

Sandy Mclean

From: Sandy Mclean
Sent: Thursday, 13 November 2014 11:57 a.m.
To: Jeff Millar
Subject: RE: NHI Monthly reporting - Jeff

Hi Jeff

Thanks for your informative email – sounds like you are doing great work and I look forward to closer involvement with you again over the coming months.

Regards
Sandy

From: Jeff Millar
Sent: Thursday, 13 November 2014 11:36 a.m.
To: Sandy Mclean
Subject: NHI Monthly reporting - Jeff

Talofa lava Sandy,

Just forwarding you the monthly NHI report for October 14. My apologies that it is late (I usually have it to Lorr on the 10th) however I have been out of the country on holiday

Lorr may have let you know that we have 2 additional clinicians on a 6 month term (which finishes shortly) as a means of making up hours from our previous contractual period as we were behind. However in the new contract period beginning 1 July 14 we are on track and doing well

One highlight of recent time that has increased our referral rate from SMHS, was our presentations to the CAF Service Directorate meeting and also to North, West & East Sector Adult services. Our plan is to get round to Whakatata House, YSS and Methadone however this will need to wait until next year now. Our presentation received very good feedback.

Hope everything is well with you and look forward to touching base in person sometime in the future

If there is anything else that you need please feel free to call me at any time

Many thanks,

Jeff Millar (Kalauta)
Health Services Manager
Mental Health & Addictions

Pacific Trust Canterbury

T: (03) 363 0746 | C: 0274910452 | E: jeff.millar@pacifictrust.co.nz | W: www.pacifictrust.co.nz



189 Montreal St (accessible off Halkett St), Canterbury, PO Box 13-285, Christchurch 8041

Sandy Mclean

From: Sandy Mclean
Sent: Thursday, 22 January 2015 4:44 p.m.
To: Jeff Millar
Subject: RE: NHI monthly report - Jeff Millar PTC

Thanks Jeff and happy new year to you too.

Great to hear you are progressing the CMS and wondering where you are up to with reporting to PRIMHD (national data set)?

We are going to focus on getting everyone fully compliant so we can reduce the other reporting requirements.

Look forward to hearing from you.

Sandy

From: Jeff Millar
Sent: Thursday, 22 January 2015 3:14 p.m.
To: Sandy Mclean
Subject: NHI monthly report - Jeff Millar PTC

Hi Sandy,

Happy New Year!

Please find enclosed the NHI report for December. Usually you would have received this last week however I have been away on leave

Just to let you know that we now have rolled out 'Recordbase' a client recording system from 'Wildbamboo'

We are no longer using Medtech.

We are working closely with the people from Wildbamboo regarding our default templates and reports.

Our next report will have all the reporting requirements you are used to seeing however the format may be different to the one we have been using since I have been here.

I will keep you posted etc

Many thanks,

Jeff Millar (Kalauta)
Health Services Manager
Mental Health & Addictions

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Sandy Mclean

From: Sandy Mclean
Sent: Tuesday, 10 February 2015 11:39 a.m.
To: 'Jeff Millar'
Subject: RE: NHI monthly report - Jeff Millar PTC

Hi Jeff
Sorry I missed your query below – I'm not great at staying on top of emails!

Great to hear you are working with MOH regarding PRIMHD.
You can anticipate this becoming your primary reporting mechanism with a very small quarterly report as well.
However it does take a long time for MOH to go through the process with providers and get to the point where they advise us that valid data is routinely going into the system.
But now you've started it is one step closer!
Thanks
Sandy

From: Jeff Millar
Sent: Thursday, 22 January 2015 4:58 p.m.
To: Sandy Mclean
Subject: RE: NHI monthly report - Jeff Millar PTC

Hi Sandy,

Recordbase is compliant with PRIMHD. We are currently in the middle of signing off a PRIMHD mapping document with MOH and I am just waiting for Shar Tanirau or Angela Pidd to get back to me regarding this.

I'm curious though, is there a particular reporting requirement that would end for us when we report to PRIMHD?

Many thanks,

Jeff

From: Sandy Mclean [<mailto:Sandy.Mclean@cdhb.health.nz>]
Sent: Thursday, 22 January 2015 4:44 p.m.
To: Jeff Millar
Subject: RE: NHI monthly report - Jeff Millar PTC

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I will keep you posted etc

Many thanks,

Jeff Millar (Kalauta)
Health Services Manager
Mental Health & Addictions

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Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Monday, 16 February 2015 3:36 p.m.
To: Sandy Mclean
Subject: RE: audit follow up

Here at PTC so you can see the new clinic also

From: Sandy Mclean [mailto:Sandy.Mclean@cdhb.health.nz]
Sent: Monday, 16 February 2015 3:17 p.m.
To: Tony Fakahau
Subject: RE: audit follow up

Thanks Tony – your place or PMH?
Sandy

From: Tony Fakahau [mailto:tony.fakahau@pacifictrust.co.nz]
Sent: Monday, 16 February 2015 10:18 a.m.
To: Sandy Mclean
Subject: Re: audit follow up

Hi Sandy,

The 11th of March at 11:00am is good for me. We can discuss the audit and update you on general issues.

Kindest regards
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 15/02/2015, at 11:49 am, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Hi Tony
Hope you are well.
Could we please arrange a time to meet regarding the outstanding audit recommendations?
How's your availability on Wed 11th March?
It'd be a good chance for a general catch up as well.
Look forward to hearing from you.
Sandy

Check out our web site: <http://www.cdhb.health.nz>

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Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifitrust.co.nz>
Sent: Thursday, 9 April 2015 9:34 a.m.
To: Sandy Mclean
Subject: Re: Reconfiguration - Contract

Yes please that's great for me - see you tomorrow

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 9/04/2015, at 9:22 am, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

I could come to you around 3pm tomorrow.
Would that work?
Sandy

From: Tony Fakahau [<mailto:tony.fakahau@pacifitrust.co.nz>]
Sent: Thursday, 9 April 2015 9:17 a.m.
To: Sandy Mclean
Subject: Re: Reconfiguration - Contract

Next week, Tuesday or Friday for me sorry.

This week, am available today or tomorrow afternoon.

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 9/04/2015, at 9:04 am, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Hi Tony
Happy to meet.
How is next Thursday 16th mid or late morning?
Sandy

From: Tony Fakahau [<mailto:tony.fakahau@pacifitrust.co.nz>]
Sent: Wednesday, 8 April 2015 10:21 p.m.
To: Sandy Mclean
Subject: Reconfiguration - Contract

Hi Sandy,

Would like to meet to discuss some reconfiguration of our contract.

I have some ideas that I would like to discuss with you please for the next contract.

Kindest regards
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Sandy Mclean

From: Sandy Mclean
Sent: Monday, 13 April 2015 4:32 p.m.
To: 'Tony Fakahau'
Subject: RE: New PTC Mental Health Changes - CDHB Contract

Hi Tony

Thanks for summarising our discussion below so that I can simply confirm our agreement.

Very happy to provide you with the flexibility to use your staffing in the way that meets community need, especially when it achieves other goals as well.

Look forward to seeing the outcome when we review the position in 12 months.

