



Nāu Te Rourou,

Nāku Te Rourou...



Celebrating the transfer of Te Puia Hospital  
and associated community facilities  
to Ngāti Porou Hauora

November 17 1999

*Mobile Surgery Unit Visit to Te Puia School,  
October 1999. Ngāti Porou Hauora liaise with,  
and provide advocacy for, children and  
whānau to access health, social and education  
services.*

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“Whakarongo ki te tangi a te manu i rungā i te rangi  
Tui, tui, tuituia!  
Tuia i rungā, tuia i raro  
Tuia i roto, tuia i waho  
Ka rongō te pō, ka rongō te ao!  
Tuia te muka tangāta i takea mai rā  
i Tāwhiti-nui, i Tāwhiti-roa, i Tāwhiti-pāmamao  
Hui te mārāma, hui te ora e!”

Tihei mauriora!

Ko Ranginui ki rungā; ko Papatūānuku ki raro. Kei waengānui ko te ira atua, ko a rāua tamariki. Nā te ira atua, nā Tāne-i-te-wanangā, ka puta ko te ira tangāta ki te whai ao, ki te ao mārāma. Nā reira, tēnā koutou e ngā nui e hora nei.

He tika me mihi ki ngā mate o ia marae, o ia rohe. Hāere atu koutou i rungā i te kōrero o Toiroa, “Hāere ki Matahourua, hāere ki Waingāromia, hāere oti atu rā!” Hāere koutou pērā i te rāngāi maomao ka taka ki tua o Nukutaurua, e kore āmuri e hokia. Hāere atu rā kia wheturangihia, tiaho tonu mai i te hungā kua mahue mai nei. Tēnā koutou, me kī tēnā tātau.

Tēnā, i te rā nei i tuituia ai te kaupapa o te hauora i ngā tāngāta katoa o te Tairāwhiti. Ka hono Ngāti Porou whānui, otirā ngā kārangātangā maha i roto i te rohe nei ki te whakaaro me whakapiki ake i te hauora i waengānui o te rohe nei. Ko te hokingā mai o tēnei hōhipera he timatatangā. Mā tēnei whare, otira mā te kaha o tātau anō, ka taea e tātau ki ngā taumata o te hiahia. He aha tēnā? Arā, nā te whakapiki i te hauora, kia pūāwai ai ngā mokopuna, ngā tāngāta katoa o te rohe. Nā tēnā anō, ka puta ngā hua maha o ngā whānau, o ngā hapū, o ngā iwi. Nā reira, tēnā anō tātau katoa!

“Nāu te rourou, nāku te rourou,  
Ka ora te iwi”

Tēnā koutou katoa

Anō te pai, anō te āhuareka  
o te nohongā o te teina, o te tuākana i raro i te whakaaro kotahi!

Māori health initiatives in communities throughout Aotearoa have grown both in quantity and quality over the past decade. This has involved real challenges to those of us who work in the health and disability sector.

The most successful of these initiatives have demanded that we **change** the way we think about the services we deliver and the way we deliver them. Each has extended a **challenge** for all services to consider how we can improve our responsiveness, both to Māori clients and to the broader community. And they have shown us that where we offer appropriate **choice** to Māori clients and the broader community, then we have a much greater chance of success.

These key concepts of change, challenge and choice, I believe are very appropriate as we join the East Coast communities in celebrating the transfer of Te Puia Hospital and the associated community health facilities to Ngāti Porou Hauora.

With this transfer Ngāti Porou Hauora takes responsibility for the management of the resources needed to ensure that the health needs of the local communities are met. While this change in management responsibility will no doubt provide greater security in the ongoing provision of health services on the East Coast, Ngāti Porou Hauora still faces the challenge of moving their services into the new millennium.

Since 1995, Ngāti Porou Hauora has proven its ability to deliver local solutions to local health needs. Indeed, the kaupapa, and the values which the service identifies as important for itself, its clients and its staff reflect a very real awareness of what is appropriate for Māori clients in a Māori community.



Now, enjoying the strength of community support, and offering a range of innovative, client focused, accessible and affordable services, Ngāti Porou Hauora is well placed to continue its commitment to improving the health status of Māori and of the broader community.

It has been a privilege to work through the procedures and processes involved in the transfer of Te Puia Hospital and the associated community health facilities to Ngāti Porou Hauora and to have achieved such a successful outcome.

