

**The Choice and Partnership Approach
in Kaupapa Māori Services**

He Aratakinga

Guideline



WHĀRAURAU



Ngā Mihimihi

E ngā mana, ngā reo, ngā mātā, kei roto nei he wheakoranga mai i ngā hauora, hei tauira mo te whakatinana i ēnei mātāpono o Choice and Partnership mo ngā whānau o te hāpori. Ahakoa he tikanga anō tā tēnā, tā tēnā, kia kotahi te kaupapa - kia mau, kia ū te whānau ki tōnā ake rangatiratanga i waenganui i āu nā mahi katoa.

Tēnā rā tātou katoa.

Kōrero Whakataki

Introduction

The Choice and Partnership Approach was developed by Ann York and Steve Kingsbury in the United Kingdom. It is a referral management model offering choices to young people and their families in their dealings with mental health and addiction services, and partnership with clinicians during treatment. The Choice and Partnership Approach aims to increase the effectiveness of administration processes, and layers practitioner skills, where possible, to make every step add value for the service user. It is flexible and can be tailored to fit individual services.

The Choice and Partnership Approach is consistent with processes that encourage whānau involvement and value partnership. These factors are considered more likely to ensure successful access, engagement and participation of Māori with Child and Adolescent Mental Health Services (McClintoch et al, 2013).

He Whāinga

Purpose

This resource aims to explain the principles of the Choice and Partnership Approach from a kaupapa Māori worldview and provide guidance for kaupapa Māori services and mental health providers wanting to develop services for Māori. The guideline draws on the experiences of existing mental health services and provides examples to demonstrate how the Choice and Partnership Approach could work in a kaupapa Māori setting. Services are encouraged to consider four key steps when developing a model that both fits with whānau and embodies the Choice and Partnership Approach.

This guideline is a result of collaboration with Te Taiwhenua o Heretaunga, Tuwharetoa ki Kawerau Hauora, Te Whare Marie Māori Mental Health Services Porirua, the Māori Advisory Group and the Whāraurau Choice and Partnership Approach team.



He Huarahi Mana Ake

The Mana Resides Within

Te Taiwhenua o Heretaunga (TToH) is an Iwi Social and Health Service Provider with a comprehensive range of mental health services in Hawke's Bay. The Choice and Partnership Approach methodology was adopted and then adapted by TToH to address the growing demand and capacity challenges it was experiencing. It is underpinned by the philosophy of Te Kore, Te Pō, Te Ao Mārama - Māori creation.

Te Kore

We believe in the unlimited potential of our whaiora. This is Te Kore.

Te Kore taps into the ethos of partnership and puts whānau at the heart of the process.

It also reflects the open mind of the clinician, free of preconceived ideas necessary when learning about whānau.

Te Pō

We believe everybody goes through dark times in their lives but it is a part and process of life. This is Te Pō.

Te Pō aligns with whānau creating and choosing a plan. It is likened to discovery and that in new beginnings we often traverse new lands or explore places our whānau have never gone. Choosing a path is a necessary part of the journey.

Te Ao Mārama

We believe that the process to enlightenment is guided by our whaiora, our whānau, our whakapapa.

Te Ao Mārama is the stage of enlightenment, where we identify our whānau's resources, for example Tangaroa for fishing, Tāne Māhuta for conservation and so forth.

Whānau Champion Model

Tuwharetoa ki Kawerau Hauora (TKKHESS) is an Iwi-based Māori Health Provider delivering a range of services to the people of Kawerau and surrounding districts. TKKHESS aims to provide quality health, social and education services that reflect Te Taha Wairua, Te Taha Hinengaro, Te Taha Tinana and Te Taha Whānau.

TKKHESS developed the Whānau Champion Model because whānau were not accessing the services available to them in the community. The Whānau Champion Model is a process that acknowledges that whānau ultimately take care of themselves.

The Whānau Champion Model provides a space where whānau are supported and resourced to manage themselves, and where whānau are supported and encouraged to access the appropriate expertise.