Regards
Sandy McLean
Team Leader
Mental Health and Addictions
Planning and Funding
Canterbury and West Coast DHBs

From: Tony Fakahau [mailto:tony.fakahau@pacifitrust.co.nz]
Sent: Monday, 13 April 2015 12:45 p.m.
To: Sandy Mclean
Subject: New PTC Mental Health Changes - CDHB Contract

Hi Sandy,

Great to meet last week and happy we can move on the proposed new changes. Wondering if you can confirm via email so I can prepare my team for the new changes.

As discussed, 1 clinic and 1 non-clinical from the Mental Health Team to be allocated to the Primary Care Clinic for the next 12 months.

The KPI's for Mental Health will remain the same – PTC will spread the caseload amongst its current Mental Health team.

The new change will make a significant difference to the new clinic as we meet the higher demand from patients with the new and larger clinic.

Kindest regards
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury

DD: 03 363 0756
Fax: 03 366 0350
Cell: 021 615 490
Office: 03 377 8159

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Monday, 13 April 2015 2:53 p.m.
To: Sandy Mclean
Subject: RE: New PTC Mental Health Changes - CDHB Contract

Hi Sandy,

Might be better to reduce the CSW's by 2 and keep the clinicians role. The clinicians can work across where as the CSW's can only do non-clinical.

This flexibility will ensure we maximise outputs and outcomes from mental health while support the huge demand in the primary care area also for the next 12 months.

Kindest regards
Tony

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From: Tony Fakahau
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Sandy Mclean

From: Sandy Mclean
Sent: Monday, 13 April 2015 4:34 p.m.
To: 'Tony Fakahau'
Subject: RE: New PTC Mental Health Changes - CDHB Contract

Hi Tony
Happy for you to make the call on what will work best to ensure both parts of your service function efficiently.
Regards
Sandy

From: Tony Fakahau [mailto:tony.fakahau@pacifictrust.co.nz]
Sent: Monday, 13 April 2015 2:53 p.m.
To: Sandy Mclean
Subject: RE: New PTC Mental Health Changes - CDHB Contract

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To: sandy.mclean@cdhb.health.nz

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Sandy Mclean

From: Sandy Mclean
Sent: Tuesday, 28 April 2015 11:44 a.m.
To: Jeff Millar
Subject: RE: Query regarding AOD hours and group work - Jeff - PTC

Thanks Jeff

From: Jeff Millar
Sent: Tuesday, 28 April 2015 11:32 a.m.
To: Sandy Mclean
Subject: RE: Query regarding AOD hours and group work - Jeff - PTC

Hi Sandy,

Thanks for your email.

Our programme design draws heavily from the 'Fonofale' model, which provides the significant point of difference to Odyssey who use a therapeutic community model approach

Finally, completely agree with you on evaluation which is important to us as well, and I would be happy to provide this to you when it comes to hand

Thanks for the ongoing support,

Kind regards,

Jeff

From: Sandy Mclean [<mailto:Sandy.Mclean@cdhb.health.nz>]
Sent: Wednesday, 15 April 2015 3:44 p.m.
To: Jeff Millar
Subject: RE: Query regarding AOD hours and group work - Jeff - PTC

Hi Jeff

I love the idea of running a group programme – you probably know that there is already a group programme for people in corrections being run by Odyssey and others so keen not to duplicate this.

Has there been liaison with this collaborative?

If it does go ahead, face to face contacts can be claimed and it'd be great to see an evaluation.

Cheers

Sandy

From: Jeff Millar
Sent: Monday, 13 April 2015 10:51 a.m.
To: Sandy Mclean
Subject: Query regarding AOD hours and group work - Jeff - PTC

Hi Sandy,

How are you?

Following discussion with our AOD whaiora, feedback has been received regarding the interest in participating in a 6 week harm reduction/education AOD group.

Our clinician, Sulia Tuatau has developed and would like to meet this need by facilitating a 6 week group programme which will be pacific themed and cover the Fonofale model, fanau-family, mental health, Law, physical health, Spiritual health, relapse and prevention

Some of the whaiora will come from corrections

Within the AOD sector, group work seem a reasonable common and useful approach to recovery and I am not aware that there is any other pacific themed programme running in Christchurch at this time.

However before we embark can you confirm that we can claim face to face hours for this piece of work

Look forward to hearing from you

Many thanks,

Jeff Millar (Kalauta)
Health Services Manager
Mental Health & Addictions

Pacific Trust Canterbury

T: (03) 363 0746 | C: 0274910452 | E: jeff.millar@pacifictrust.co.nz | W: www.pacifictrust.co.nz



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“To enable Pacific and all communities to reach their full potential through the provision of quality services”

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Wednesday, 29 April 2015 3:38 p.m.
To: Sandy Mclean
Subject: Proposed new CDHB contract 2015/2016

Hi Sandy,

Wondering how far away you might have a draft contract for the new financial year.

I have started consultation with the CSW's and the proposed restructure to reduce from 4 CSW's to 2 CSW's and with the workload being spread among the rest of that team – and to maintain the KPIs.

As you could imagine, there is a strong reluctance from staff in the mental health team. However, I have outlined our intention to move additional resources to the clinic and to reduce the number of CSW's because we have capacity to still achieve our KPIs by spreading the caseloads.

We have advertised the two positions and hope to start interviews in mid-May to select the two CSW's that will stay on.

Thanks
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury

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Christchurch 8041



Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Wednesday, 20 May 2015 12:43 p.m.
To: Sandy Mclean
Subject: Non-clinical Mental Health

Hi Sandy,

As discussed this morning, by mutual agreement PTC will withdraw from the non-clinical mental health roles and focus solely on the clinical roles. We would like to continue with the clinical roles but request that the 4 non-clinical roles be returned to the CDHB.

We would like to reconfigure and place the clinical mental health team in the new clinic to better support the mental health consumers coming through the clinic GPs and elsewhere.

As a request also, if we can get resourcing (2 clinical positions) for the new clinic for the next 12-24 months as we build our register to 3-5,000 that will be our priority given the high demand.

If you can please consider and respond via a letter with the ending of the non-clinical roles and a timeframe of when that can be made from our end.

Kindest regards
Tony

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Chief Executive Officer
Pacific Trust Canterbury

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Sandy Mclean

From: Sandy Mclean
Sent: Friday, 22 May 2015 2:02 p.m.
To: 'Tony Fakahau'
Subject: RE: Redundancy CSW

Thanks Tony that's fine.
I'll discuss formally with leadership on Monday and get back to you.
Sandy

From: Tony Fakahau [mailto:tony.fakahau@pacifictrust.co.nz]
Sent: Friday, 22 May 2015 2:00 p.m.
To: Sandy Mclean
Subject: Redundancy CSW

Hi Sandy,

Yes, we have taken into account the costs and it's very much. Many had leave from years and years ago and that has been used up.

Under the collective agreement we have arranged to pay out the number of weeks per CSW and have budgeted for that. That's not a problem for us.

We are keen to get support for the new clinic and align with our mental health clinicians.

Kindest regards
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Monday, 25 May 2015 5:52 p.m.
To: Sandy Mclean
Subject: Re: CDHB contract

Thank you so much. This is such a relief to us and PTCs future.

