



■ ■ YOUR GUIDE TO USING WHAIORA

“He kororia ki te Atua, he maungarongo ki te whenua, he whakaaro pai ki ngā tangata katoa”
Glory to God, peace on earth, goodwill to all mankind.

Whakatau

Kia Ora Koutou
Nau Mai, Haere Mai

Tena koutou me o koutou tini aitua me ki, tera o tatou kua tiraha nei, nana ano te whare o Whaiora i whakatu no reira, kei te Matua e taikitu haere, takoto, e moe, tatou nga waihotanga Tena Koutou.

Base Hospital Whaiora History

The Whaiora at Taranaki Base Hospital was set up in 1992 with funds generously donated by the Don Ruakere Heart Transplant Appeal, Though Don had the transplant sadly he passed away. His whanau were regular visitors to the hospital while he was undergoing treatment and generously donated the residue funds from the appeal to enable the Taranaki Area Health Board of the time, to set up the Whaiora as a haven for all people visiting the sick in hospital.

Hawera Hospital Whaiora History

Hawera Whaiora was started by Maori staff at Hawera Hospital, with the support of local kaumatua, in 1995. It was set up to provide accommodation and respite for hospital patients and their whanau.

■ ■ TE ROOPU PAHARAKEKE HAUORA - MAORI HEALTH UNIT

The name ‘Paharakeke’ represents the combination of the outer layer of the flax plant that protects the layers inside, themselves representing the parents that nurture and protect the innermost leaves, the new growth called ‘te rito’.

Together the ‘paharakeke’, signifies the various strands within the Maori health sector and the protecting and nurturing role that Te Roopu Paharakeke Hauora plays in that regard. ‘Te roopu’ means ‘the group’ whilst ‘Hauora’ refers to well-being.

Thus Te Roopu Paharakeke Hauora represented in the flax plant, depicts the role of the Taranaki DHB, through the Maori Health team, in the Taranaki health sector.

■ ■ CONTACT US

Taranaki Base Hospital, New Plymouth

Kaimahi Hauora - extn 7587
Taranaki Base Hospital (06) 753 6139 extn 8826
Maori Health Unit Staff (06) 753 7853

Hawera Hospital

Kaimahi Hauora (06) 278 7109 ext 6707

TE ROOPU PAHARAKEKE HAUORA Maori Health Directorate



A Guide for Whaiora users and
Kaimahi Hauora Services

www.tdhib.org.nz

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■ ■ KAIMAHI HAUORA SUPPORT

The role of Taranaki DHB's Kaimahi Hauora team is to support Maori patients and their whanau to get the best possible culturally appropriate care and treatment from hospital and community services. They try to do this in a way that helps whanau build their abilities to do this for themselves whenever and where-ever they need to.

Tikanga Support:

Karakia, return of body parts, issues of Tapu.

Communication Support:

Understanding information, understanding treatment, facilitating or attending whanau hui in supportive role.

Navigation, Advocacy and Support For Whanau:

Support for patients and whanau to navigate their way through hospital and community health services, facilitating discussions with doctors and other hospital staff about patient-related matters.

Tangihanga / Bereavement Support:

Death or impending death
Support During Terminal Illness
Whanau Accommodation.

■ ■ HOW WHAIORA CAN HELP WITH ACCOMMODATION

- Whaiora facilities are located at both Taranaki Base Hospital and Hawera Hospital.
- Whaiora is temporary accommodation to support whanau of inpatients from outside of the New Plymouth and Hawera townships.
- Whaiora accommodation at Taranaki Base Hospital whaiora has a maximum bed capacity of eight and a private kaumatua room for two at any one time.
- Hawera whaiora accommodation has a maximum of twelve at any one time.
- As a general rule the Base and Hawera have a limit of four supporting whanau members staying at any one time so other whanau can use the facilities as well. If there are special needs please discuss these with the Kaimahi Hauora.
- Terms and Conditions apply.

Taranaki Base

For more information between the hours of 8am – 5pm, contact the Maori Health Unit on 06 753 6139 ext 8826.

After hours, please contact the Emergency Department reception on 06 753 6139 ext 7959.

Hawera

For more information contact the Kaimahi Hauora, Maori Health Unit on 06 278 7109 ext 6707 or Hospital Operator on 06 278 7109.

■ ■ HOW KAIMAHI HAUORA CAN HELP

- Assistance with Maori cultural protocols.
- Facilitate whanau hui.
- Liaise between hospital and community agencies.
- Make referrals to appropriate Maori health providers.
- Visit patients and/or whanau.
- Provide support and advocacy to Maori who are referred to Taranaki DHB services.
- Provide or co-ordinate spiritual support.
- We are available to hunga pakeke in the community to help navigate through a wide range of services including General Practitioners (GP's) and nursing services.
- Provide professional support, manaakitanga and can facilitate practical solutions through a social worker.
- Assist with temporary accommodation in Whaiora facilities.

If you are unhappy or dissatisfied with the support you or your whanau has received while in the care of Taranaki District Health Board services we encourage you to tell us about it.

This will help us to identify the gaps in the quality of our care so that they can be improved.

If you would like to make a complaint our Kaimahi Hauora can show you how to do that.

Te Roopu Paharakeke Hauora