Whāia te iti kahurangi ki te tuohu koe me he maungā teitei!

**Ria Earp**  
Deputy Director General Māori Health  
Ministry of Health

# Overview

Manaakitia ngā mea katoa hei oranga,  
wairua, hinengāro, tinana, me te whānau

To promote total healthcare for better health,  
spiritual, mental, physical and family

Ngati Porou Hauora is a service grounded in local history and local tikanga.

Kaumātua and kuia come to Te Puia daily to use the restorative healing powers of the mineral pool. Midwives and psychiatric key workers travel daily to deliver services in peoples' homes and communities. Whānau are involved in planning and managing their own careplans. Traditional birthing options are available to mothers and karakia is a regular component of care. There is no whānau room because Te Puia is a whānau centre and it is not unusual to hear waiata and see whānau providing personal care for their own.

Ngāti Porou Hauora offers a holistic health service to all the residents on the East Coast. The organisation is structured around multidisciplinary community health teams in six communities, providing integrated rural health services and ensuring equitable distribution and ready access to services for everyone on the East Coast. Affordable health care for our clients is a key goal so our fees are kept to a minimum. Services for children and kaumātua are free and travel subsidies are offered. Kaiāwhina in every team promote wellness, prevention and self determination.

Te Tiriti o Waitangi is the foundation on which Ngāti Porou Hauora has been developed. It establishes the right of ngā hapū o Ngāti Porou to health funding and facilities.



Ngāti Poroutanga is the essence that makes our health services unique and special. From the tipuna to the whānau and hapū of today, Ngāti Porou customs and beliefs are an integral part of service delivery. Tikanga in health sets a standard for quality and customer service.

We have come a long way since we set out in 1995 – and we have much to celebrate. This is the story of how we got to where we are today.

**Dianne Gibson**  
Chief Executive  
Te Whare Hauora o Ngāti Porou

# The Story

## Ngāti Porou Hauora Starts Out

Ngāti Porou Hauora began delivering health services to the East Coast in August 1995. In September 1996 they signed a Heads of Agreement with Tairāwhiti Healthcare to integrate their Coast-based services with those delivered by Tairāwhiti Healthcare, including those at Te Puia Hospital.

## Community Trusts Assistance Scheme Announced

In the same year, Ngāti Porou Hauora presented an initial application for a suspensory loan under the new Community Trusts Assistance Scheme which Government had announced in May 1996.

Under the Scheme, Government intended making funds available to help community groups, providing local health services, buy surplus hospital facilities from the Crown, provided they met the eligibility criteria.

Assistance under the Scheme would be way of a suspensory loan. The loan would cover the purchase costs of a hospital facility required for the community group to carry out their contracted health services.

Ngāti Porou Hauora's application was for a loan

to purchase Te Puia Hospital and the associated community health facilities on the East Coast held by Tairāwhiti Healthcare. The application was for the purchase of land, buildings and equipment, including an allowance for deferred maintenance.







*Ngāti Porou Hauora provide a wide range of services on the East Coast including comprehensive primary medical care, maternity and well child, adult and adolescent dental, physiotherapy, and domicillary nursing. Here Aunty Kathy baths baby Teiria.*

## Tairāwhiti Healthcare Advises Rationalising of Services and Facilities

Throughout 1997, Ngāti Porou continued to work through the issues of sub-contracting with Tairāwhiti Healthcare which was an important aspect in gaining experience in delivering health services, prior to winning a direct contract.

In January 1998, Tairāwhiti Healthcare advised the Health Funding Authority that it intended to stop providing a number of health services to the East Coast population and, as a result, would vacate Te Puia Hospital and its associated facilities, including community based services.

At the end of 1998, Tairāwhiti Healthcare officially declared Te Puia Hospital and the associated community health facilities surplus to its requirements.

## Ngāti Porou Hauora Contracts to the Health Funding Authority

In January 1999, Ngāti Porou Hauora began providing services under a direct contract with the Health Funding Authority. Initially the contract was for six months to 30 June 1999, but this was then extended while the Health Funding Authority and Ngāti Porou Hauora agreed on a service development path for the contract beyond that point and today looks set to be first on the agenda in February 2000.

In May 1999, Ngāti Porou Hauora revised their application for a suspensory loan under the Community Trusts Assistance Scheme.