Hear from you tomorrow

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 25/05/2015, at 5:43 pm, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Sorry Tony not to get back to you today.
We can progress in the direction signalled and in the first instance need to get a list of current clients so we can consider what their needs are etc.
I will email you first thing tomorrow with a more formal response.
Sandy

Sent from Telecom's Smartphonetwork

----- Original message -----

From: Tony Fakahau
Date: 25/05/2015 5:39 PM (GMT+12:00)
To: Sandy Mclean
Subject: CDHB contract

Hi Sandy,

We are very keen to contain the situation and create long-term stability and put an end to our on-going issues in the mental health area.

As discussed, we would like to formally return the non-clinical part to the DHB and maintain the clinical part so it can be linked directly with our primary health clinic. This is our future direction and where we want to focus on moving forward in the new contract for 2015/2016.

I look forward to your decision please.

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Canterbury

District Health Board

Te Poari Hauora o Waitaha

Planning & Funding

26 May 2015

General Manager
Pacific Trust Canterbury
PO Box 13-285
Christchurch 8041

Attention: Tony Fakahau

Dear Tony

LETTER OF OFFER – Agreement 344406/02 - INTEGRATED CONTRACT - Mental Health, AOD and Primary Health Services

On behalf of Canterbury DHB I would like to offer you a further variation to the above agreement for 24 months as outlined below:

Start date: 1 July 2015

End date: 30 June 2017

PU & Description	FTE pa	Volume pa	Unit Price	Contract Total
MHP63C Community services for Pacific people Adult and Child & Youth – other clinical	2	12 – 18 active clients per FTE		
MHD74C – Adult and Child & youth community alcohol and drug service – other clinical	1	12 – 18 active clients per FTE		
MHP64E – Pacific Advisory	1			
C01016 Well child framework	1	85 new born babies pa		
MAOR0114 Whanau Ora (Oia o Aiga)Well Child supports 0.8 FTE	0.8	Supporting the well child nurse		
MAOR0114 Whanau Ora (Oia o Aiga)	1	20 active clients per FTE per month – 40 annually		
C01016 Mothers and Pepi	1.5	20 active mothers per month – 60 annually		
CO1010 Well Child additional early contacts		As per well child schedule		

Total Funding \$1,331,372

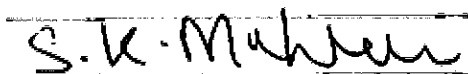
The offer reflects our recent discussion regarding the Community Support Work Services (4FTE) that we have agreed will no longer be included in your service provision. Unfortunately we are not able to retain these funds for other positions within your organisation but we remain open to the use of the clinical positions within a primary care environment to support an integrated response for Pacific people.

We will work together to ensure people engaged with the Community Support Work Services are adequately supported in the future.

The provider specific terms and conditions that will form part of this agreement are attached as appendix 1.

Please confirm your acceptance of this agreement no later than 5 June 2015 by email to sandy.mclean@cdhb.health.nz

Yours sincerely



Sandy McLean
Service Portfolio Manager Mental Health
03 3644153

PROVIDER SPECIFICS – APPENDIX 1
--

1. THE SERVICES PURCHASED UNDER THIS AGREEMENT ARE

A range of primary health and mental health services that are delivered in an integrated manner to meet the needs of the Pacific community in Canterbury.

1.1 Mental Health and AOD Clinical and Cultural Services (4 FTE)

The services provided by Pacific Trust Canterbury include support for young people and adults with mental health and addiction issues. The services are primarily provided by Pacific people for Pacific people within or alongside a primary care setting.

1.2 Mama & Pepi Services (1.5 FTE)

The support service for mothers and their pepi targets those mothers who have no support network of their own (such as partner, family, marae, etc). Historically these mothers are often teenagers, may have an alcohol or drug addiction, troubled family history and are often in unstable relationships. This service has a particular emphasis on Maori women and their Whanau. The service must work with a minimum of 60 mothers per annum. 1 FTE would have an expected active client target of 20 active clients per month, 0.5 FTE would be funded to work across the service assisting with the liaison and facilitation work.

1.3 Whanau Ora (Ola o Aiga) (1 FTE)

These services will be working with a minimum of 40 Whanau per annum delivered through the following:

- the development of Whanau Ora health plans for all age groups and the development of targets for improvements in health status as agreed with each Aiga/Whanau;
- face-to-face sessions with individuals to specifically discuss and develop strategies to address their needs
- face-to-face sessions with Aiga/Whanau to specifically discuss and develop strategies to address their needs
- health education and information

It is expected that FTE is working actively with 20 Whanau per month actively receiving face to face visits.

1.4. Tamariki Ora Well Child Services

This service is provided according to the nationally defined Well Child/Tamariki Ora National Schedule and comprises of the following services;

- **Clinical Assessment:** the universal health and development assessments that are undertaken at every core WCTO contact
- **Interventions:** the health interventions and referrals to services that will be offered and documented in response to the specific clinical assessments and care plan agreed with the family or whānau
- **Health Education:** the range of health education activities that should be delivered appropriate to the core contact age bands. Health education will be undertaken in response to professional judgement and the needs assessment and care plan that is reviewed with the family

A minimum of 85 new born babies per annum will be receiving services.

Tamariki Ora Well Child Workforce

Tamariki Ora/Well Child Nurse (1 FTE)

The clinical FTE will be a suitably qualified Registered Nurse that maintains their practicing certificate and professional development portfolio. The nurse will carry an annual case load of 85 registered new born babies per annum. This client case load will be supported by the Kaiwhakapuawai.

Tamariki Ora Kaiwhakapuawai (0.8 FTE)

This service is purchased under the Whanau Ora specification however it is expected that the non clinical FTE will be a suitably qualified Tamariki Ora trained Kaiawhina who has completed or is in the process of completing a Kaiawhina Tamariki Ora/Whānau Awhina certificate that is recognised by the New Zealand Qualifications Authority (NZQA) or an equivalent recognised qualification. It is expected that the Kaiwhakapuawai is working alongside the Well Child registered nurse and supporting the delivery of Additional Contact Equivalent (ACEs) to a shared client group.

2. SERVICE CHANGES

Canterbury District Health Board is currently assessing how Mental Health Services are delivered in Canterbury. This work will consider our current environment and health initiatives underway that are transforming services - such as Better, Sooner, More Convenient; Adult Services Change Plan, Mental Health Care Coordination and the AOD System. This may result in a number of service changes across the health system.

In consideration of the review of service requirements, this extension is specifically subject to Canterbury District Health Board being able to require changes to the Services provided by you, during the period of the extended contract.

Canterbury District Health Board will advise you of any changes to the Services provided by you as soon as we are able. The terms of this agreement are to be read and take precedence over the base agreement and previous variations.

3. WASH-UP CLAUSE

1. Where either party has concern regarding your past or present delivery of any service funded under this Agreement, or where either party has concern about your ability to provide any service funded under this Agreement in the future, that party may initiate a meeting to discuss that concern.
2. The purpose of that meeting will be to reach agreement on the extent of any under-delivery of services under this Agreement, to discuss the ways that you can improve your service delivery, and to discuss the steps that may be taken by us as a result of the under-delivery.
3. Notwithstanding clause 2, we will decide what steps will be taken as a result of the under-delivery and will advise you in writing of those steps as soon as is reasonably practicable following our meeting.
4. The steps that may be taken by us following an under-delivery of services under this Agreement may include, but will not be limited to:
 - a. A refund of all or part of the payments received by you for those services for the period of under-delivery;
 - b. A variation to the Agreement which may include amendments to:
 - i. the service specification; and/or
 - ii. the timeframes for delivery of the service; and/or
 - iii. the payment terms for the service.
 - c. The termination of the Agreement due to material under-delivery of the services.

