in to Ascot 39.
- The whānau believed that this was due to a ‘lingering spirit’and out of concern they sent their tama to stay with his koro.
- While with his koro, Tuwhakaoho was fine with none of these incidents occuring, however, the whānau were now seperated.
- Our navigator reached out to WACT Coordination team requesting the room be blessed and an urgent move of rooms to reunite our whānau.
- Coordination organised for an urgent room change and Property escalated to the CEO.
- As a result of this, a karakia/blessing was organised and conducted at 4pm.
- The room change had still been organised with all parties notified.
- On the 20th October at 0930hrs our navigator Lasa was advised by the whānau in Room 39 that they wished to remain in their whare.
- They reported that Tuwhakaoho had returned home after the karakia and as a whānau had decided to stay there for one more night.
- As a result they said they experienced the ‘best’ nights sleep and that they felt very comfortable and safe in remaining there.