

Providing appropriate services for indigenous peoples:

the role of innovation and partnerships in whānau (family) centred health and social service delivery in New Zealand

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Overview

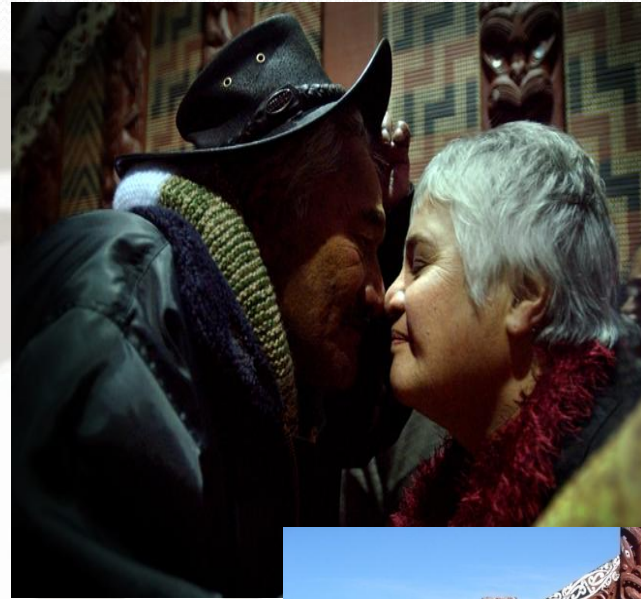
- What is the rationale to work across boundaries, what are the imperatives?
- Who are the partners and what partnerships exist?
- What form(s) does innovation take?
- Conclusions

What boundaries?

- Social service sector boundaries
 - Health
 - Social care
 - Justice
 - Education
 - Housing
- Provision of community-based health services by third sector NGOs

The imperative to work across boundaries

- Is there a seventh rationale, one driven by a different cultural understanding and worldview?
- Tāngata whenua or Māori worldview



Treaty of Waitangi

- Signed in 1840
- The founding document of New Zealand
- Established how tāngata whenua and new settlers would co-exist
- English and Māori texts
- Three principles
 - Partnership
 - Participation
 - Protection

Contemporary Māori society

- Population in 2006 = 565 326 or approximately 14% of total NZ population
- Relatively youthful - median age of 22.7 years
- Over 35% under 15 years of age
- Live a range of diverse lifestyles and realities
- Inequalities apparent in every domain of society including health

Socio-economic status

- Only 3% of Māori live in the least deprived neighbourhoods (cf 12% non-Māori)
- 24% live in the most deprived neighbourhoods (cf 7% non-Māori)
- More than half the Māori population live in the worst (NZDep 2006 deciles 8-10) neighbourhoods

Ministry of Health, 2010

Health status

- Māori have “on average the poorest health status of any ethnic group in New Zealand”

Ministry of Health, 2002

- Life Expectancy in years (2006)

Māori	Males 70	Females 75
Non-Māori	Males 79	Females 83

Ministry of Health, 2010

- Māori avoidable hospitalisation rates are one-and-a-half times higher than non-Māori

Ministry of Health, 2010

Who are the partners?

- Central government
 - setting the policy agenda, directing the sector, constitutionally responsible for Māori as citizens, obliged to uphold the TOW
- 21 District Health Boards
 - charged with implementing health policy and funding and providing health services
- Māori
 - Tāngata whenua, with certain rights guaranteed under the TOW, understand health and wellbeing differently

Health sector context

- Primarily a publicly-funded health system, with some private providers
- Four reforms in 15 years
 - most recent legislation references the Treaty of Waitangi; requires DHBs to take cognisance of Māori population health needs; directs that Board composition includes Māori; and instructs that Māori have greater role in decision-making on issues that affect them

Health sector context

New Zealand Public Health and Disability Act 2000

“In order to recognise and respect the principles of the Treaty of Waitangi, and with a view to improving health outcomes for Māori, Part 3 [of the Act] provides for mechanisms to **enable Māori to contribute to decision-making on, and to participate in the delivery of, health and disability services.**”

What form does innovation take?

- “Innovation” driven by this different view of health
- The different worldview drives an alternative response to how, and to whom services should be delivered
- Only recently has this been clearly articulated and now adopted at a central government level

2010 Whānau Ora Framework

- a long-term health goal
- a philosophy which focuses on the health of the whole whānau, not just the health of the individual
- a distinct model of practice embracing the health and social service sectors
- an outcome in its own right

Taskforce on Whānau Centred Initiatives, 2010

What is whānau ora?