4. STAFF VACANCIES

The provider should notify the Contract Manager if there are any staff vacancies which last longer than 8 weeks. After that time, the CDHB may withhold payment if an appropriate appointment is not made.

5. HEALTH AND DISABILITY SERVICES STANDARDS

Services will meet the requirements of the following Standards:

- NZS 8134.0:2008 Health Disability services (general) Standards
- NZS 8134.1:2008 Health & disability services (core) Standards
- NZS 8134.2:2008 Health & disability services (restrain minimisation and safe practice) Standards
- NZS 8134.3:2008 Health & disability services (infection prevention and control) Standards

6. CHILDREN OF ADULT SERVICE USERS

You will monitor the care needs of children of adult service users accessing your service to ensure that they are not assuming inappropriate care responsibilities for their parents or siblings. Where this is occurring you will refer the children to appropriate support services.

In collaboration with other mental health professionals involved with the service users you will ensure that children of the service users have access to age appropriate information about the nature and effect of the mental illness of their parent/caregiver.

8. REPORTING REQUIREMENTS

Service/PU Code	Volumes/Measure	Target/ Outcome
MHD74C – Adult and Child & Youth community alcohol and drug services – other clinical (1 FTE)	Average caseload Hours of face to face client contact	10 - 18 clients per FTE 20 hours per week per FTE
MHP63C Community services for Pacific people – other clinical (2 FTE)	Average caseload Hours of face to face client contact	10 - 18 clients per FTE 20 hours per week
C01016 Well Child Framework 1 FTE	Number of new born babies per annum	85 new born babies per annum
MAORO114 Whanau Ora (Ola o Aiga) 0.8 FTE Tamariki Ora Kawhakupuwai	Number of new born babies per annum	Supporting the Well Child nurse volumes above
MAORO114 Whanau Ora (Ola o Aiga) 1 FTE	Number of Whanau plans	20 active Whanau receiving serviced per month A minimum of 40 Whanau Plans have been developed and implemented per annum As Whanau move to less intensive services i.e. Whanau being visited every two or three months another Whanau would be engaged for more intense services
C01016 Mothers and their pepi 1.5 FTE	Number of mothers	20 active mothers receiving services per month A minimum of 60 mothers have received services per annum

8.1 Programme for the integration of Mental Health Data (PRIMHD)

If your organisation is required to report to PRIMHD you will demonstrate that you are reporting the required information to PRIMHD.

Requirement	Method of reporting	Frequency
Workforce Development	Narrative report in monitoring returns – identifying training that staff have participated in and provided (both in house and external) during the period. Summary of workforce activity including: new appointments, numbers of staff that have left the	Annually

	organisation, qualifications of staff, breakdown of age and ethnicity, and length of service with the provider.	
Board membership	Narrative report in monitoring returns – listing members of board and identifying any changes that have taken place during the period.	Annually

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Tuesday, 26 May 2015 2:01 p.m.
To: Sandy Mclean
Subject: Media - Whānau Ora

Hi Sandy,

Some of our disaffected staff have sent media a letter making accusations about PTC, Whānau Ora and myself.

Very damaging because it's incorrect information.

I wanted to keep you in the loop as we move forward.

Kindest regards
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifitrust.co.nz>
Sent: Tuesday, 26 May 2015 10:58 a.m.
To: Sandy Mclean
Subject: Re: Emailing: Letter of offer PTC May 15

Sure, I will come across at 10am with Jeff.

Thanks

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 26/05/2015, at 10:54 am, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Great thanks Tony.
10am over here is good but I could come to your office earlier (9ish?) if that's better?
Would we need to pull Jeff in for the discussion about client needs etc?
Sandy

From: Tony Fakahau [<mailto:tony.fakahau@pacifitrust.co.nz>]
Sent: Tuesday, 26 May 2015 10:50 a.m.
To: Sandy Mclean
Subject: Re: Emailing: Letter of offer PTC May 15

Hi Sandy,

Yes, this email accepts the new letter of offer and we will proceed as outlined in the contract.

Am available on Friday. How's 10 or 11?

Thanks
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 26/05/2015, at 10:39 am, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Morning Tony
Further to our recent discussion and email correspondence, attached is a letter of offer for a further 2 years with the CSW lines removed as per our mutual agreement.
Unfortunately I haven't been able to retain any of this funding to reallocate within your service but I am keen to support the 3 clinical positions working

within or alongside your clinic so there is integrated care.
It'd be good to have a conversation about how this could work.

In terms of the CSWs we need you to go through a process of identifying the current clients and reviewing their needs to see if they should be referred for more support from another provider or whether their needs are met and they no longer require a support worker.

We also need to get some shared communications so we are saying the same thing in response to any interest by the media or the wider community.

So once you've had a chance to consider this offer could we meet later this week to start working the client lists and the comms up?
How are you placed on Friday?

Regards
Sandy

Your message is ready to be sent with the following file or link attachments:

Letter of offer PTC May 15

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Check out our web site: <http://www.cdhb.health.nz>

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<Letter of offer PTC May 15.docx>

Sandy Mclean

From: Sandy Mclean
Sent: Tuesday, 26 May 2015 10:39 a.m.
To: 'Tony Fakahau'
Subject: Emailing: Letter of offer PTC May 15
Attachments: Letter of offer PTC May 15.docx

Morning Tony

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Unfortunately I haven't been able to retain any of this funding to reallocate within your service but I am keen to support the 3 clinical positions working within or alongside your clinic so there is integrated care.

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So once you've had a chance to consider this offer could we meet later this week to start working the client lists and the comms up?

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Regards
Sandy

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Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Thursday, 28 May 2015 4:41 p.m.
To: Sandy Mclean
Subject: Consumers receiving CSW services May 2015.xlsx
Attachments: Consumers receiving CSW services May 2015.xlsx; ATT00001.htm

Hi Sandy,

For our meeting tomorrow here is the consumer list for the 4CSWs and needs.

Thanks

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifctrust.co.nz>
Sent: Friday, 29 May 2015 12:15 p.m.
To: Sandy Mclean
Cc: Mick O'Donnell
Subject: RE: Follow up

Thanks Sandy,

Really appreciate your support and good to get good advice from Mick.

Will follow through on the email and get back to you next week with an update.

My skin has had to be thickened last few days lol.

Kindest regards
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury

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177 & 189 Montreal St
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Christchurch 8041

PACIFIC TRUST
CANTERBURY



From: Sandy Mclean [mailto:Sandy.Mclean@cdhb.health.nz]
Sent: Friday, 29 May 2015 11:01 a.m.
To: Tony Fakahau
Cc: Mick O'Donnell
Subject: Follow up

Hi Tony

Thanks for coming over to us this morning.

I'll leave the comms discussion for you to continue directly with Mick as required and focus on the consumer/patient care aspect as we discussed.