The Service Pathways

Standard Clinical Model

Triage



Assessment



Treatment



Discharge



Conventional Choice and Partnership

Choice



Partnership



Specific



Transition / Letting Go



Whānau Champion

Whakapiri



Whakamārama



Whakamana



Whakakapi



Whānau Champion Model (contd)

Participation of Māori with Child and Adolescent Mental Health Services is more likely to occur when whānau involvement is encouraged and when cultural issues are supported (McClintock, 2012).

The Whānau Champion is someone who is trusted by whaiora to maintain the integrity and mana of the whānau (Whakamana).

The Whānau Champion helps navigate and support the whānau in making choices and achieving goals. This person could be a family member, school teacher, friend, or clinician.

The following concepts have been embraced by TKKHESS and TToH to describe the journey for clinician and whānau.

Whakapiri

The capacity for engagement and developing rapport begins at the Choice appointment.

Whakamārama

Is to enlighten, illuminate, explain. Clinician and whānau work together at this stage to achieve core goals of clarity, understanding and enlightenment.

Whakamana

Means empowerment. The Mana of our whānau belongs with them. As whānau are supported to make decisions and work toward their goals they retain their mana.

Whakakapi

To conclude, complete. Knowing when to let go is necessary for whānau and clinician, the journey continues for the whānau when they leave the service.

Te Ara Waiora ā Tāne

‘Te Ara Waiora ā Tāne’ is a model that defines a theory of healing for people under the care of Te Whare Marie Māori Mental Health Services (TWM) in Porirua. TWM uses the Te Ara Waiora ā Tāne narrative as a cultural framework that supports the evidence-based Choice and Partnership process, to facilitate a mana-enhancing experience for tangata whaiora without compromising clinical practice.

The story of Tāne-nui-a-rangi’s ascent to the heavens, to gather knowledge from the supreme power to help him and all people, is about the many challenges and difficulties Tāne faced on his journey. When Tāne asked for support from his brothers and sisters, at the right time, he was able to achieve his goals.

In the context of the narrative, TWM provides the supports that Tāne asked for. TWM’s role is to assist and support whaiora to identify their aspirational as well as clinical wellness goals and the steps needed to reach them. TWM adheres to kaupapa Māori values by incorporating principles of whakawhanaungatanga in ‘Te Ara Waiora ā Tāne’ before, during and after service engagement.

Karanga Referral

When a referral is accepted, the opportunity is suggested to whaiora and their whānau to book a Hui Whakatau at a time and a place that suits them.

This is booked through the global diary booked by Te Haika.

Hui Whakatau Choice Appointment

- This is the first face-to-face contact
- Clarify with whānau their hopes for change
 - Outline what TWM can offer
- Focus on strengths and promoting independence

Tuakana-Teina Hui Partnership Appointment

Four Key Considerations

The Choice and Partnership Approach encourages services to work with whānau to determine and achieve their goals. It therefore provides more freedom of movement for how clinicians deliver and interact with people thus aligning with kaupapa Māori (Milne, 2005). There are four aspects to consider when determining whether the Choice and Partnership Approach could be adapted to fit with your local service.

1. Hāpori - your community

Consider your community -

- What are the population needs?
- What are the influencers? e.g. economic , various ethnicities
- What is access to services like?
- What sort of service model is likely to fit with your service and whānau?

2. Hautūtanga - leadership infrastructure

- What leadership structures operate in your service and wider community?
- What challenges are there to implementing a model designed for kaupapa Māori services? How can these be overcome?
- How can a Choice and Partnership Approach designed for kaupapa Māori services be clearly explained to managers?

3. Kaimahi - staff whānau

Consider the skill level of staff -

- Is upskilling required overtime?
- Could the principles of Choice and Partnership be embraced by some services and not others?

4. Whānau and Whaiora - service users

- What do they want from your service?
- What would the impact on whaiora be?
- How and when could the service transition to the new model?

References

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Service Providers

He Huarahi Mana Ake

Te Taiwhenua o Heretaunga, Hawkes Bay

Whānau Champion

Tuwharetoa Ki Kauerau Health, Education and Social Services,
Bay of Plenty

Te Whare Marie

Te Whare Marie, Specialist Māori Mental Health Services,
Capital and Coast District Health Board

wharaurau.org.nz



WHĀRAURAU