- Many different definitions as befitting the diversity of the Māori population themselves
- One definition is
“a state or condition whereby whānau (families) are able to attain and maintain their health and wellbeing potential”

The whakapapa of whānau ora

- 1994: Whānau ora describes a local approach to working with Māori whānau
- 2002: Māori Health Strategy He Korowai Oranga
- 2009: Decision to extend whānau ora approach across health and social services
- 2010: Whānau ora Taskforce Report, commitment of government funding
- 2011: Action research and evaluation begins

In a health services sense

- Whānau ora is defined by health services as “family wellbeing”
- Family is typically the extended family
- Services adopt whānau-inclusive processes that allow for the culturally-appropriate involvement of the extended family in a person’s therapy or care

Whānau Ora Framework



Taskforce on Whānau
Centred Initiatives, 2010

Whānau ora approach

- “will require major changes in contractual arrangements and accountability schedules”
- “if providers are to effect real change, they will need to offer a comprehensive range of services”
- “must be responsive to individual whānau members and to the whānau as a whole”

Formalising an existing model

- Evidence from earlier work (Boulton 1999, 2005, 2007; Crengle 1997) that Māori providers regularly and routinely work across the narrow constraints of their contracts
- Providers can show evidence of changes in wellbeing at the whānau level

New dimensions

- Provision of a comprehensive range of services
- Acknowledgement that funding and funding mechanisms must match practice
- Adoption of integrated contracting
- Introduction of “high trust” contracts
- Central government interest in performance reporting on outcomes

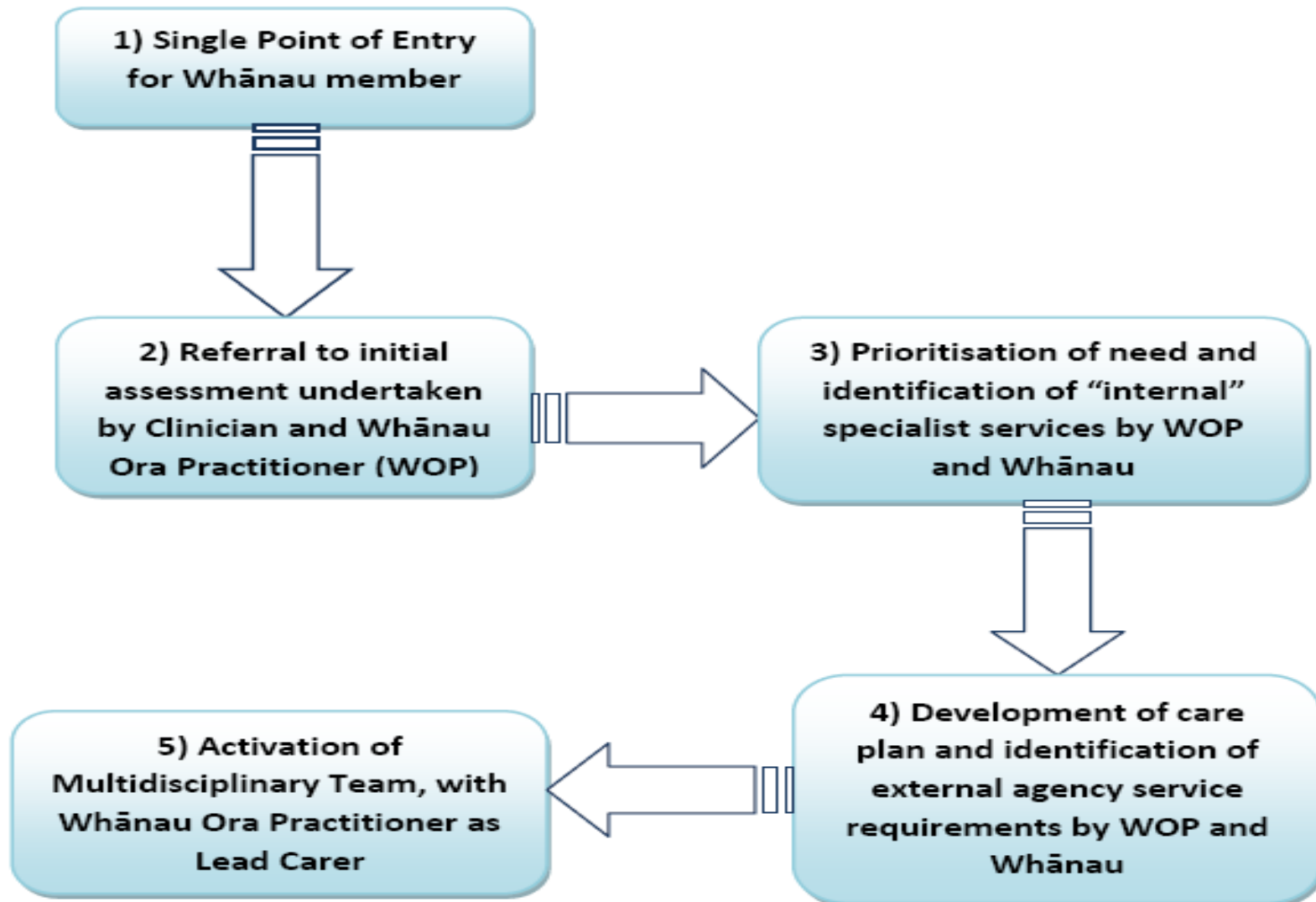
Case study: Te Oranganui

- Māori led Primary Health Organisation
- Governed by 3 Iwi (tribes)
- 139 staff, 6 service entities, 1 support service
- Services some 7,414 clients
- Protected by a cultural framework, Te Pitau Whakarae

What does it mean in practice?

- Organisational restructure
- Service reconfiguration
- Multi-disciplinary teams
- Single point of entry
- A whānau ora assessment framework
- A training and development programme

Service reconfiguration



Conclusions

- Innovation and innovative service delivery may be regarded as business as usual for Māori providers of health and social services
- Potential for radical transformation of health and social service contracting, funding, accountability and performance measurement system

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