With our mutual agreement to discontinue the Community Support Work (CSW) Service as you move towards an integrated clinical team based around the GP Clinic, we have agreed that your clinicians will review each person currently engaged with CSW to determine the following:

- Presenting issues
- Length of time with the service
- Last contact
- Progress against goals
- Recommendations going forward; ie is the person ready to be exited from CSW or do they need to be referred to CAP.

A brief record of this review information needs to be put into your client mgt system and the outcome of the work reported to us in terms of number of people ready for exit and number referred to CAP.

We will be looking to add resource to current CSW capacity so that there is adequate provision for people with ongoing needs and future referrals.

As we discussed we will try and provide support if this task is not achievable from within your team.

If you think theres any value in it, I'm happy to attend any meetings with consumers or staff to speak about our direction forward.

I think that's everything we talked about so lets catch up again next week to monitor progress.

Hope you have a good weekend with no unpleasant surprises!

Regards
Sandy

Check out our web site: <http://www.cdhb.health.nz>

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Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Friday, 29 May 2015 10:22 a.m.
To: Mick O'Donnell
Cc: Sandy Mclean
Subject: Fwd: media statement

FYI

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Begin forwarded message:

From: Martin Van Beynen <martin.vanbeynen@fairfaxmedia.co.nz>
Date: 28 May 2015 4:40:53 pm NZST
To: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Subject: media statement

Hi Tony

Thanks for your release.

I notice you did not answer a number of questions and will just repeat them again for the sake of clarity. Also a couple of follow-up questions.

1. How much Whanau Ora funding did PTC receive or will receive in the year to June 30, 2015.
2. How many families are currently registered under the Whanau Ora programme with PTC. How many were added after the end of February?
3. You have not provided any information on Whanau Ora spending. We have to assume then that you have no issue with the information we intend to publish. Please provide figures for spending on Warehouse and Pak 'n' Save vouchers, car registrations, medical expenses, and bonds and explain how they fit in the Whanau Ora programme.
4. What do the private consultants get for recruiting families?
5. We gather from your answer that families on work permits or overstaying are helped by PTC under the Whanau Ora programme.

We will need the answers by 11am tomorrow. (Friday May 29)

Many thanks.

Martin

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Thursday, 4 June 2015 9:25 p.m.
To: Sandy Mclean
Subject: Re: Reviews

Absolutely, we will complete within the next fortnight for the transition.

I am concerned about the practice they have used to keep the consumers close over two years and treatment has not eventuated as it should.

We will have the review completed so the transition can be seamless and smooth for the provider who will pick them up.

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 4/06/2015, at 9:21 pm, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Thanks Tony. Just a bit concerned that we haven't got a clear idea of who needs ongoing support so its difficult to ask anyone else to pick up the work.
Do you think we'll have the review information available within the next two weeks?
Sandy

Sent from Telecom's Smartphonetwork

----- Original message -----

From: Tony Fakahau
Date: 04/06/2015 9:16 PM (GMT+12:00)
To: Sandy Mclean
Subject: Re: Reviews

Hi Sandy,

We have started the process of finishing the CSW roles and part of the Collective Agreement is to go through it.

Likely to take 2 weeks and the ceases.

We expect this to be completed by the end of June and the same time transition the consumers.

It hasn't been taken well but we are clear of the process and where we want to move forward.

Let me know if you need anything else Sandy.

Thanks

Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 4/06/2015, at 9:10 pm, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Hi Tony
Hoping to hear from you tomorrow with an update on status of people engaged with CSW.
Thanks
Sandy

Sent from Telecom's Smartphonetwork

Check out our web site: <http://www.cdhb.health.nz>

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Sandy Mclean

From: Sandy Mclean
Sent: Friday, 5 June 2015 10:18 a.m.
To: 'Tony Fakahau'
Subject: RE: Consumer Review

Thanks Tony – any preliminary information you can pass along as you go through this process will be much appreciated so I can be preparing options to increase the CSW capacity in other providers if it looks like there will be that need.

Happy to work directly with Jeff if that's appropriate and to front up for meetings with you if appropriate.

His process below is exactly what we need.

Sandy

From: Tony Fakahau [mailto:tony.fakahau@pacifitrust.co.nz]
Sent: Friday, 5 June 2015 10:13 a.m.
To: Sandy Mclean
Subject: FW: Consumer Review

Hi Sandy,

As per below, Jeff has already started on the process and we will get all the information in less than a fortnight to you.

As you may understand, my CSWs have decided to all take leave for next few weeks. The clinicians will complete the tasks.

Thanks

Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury

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Fax: 03 366 0350
Cell: 021 615 490
Office: 03 377 8159

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Christchurch 8041

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CANTERBURY



From: Jeff Millar
Sent: Friday, 5 June 2015 9:55 a.m.
To: Tony Fakahau
Subject: RE: Consumer Review

Hi Tony,

Have already started this

Yesterday the clinicians and I met to discuss transitioning the consumers to other providers

Our plan from yesterday as follows:

Fanga and Tai will review all the CSW cases on site and with oversight by me close where appropriate
Referring all other remaining cases through CAPS

Tai sits at the CAPS triage table each week and I will make contact with Vicky Cooper CAP's manager today to discuss transition and way forward

CAPS has a standard referral template where we can provide presenting issues, last contact etc.

Finally, Recordbase has an outcome record where all closures will be recorded and cases will be closed

The administrative process of consumer to provider is reasonable straightforward.

The challenge will come with informing the consumers of the changes. It was not that long ago that Whanau Ora funding was approved for the Latnum group and following their recent letter to you and Board they were somewhat hopeful to meet you over a shared midwinter kai

They now will need to be informed that Latnum will no longer continue and that should probably happen next Wednesday

The rest of the consumers should be informed face to face however in some of the cases a letter may be appropriate

Regards,

Jeff

From: Tony Fakahau
Sent: Thursday, 4 June 2015 9:34 p.m.
To: Jeff Millar
Subject: Consumer Review

Jeff,

With the proposed changes, we need to undertake a review of the consumers in preparation for the next stage of moving to another provider.

Can the clinicians review each as follows:

Review each person currently engaged with CSW to determine the following:

- Presenting issues
- Length of time with the service
- Last contact

- Progress against goals
- Recommendations going forward; ie is the person ready to be exited from CSW or do they need to be referred to CAP.

A brief record of this review information needs to be put into your client mgt system and the outcome of the work reported to us in terms of number of people ready for exit and number referred to CAP.

We need this information within the next week and a bit.

Can you attend to this please with the clinicians?

Thanks

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Wednesday, 17 June 2015 8:56 a.m.
To: Sandy Mclean
Subject: Re: numbers

Hi Sandy,

How's Friday 12pm for me to come across and meet and to send the information on the consumers and needs assessments the clinicians have completed.

We are meeting the union today to finalise our proposed plan and nearly completed the HR process for the 4 CSW positions being ended.

Thanks
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 17/06/2015, at 8:08 am, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Hi Tony
Could you please provide an update of the outcome of reviews of CSW clients?
I'm hoping to have a full understanding of the numbers of people with ongoing needs by the end of this week and am thinking we will need to catch up to develop our plans for communicating the change to the sector and decide what needs there are going forward.

I was contacted by Vaka Tautua last evening about inappropriate referrals they had been getting from your organisation and they are also interested in any opportunities to expand their services. I told them there were some changes occurring at Pacific Trust and we are working together to ensure ongoing care for people.