## Progressing the Application to the Community Trusts Assistance Scheme

In line with the Scheme's eligibility criteria, Ngāti Porou Hauora had produced an independently reviewed business plan. Both the business plan and the review were assessed by Ministry of Health and Treasury officials. Government approved the application in June 1999, subject to clarification on the land issue.

Clarification on the land issue demanded answers to a number of questions.

Was the hospital facility actually available for sale or transfer? Were there any prior claims on the property? If so, what was the basis of that claim? And then, could the property be made available for sale or transfer to a community group?

## Working Through the Land Issues

The key issue was that Te Puia Hospital is on land subject to offer-back to the original owners under Sections 40 and 41 of the Public Works Act. There were also at least two claims relating to Te Puia lodged with the Waitangi Tribunal, including the site on which the hospital is built.

However, for Ngāti Porou Hauora time was also running out. The Community Trusts Assistance



*Ngāti Porou Hauora actively encourages participation of whānau, hapū, marae and communities in its development of quality health programmes and seeks to provide services that are customer focussed at all times. At times however community participation is of a very practical kind as we see here at the Tologa Bay Clinic. Not only did the community raise the money, they also built the clinic.*

Scheme was in the process of being wound up, and decisions with regard to the transfer of Te Puia Hospital, and the associated community health facilities, needed to be made.

There were basically two processes available around the transfer of Te Puia Hospital and the associated community health facilities by Tairāwhiti Healthcare.

One was for Tairāwhiti Healthcare to dispose of the properties under the standard land settlement process.

The other was for the Hospital and associated facilities to be transferred to Ngāti Porou Hauora, with an Order in Council, through the Health Reforms Act of 1993.



## A Standard Land Settlement Process

Under a standard land settlement process the land at Te Puia Hospital and the associated community health facilities would be offered back to the former owners under Section 40 - 42 of the Public Works Act 1981.

Then the Crown's gifted land policy might or might not apply. If compensation was paid for the land in 1905 when a number of Te Puia township sections were taken for the Hospital under the Public Works Act 1894, then the gifted land policy would not apply. If compensation was not paid, the policy could apply which would then involve locating the beneficially entitled persons. The property would then enter the Māori Land Court, beyond the control of both Crown and Tairāwhiti Healthcare.

Finally in this process, if the properties were exempt from Section 40, and if the gifted land policy did not apply, the properties would still need to be processed through the Protection Mechanism for Māori Interests in Crown Land.

It became clear that identifying former owners, or beneficially entitled persons in relation to the Te Puia Hospital site would ultimately involve the Māori Land Court and potentially significant delays.

It was likely that the land settlement process could take a number of years and, as a consequence, funding through the Community Trusts Assistance Scheme would no longer be available to Ngāti Porou Hauora.



*Prior to European settlement Te Puia was a place of traditional healing, with hot thermal springs and pure cold water springs, healing mud and plants. Today kuia and kaumātua from every community come to Te Puia daily to draw on the restorative healing powers of the mineral pool. For them, Ngāti Porou Hauora's physiotherapist, Loan Nguyen is also a special person, pictured here cutting the cake, watched by Jean Maxwell and Daisy Bullen from Ruatōria.*





*Ngāti Porou Hauora work in both psychiatric and residential mental health. Here, also reflecting Ngāti Porou Hauora's well child focus, the children of Tokomaru Bay show off their entries in the competition that was part of Mental Health Awareness Week.*

## The Health Reforms Act of 1993 and an Order in Council

The alternative Order in Council process would involve transferring the properties to Ngāti Porou Hauora through the Health Reforms Act of 1993. The Act provides for the establishment of a Transferee, in this case, Ngāti Porou Hauora, which is achieved through an Order in Council.

This process would defer settlement of claims by former owners, and those made under the Treaty of Waitangi, while continuing to protect their rights by way of a caveat over the properties. Through this process, the rights of the original owners and claimants would remain protected

and the transfer of Te Puia Hospital and the associated health facilities to Ngāti Porou Hauora could be completed within a matter of months.

## Consulting the Community

In August 1999, Ministry of Health officials began work on consulting with, and informing, the East Coast communities on the options for transferring the assets of Tairāwhiti Healthcare to Ngāti Porou Hauora. Working with Ngāti Porou Hauora, Te Runangā o Ngāti Porou, and Te Puni Kōkiri (Gisborne), Ministry personnel planned seven hui for the East Coast.



