

Hauora Tairāwhiti
421 Ormond Road
Gisborne 4010

02 June 2020

Katherine Raue
<fyi-request-12823-ae48daee@requests.fyi.org.nz>

Tena koe, Ms Raue,

Re: Official Information Request –formal complaint to the Hauora Tairāwhiti Chief Executive Officer by the Public Service Association on behalf of many of the Gisborne secondary mental health services in 2018.

Thank you for your email, in which you requested information under the Official Information Act 1982. You asked:

1. To be provided with all information regarding the formal complaint as detailed above regarding the Te Kūwatawata organisation and their programmes,
2. And all information regarding your responses to this formal complaint,
3. And all information regarding any current relationship between yourselves and this organisation.

Hauora Tairāwhiti's response is:

1. Please find attached Hei Oranga Ngākau; the Report to the Chief Executive of Hauora Tairāwhiti following an investigation of a complaint dated 16 April 2018.

In summary, the report findings include:

- i) The kaupapa of Te Kūwatawata is widely supported by those interviewed
- ii) Lack of clarity about the scope and focus of Te Kūwatawata
- iii) Clinical risk identified and under active management
- iv) Poor change management
- v) A reported problem with bullying and poor professional conduct
- vi) A lack of clarity around the vision for Mental Health in Tairāwhiti

The recommendations included:

- i) Urgently strengthen the Governance capabilities within Te Kūwatawata
- ii) Urgently clarify the scope and focus of Te Kūwatawata for all stakeholders
- iii) Appoint an experienced change team
- iv) Establish a WAKA values taskforce
- v) Strengthen training and development to complement Te Kurahuna
- vi) Aligning capability to our core demographic – achieving a strategic shift

In response to the report findings, a change team convened. The change team met between November 2018 and December 2019. A letter of response was sent to all Te Ara Maioha staff (see attached), and the Hei Oranga Ngākau change plan was developed (see attached). The change plan includes objectives, and priorities for Te Ara Maioha, Hauora Tairāwhiti. Hauora Tairāwhiti continues to implement this change plan, including working on the strategic plan for Te Ara Maioha. (The Hei Oranga Ngākau plan is attached).

Please note that parts of the documents have been redacted under Section 9.2a of the Official Information Act (protect the privacy of natural persons, including that of deceased natural persons)

3. Current Relationship between Hauora Tairāwhiti and Te Kūwatawata

Hauora Tairāwhiti has a Service Level Agreement in place with Te Kupenga Net Trust to deliver Te Kūwatawata services. This Service Level Agreement was reached after the Te Kūwatawata pilot ended and is in place until 30 September 2020. Funding will continue after this date. Nicola Barrington, Acting Clinical Care Manager Te Ara Maioha (Mental Health and Addictions group) and Hine Moeke-Murray Chief Executive Te Kupenga Net Trust lead the Joint Venture.

If you are not satisfied with this response, you may contact the Office of the Ombudsmen, phone 0800 802 602.

Please note this response or an edited version of this response may be published on the Hauora Tairāwhiti DHB website. Your personal/identifying information will be redacted from any responses published.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Nāku noa, nā

Jim Green

Chief Executive