Look forward to hearing from you.
Sandy

Check out our web site: <http://www.cdhb.health.nz>

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Sandy Mclean

From: Sandy Mclean
Sent: Wednesday, 17 June 2015 11:23 a.m.
To: 'Tony Fakahau'
Subject: RE: Consumer Reviews

Thanks Tony – that's great to hear.
I don't need any of their details and understand that Jeff is referring these people to CAP?
I've spoken with Vickie Cooper and she thought a bunch of referrals could be managed across the system – I think we talked about the potential value of this.
Lets discuss more on Friday.
Sandy

From: Tony Fakahau [mailto:tony.fakahau@pacifictrust.co.nz]
Sent: Wednesday, 17 June 2015 11:04 a.m.
To: Sandy Mclean
Subject: FW: Consumer Reviews

Hi Sandy,

We have approx. 36 with clinical needs etc while the others are being closed off. I don't know why they were not closed off already but here you have it.

Would you like more details or casefiles etc?

Thanks
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury

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Fax: 03 366 0350
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Office: 03 377 8159

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Christchurch CBD

Po Box 13-285
Christchurch 8041

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From: Jeff Millar
Sent: Wednesday, 17 June 2015 11:01 a.m.
To: Tony Fakahau
Subject: RE: Consumer Reviews

Hi Tony,

Following the previous email we reviewed all consumers currently engaged with CSW.

You can report to Sandy that approximately 36 consumers have clinical needs and/or receive secondary mental health services and we'll be keeping those.

We liaised with Vickie Cooper, manager at Richmond and referred all the CSW cases we had left to CAPS this week. They were allocated to other providers yesterday

The rest we have either closed or are currently closing. Any cases not closed this week and requiring further services will be going to CAPS before 30 June so there is no problem there

Regards,

Jeff

From: Tony Fakahau
Sent: Wednesday, 17 June 2015 8:58 a.m.
To: Jeff Millar
Subject: Consumer Reviews

Hi Jeff,

Are the reviews ready, I need to send to Sandy this week please as I am meeting her later this week.

Thanks
Tony

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifctrust.co.nz>
Sent: Friday, 19 June 2015 11:40 a.m.
To: Sandy Mclean
Subject: FW: Emailing: Letter of offer PTC May 15
Attachments: Letter of offer PTC May 15.docx

Hi Sandy,

Are you ok for me to share this email with NZNO? If not, I will leave it.

Thanks

-----Original Message-----

From: Sandy Mclean [mailto:Sandy.Mclean@cdhb.health.nz]
Sent: Tuesday, 26 May 2015 10:39 a.m.
To: Tony Fakahau
Subject: Emailing: Letter of offer PTC May 15

Morning Tony

Further to our recent discussion and email correspondence, attached is a letter of offer for a further 2 years with the CSW lines removed as per our mutual agreement.

Unfortunately I haven't been able to retain any of this funding to reallocate within your service but I am keen to support the 3 clinical positions working within or alongside your clinic so there is integrated care.

It'd be good to have a conversation about how this could work.

In terms of the CSWs we need you to go through a process of identifying the current clients and reviewing their needs to see if they should be referred for more support from another provider or whether their needs are met and they no longer require a support worker.

We also need to get some shared communications so we are saying the same thing in response to any interest by the media or the wider community.

So once you've had a chance to consider this offer could we meet later this week to start working the client lists and the comms up?

How are you placed on Friday?

Regards

Sandy

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Sandy Mclean

From: Sandy Mclean
Sent: Friday, 19 June 2015 12:18 p.m.
To: Tony Fakahau
Subject: Re: Emailing: Letter of offer PTC May 15

Fine to share Tony.
Sandy

Sent from Telecom's Smartphonetwork

----- Original message -----

From: Tony Fakahau
Date: 19/06/2015 11:39 AM (GMT+12:00)
To: Sandy Mclean
Subject: FW: Emailing: Letter of offer PTC May 15

Hi Sandy,

Are you ok for me to share this email with NZNO? If not, I will leave it.

Thanks

-----Original Message-----

From: Sandy Mclean [<mailto:Sandy.Mclean@cdhb.health.nz>]
Sent: Tuesday, 26 May 2015 10:39 a.m.
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Regards
Sandy

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Letter of offer PTC May 15

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Sandy Mclean

From: Sandy Mclean
Sent: Wednesday, 24 June 2015 1:22 p.m.
To: 'Tony Fakahau'
Cc: Mick O'Donnell
Subject: information for MH/AOD sector

Hi Tony

Are you okay with the information below going out to the Mental Health and AOD providers, including CDHB services?

From 1 July 2015 Pacific Trust Canterbury will be providing mental health and AOD services from their primary care clinic.

The new model of care is based on an integrated clinical response tailored to meet the needs of Pacific families. Community support work (CSW) services will no longer be delivered by Pacific Trust and people needing them will be referred to the CAP Coordinator.

Existing clients of Pacific Trust CSW service have been reviewed by the clinical team and a determination made regarding their ongoing needs.

They will continue to be engaged through the clinic while accessing support services from other agencies as required.

We will be working with Pacific Trust Canterbury and other providers to monitor demand and decide whether additional CSW services are needed.

Let me know what you think.

Regards

Sandy

Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifictrust.co.nz>
Sent: Monday, 29 June 2015 12:36 p.m.
To: Sandy Mclean
Subject: Re: support for Pacific people

Yes sure, how do you propose the communication? We can let all providers know and the sector that we will not be providing non-clinical MH Services so we concentrate on the clinical area.

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 29/06/2015, at 12:27 pm, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Hi Tony
As you might expect I've had a couple of contacts from people within SMHS regarding the loss of PTC CSW services.

I've advised that there continues to be a range of services that can be accessed through PTC clinic but I wonder if we need to clarify this and include it in a communication?

One of the people involved is a longterm person who was attending the Latnam House group.

Could you come back to me please?
Thanks
Sandy

Check out our web site: <http://www.cdhb.health.nz>

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Sandy Mclean

From: Tony Fakahau <tony.fakahau@pacifitrust.co.nz>
Sent: Monday, 29 June 2015 1:01 p.m.
To: Sandy Mclean
Subject: Re: support for Pacific people

Yes that's all correct

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 29/06/2015, at 12:50 pm, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Thanks Tony – can you clarify the following please?
I'm just concerned that there may be the perception of a big gap left behind.

If someone is enrolled with the clinic they can then access a range of support services via your whanau ora contracts?

The people who were engaged with your CSWs are now being managed via the clinic?

If Pacific people within SMHS need a cultural response can they still access that by enrolling with your clinic?

Thanks
Sandy

From: Tony Fakahau [<mailto:tony.fakahau@pacifitrust.co.nz>]
Sent: Monday, 29 June 2015 12:36 p.m.
To: Sandy Mclean
Subject: Re: support for Pacific people

Yes sure, how do you propose the communication? We can let all providers know and the sector that we will not be providing non-clinical MH Services so we concentrate on the clinical area.

Tony Fakahau
Chief Executive Officer
Pacific Trust Canterbury
South Island Pacific Providers Collective
Ph: 021615490

On 29/06/2015, at 12:27 pm, Sandy Mclean <Sandy.Mclean@cdhb.health.nz> wrote:

Hi Tony
As you might expect I've had a couple of contacts from people within SMHS regarding the loss of PTC CSW services.