*Mobile Surgery Visit to Te Whare Hauora o Ngāti Porou, October 1999. Dr Stewart Gowland with Ngāti Porou Hauora staff, from left, Ruta Durie, Karen Taylor, Te Aomihia Rangihuna and Kate Tamepo. Ngāti Porou Hauora supports and empowers its staff to strive for excellence and recognises that people are its most valuable resource in striving for high quality health services.*





*Ngāti Porou Hauora's Mental Health Team goes out to the community and kaumātua, Reverend Morehu Te Maro joins the group. Ngāti Porou Hauora is committed to ensuring that its services are culturally appropriate, effective, accessible and affordable.*

On 23 September three hui took place, one each at Te Puia Hospital, Waiparara Marae at Tokomaru Bay, and on Kariaki Marae at Ruatōria. Another took place on 24 September at Waikirikiri School in Gisborne, while a further three were held on 30 September on Hauiti Marae, Tologa Bay, Tutua Marae, Te Araroa, and at the RSA, Tikitiki. In total around 100 people participated in the hui.

At each hui, the purpose and required outcome was made clear, including the Ministry's preferred option of transferring the assets to Ngāti Porou Hauora using the 1993 Health Reforms Act. Hui participants were supportive of Ngāti Porou Hauora receiving a suspensory loan under the Community Trusts Assistance

Scheme and there was unanimous agreement to go with the preferred option which would involve transferring the properties to Ngāti Porou Hauora using an Order in Council under the Health Reforms Act of 1993. Hui participants felt secure in the knowledge that the Order in Council ensured continuity of health services for the East Coast and would protect the land for Ngāti Porou people forever.

On the basis of these hui, Cabinet signed off on the transfer of assets.



*Ngāti Porou Hauora is made up of nurses, midwives, health workers and counselors who liaise with Tairāwhiti Healthcare, community agencies, schools and community health workers. Ngāti Porou Hauora's approach is very much team based, and this is the dental team, from left, Dental Hygienist, Mabel Aupori, Dentist, Paopi Luteru, Surgery Assistant and Team Leader, Fushia Harrison and (seated) Surgery Assistant, Hiraina Takarua.*





*Ngāti Porou Hauora's mission is to provide a high quality integrated rural health service for whānau, hapū, marae and communities from Potikirua to Te Toka-a-Taiau. The service operates from Te Puia Hospital, and from clinics at Te Araroa, Tikitiki, Ruatōria, Tawhiti and Tolaga Bay. Here's where it all happens in Ruatōria on Tuparoa Road.*

## Celebrating the Transfer

The date for the official signing and transfer of Te Puia Hospital and the associated community health facilities from Tairāwhiti Healthcare to Ngāti Porou Hauora was set for Wednesday 17 November, 1999.

At 10:00 am the Minister of Health, the Honourable Wyatt Creech and the Associate Minister of Health Georgina te Heuheu, joined officials and representatives of Ngāti Porou Hauora, Te Rūnanga o Ngāti Porou, the Ministry of Health, Te Puni Kōkiri, the Health Funding Authority, other East Coast service providers and the wider East Coast community, at Te Puia Hospital for the signing over ceremony.

At this ceremony another significant announcement was also made.

Having been reclassified as a health centre in 1998, Te Puia Hospital was in fact no longer a hospital and a new name was decided on - one that would better reflect both the service and the ownership.

On 17 November, 1999, Te Puia Hospital was officially renamed Te Whare Hauora o Ngāti Porou.

In addition to new signage, a Kōwhai was planted to signify a fresh beginning for Ngāti Porou and its health service provider. On this day regaining the facilities was regarded as a symbolic representation of regaining control of good health and quality of life for the whole community.



*Ngāti Porou Hauora recognises that appropriate and affordable services are vital for the whole community - throughout the East Coast region - for the very young to the elderly. Here Nanny Ewa with baby Kutia Eparaima.*







*The Management Team, from left, Georgina Paerata, Nazim Merchant, Ruta Durie and Dianne Gibson. Inset, Rose Kahaki.*



*Ngāti Porou Hauora Board*

*Standing from left: Anne Bogle, Tame Te Maro, Libby Hayes, Heneriata Paengā, Kuini Te Maro (Kuia) and William Henry. Seated from left: Lois McCarthy, Gina Chaffey and Hikiana Rangihuna. Inset: Medical Advisor, Dr Paratene Ngāta. Missing are Lou Tangāere and Krieg Tukukino.*