I've advised that there continues to be a range of services that can be accessed through PTC clinic but I wonder if we need to clarify this and include it in a communication?

One of the people involved is a longterm person who was attending the Latnam House group.

Could you come back to me please?

Thanks

Sandy

Check out our web site: <http://www.cdhb.health.nz>

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449569/RM

ref: DUN0004

CTY	MHS	
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MANATŪ HAUORĀ

Dunedin Office
 Level 9, 481 Moray Place
 Phone: 0800 281 222
 Fax: (03) 474 8582

Email: performance_reporting@moh.govt.nz

PERFORMANCE MONITORING RETURN**Pacific Trust Canterbury****Provider Number:** 449569**Agreement Number:** 344406/02 Integrated Agreement - Mental Health, AOD and Primary Health Services**Agreement Term:** 01 July 2012 to 30 June 2015**Agreement Manager:** Sandy McLean**Agreement Deputy Manager:** Lorraine Eade**Agreement Funder:** Canterbury DHB

Reporting Period		
Start Date	End Date	Due Date
01 July 2014	30 September 2014	20 October 2014

Please ensure you complete and forward this Performance Monitoring Return by 20 October 2014. This completed Performance Monitoring Return should be forwarded to:
 Performance Reporting
 Sector Services
 Ministry of Health
 Private Bag 1942
 DUNEDIN 9054

I, the CEO/Manager, confirm that the information provided in this report is accurate:

Print Name: Tony Fakahau

Signature: _____

Position: CEODate: 17 Oct 2014

Please assist Sector Services in maintaining accurate records:

Please print clearly the name of the person within your organisation to whom Performance Monitoring-related correspondence should be addressed for this agreement:

First Name: JeffFamily Name: MillarEmail address: jeff.millar@pacifictrust.co.nz

For Sector Services use only

Date Received	Date Processed
---------------	----------------

29 October, 2014

344406/02

Instructions

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Front Page

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Mail:	Performance Reporting Ministry of Health Private Bag 1942 DUNEDIN 9054
Email:	performance_reporting@moh.govt.nz
Fax:	(03) 474 8582

ADDITIONAL INFORMATION

Please use this page for any issues you would like to discuss.

Important

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Reporting for each service within the contract

1. Pacific Adult & Child & Youth Purchase Unit: MHP63C Pacific community clinical & support service - nursing & allied health Purchase Unit Measure: Full Time Equivalent Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 July 2014	31 July 2014	3853	9
Number of completed support needs assessments	01 August 2014	31 August 2014	3853	0
Number of completed support needs assessments	01 September 2014	30 September 2014	3853	0
Number of consultation/liaison contacts	01 July 2014	31 July 2014	4251	1
Number of consultation/liaison contacts	01 August 2014	31 August 2014	4251	0
Number of consultation/liaison contacts	01 September 2014	30 September 2014	4251	0
Number of consultation/liaison training sessions	01 July 2014	31 July 2014	3852	0
Number of consultation/liaison training sessions	01 August 2014	31 August 2014	3852	1
Number of consultation/liaison training sessions	01 September 2014	30 September 2014	3852	0
Number of Face to Face contacts (Group)	01 July 2014	31 July 2014	3892	0
Number of Face to Face contacts (Group)	01 August 2014	31 August 2014	3892	1
Number of Face to Face contacts (Group)	01 September 2014	30 September 2014	3892	2
Number of first face to face contacts with individuals/families	01 July 2014	31 July 2014	3905	0
Number of first face to face contacts with individuals/families	01 August 2014	31 August 2014	3905	1
Number of first face to face contacts with individuals/families	01 September 2014	30 September 2014	3905	2
Number of follow up face to face contacts with individuals/families	01 July 2014	31 July 2014	3848	255
Number of follow up face to face contacts with individuals/families	01 August 2014	31 August 2014	3848	152
Number of follow up face to face contacts with individuals/families	01 September 2014	30 September 2014	3848	211
Number of group sessions delivered	01 July 2014	31 July 2014	3849	0

Number of group sessions delivered	01 August 2014	31 August 2014	3849	0
Number of group sessions delivered	01 September 2014	30 September 2014	3849	0
Number of people supported by services at end of period (NZ Maori)	01 July 2014	31 July 2014	85962	5
Number of people supported by services at end of period (NZ Maori)	01 August 2014	31 August 2014	85962	6
Number of people supported by services at end of period (NZ Maori)	01 September 2014	30 September 2014	85962	10
Number of people supported by services at end of period (Other)	01 July 2014	31 July 2014	85964	23
Number of people supported by services at end of period (Other)	01 August 2014	31 August 2014	85964	24
Number of people supported by services at end of period (Other)	01 September 2014	30 September 2014	85964	31
Number of people supported by services at end of period (Pacific Island)	01 July 2014	31 July 2014	85963	51
Number of people supported by services at end of period (Pacific Island)	01 August 2014	31 August 2014	85963	54
Number of people supported by services at end of period (Pacific Island)	01 September 2014	30 September 2014	85963	61
Number of people supported by this service during month (NZ Maori)	01 July 2014	31 July 2014	85965	5
Number of people supported by this service during month (NZ Maori)	01 August 2014	31 August 2014	85965	6
Number of people supported by this service during month (NZ Maori)	01 September 2014	30 September 2014	85965	10
Number of people supported by this service during month (Other)	01 July 2014	31 July 2014	85967	23
Number of people supported by this service during month (Other)	01 August 2014	31 August 2014	85967	24
Number of people supported by this service during month (Other)	01 September 2014	30 September 2014	85967	31
Number of people supported by this service during month (Pacific Island)	01 July 2014	31 July 2014	85966	51
Number of people supported by this service during month (Pacific Island)	01 August 2014	31 August 2014	85966	54
Number of people supported by this service during month (Pacific Island)	01 September 2014	30 September 2014	85966	61
Average length of stay	01 July 2014	30 September 2014	3137	199
Number of FTE staff (Cultural)	01 July 2014	30 September 2014	301514	0
Number of FTE staff (Junior Medical)	01 July 2014	30 September 2014	301512	0
Number of FTE staff (Non clinical)	01 July 2014	30 September 2014	57462	0
Number of FTE staff (Nursing and	01 July 2014	30 September	301513	2

July 79
 Aug 84
 Sept 102

 Ave 88
 ÷ 2
 Ave corrected
 10 to 18
 clients
 per FTE
 = 44

Allied)		2014		
Number of FTE staff (Peer Support)	01 July 2014	30 September 2014	301614	0
Number of FTE staff (Senior Medical)	01 July 2014	30 September 2014	85982	0
Number of suicides of current clients	01 July 2014	30 September 2014	3816	0
Staff turnover ratio	01 July 2014	30 September 2014	301516	0
3. CSW Adult 2 FTE, C & Y 2 FTE				
Purchase Unit: MHA20E Adult Community Support Services - Cultural support staff				
Purchase Unit Measure: Full Time Equivalent				
Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 July 2014	31 July 2014	3853	0
Number of completed support needs assessments	01 August 2014	31 August 2014	3853	0
Number of completed support needs assessments	01 September 2014	30 September 2014	3853	0
Number of consultation/liaison contacts	01 July 2014	31 July 2014	4251	0
Number of consultation/liaison contacts	01 August 2014	31 August 2014	4251	0
Number of consultation/liaison contacts	01 September 2014	30 September 2014	4251	0
Number of consultation/liaison training sessions	01 July 2014	31 July 2014	3852	0
Number of consultation/liaison training sessions	01 August 2014	31 August 2014	3852	1
Number of consultation/liaison training sessions	01 September 2014	30 September 2014	3852	1
Number of Face to Face contacts (Group)	01 July 2014	31 July 2014	3892	0
Number of Face to Face contacts (Group)	01 August 2014	31 August 2014	3892	3
Number of Face to Face contacts (Group)	01 September 2014	30 September 2014	3892	0
Number of first face to face contacts with individuals/families	01 July 2014	31 July 2014	3905	0
Number of first face to face contacts with individuals/families	01 August 2014	31 August 2014	3905	3
Number of first face to face contacts with individuals/families	01 September 2014	30 September 2014	3905	0
Number of follow up face to face contacts with individuals/families	01 July 2014	31 July 2014	3848	15
Number of follow up face to face contacts with individuals/families	01 August 2014	31 August 2014	3848	17
Number of follow up face to face contacts with individuals/families	01 September 2014	30 September 2014	3848	22
Number of group sessions delivered	01 July 2014	31 July 2014	3849	0
Number of group sessions delivered	01 August 2014	31 August 2014	3849	0
Number of group sessions delivered	01 September	30 September	3849	0

	2014	2014		
Number of people supported by services at end of period (NZ Maori)	01 July 2014	31 July 2014	85962	2
Number of people supported by services at end of period (NZ Maori)	01 August 2014	31 August 2014	85962	2
Number of people supported by services at end of period (NZ Maori)	01 September 2014	30 September 2014	85962	2
Number of people supported by services at end of period (Other)	01 July 2014	31 July 2014	85964	2
Number of people supported by services at end of period (Other)	01 August 2014	31 August 2014	85964	2
Number of people supported by services at end of period (Other)	01 September 2014	30 September 2014	85964	4
Number of people supported by services at end of period (Pacific Island)	01 July 2014	31 July 2014	85963	32
Number of people supported by services at end of period (Pacific Island)	01 August 2014	31 August 2014	85963	35
Number of people supported by services at end of period (Pacific Island)	01 September 2014	30 September 2014	85963	44
Number of people supported by this service during month (NZ Maori)	01 July 2014	31 July 2014	85965	2
Number of people supported by this service during month (NZ Maori)	01 August 2014	31 August 2014	85965	2
Number of people supported by this service during month (NZ Maori)	01 September 2014	30 September 2014	85965	2
Number of people supported by this service during month (Other)	01 July 2014	31 July 2014	85967	2
Number of people supported by this service during month (Other)	01 August 2014	31 August 2014	85967	2
Number of people supported by this service during month (Other)	01 September 2014	30 September 2014	85967	4
Number of people supported by this service during month (Pacific Island)	01 July 2014	31 July 2014	85966	32
Number of people supported by this service during month (Pacific Island)	01 August 2014	31 August 2014	85966	35
Number of people supported by this service during month (Pacific Island)	01 September 2014	30 September 2014	85966	44
Average length of stay	01 July 2014	30 September 2014	3137	172
Number of FTE staff (Cultural)	01 July 2014	30 September 2014	301514	0
Number of FTE staff (Junior Medical)	01 July 2014	30 September 2014	301512	0
Number of FTE staff (Non clinical)	01 July 2014	30 September 2014	57462	0
Number of FTE staff (Nursing and Allied)	01 July 2014	30 September 2014	301513	1
Number of FTE staff (Peer Support)	01 July 2014	30 September 2014	301614	0

J - 36
A - 39
S - 50
Ave 41
2720 per FTE
10-18 client targets

Number of FTE staff (Senior Medical)	01 July 2014	30 September 2014	85982	0
Number of suicides of current clients	01 July 2014	30 September 2014	3816	0
Staff turnover ratio	01 July 2014	30 September 2014	301516	0
5. AOD Adult Child Youth other of Purchase Unit: MHD74C Community based alcohol and other drug specialist services - Nursing and allied staff Purchase Unit Measure: Full Time Equivalent Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 July 2014	31 July 2014	3853	14
Number of completed support needs assessments	01 August 2014	31 August 2014	3853	0
Number of completed support needs assessments	01 September 2014	30 September 2014	3853	0
Number of consultation/liaison contacts	01 July 2014	31 July 2014	4251	0
Number of consultation/liaison contacts	01 August 2014	31 August 2014	4251	0
Number of consultation/liaison contacts	01 September 2014	30 September 2014	4251	0
Number of consultation/liaison training sessions	01 July 2014	31 July 2014	3852	0
Number of consultation/liaison training sessions	01 August 2014	31 August 2014	3852	0
Number of consultation/liaison training sessions	01 September 2014	30 September 2014	3852	0
Number of Face to Face contacts (Group)	01 July 2014	31 July 2014	3892	0
Number of Face to Face contacts (Group)	01 August 2014	31 August 2014	3892	0
Number of Face to Face contacts (Group)	01 September 2014	30 September 2014	3892	0
Number of first face to face contacts with individuals/families	01 July 2014	31 July 2014	3905	0
Number of first face to face contacts with individuals/families	01 August 2014	31 August 2014	3905	0
Number of first face to face contacts with individuals/families	01 September 2014	30 September 2014	3905	0
Number of follow up face to face contacts with individuals/families	01 July 2014	31 July 2014	3848	196
Number of follow up face to face contacts with individuals/families	01 August 2014	31 August 2014	3848	102
Number of follow up face to face contacts with individuals/families	01 September 2014	30 September 2014	3848	187
Number of group sessions delivered	01 July 2014	31 July 2014	3849	0
Number of group sessions delivered	01 August 2014	31 August 2014	3849	0
Number of group sessions delivered	01 September 2014	30 September 2014	3849	0
Number of people supported by	01 July 2014	31 July 2014	85962	4

services at end of period (NZ Maori)				
Number of people supported by services at end of period (NZ Maori)	01 August 2014	31 August 2014	85962	5
Number of people supported by services at end of period (NZ Maori)	01 September 2014	30 September 2014	85962	9
Number of people supported by services at end of period (Other)	01 July 2014	31 July 2014	85964	21
Number of people supported by services at end of period (Other)	01 August 2014	31 August 2014	85964	22
Number of people supported by services at end of period (Other)	01 September 2014	30 September 2014	85964	29
Number of people supported by services at end of period (Pacific Island)	01 July 2014	31 July 2014	85963	41
Number of people supported by services at end of period (Pacific Island)	01 August 2014	31 August 2014	85963	44
Number of people supported by services at end of period (Pacific Island)	01 September 2014	30 September 2014	85963	49
Number of people supported by this service during month (NZ Maori)	01 July 2014	31 July 2014	85965	4
Number of people supported by this service during month (NZ Maori)	01 August 2014	31 August 2014	85965	5
Number of people supported by this service during month (NZ Maori)	01 September 2014	30 September 2014	85965	9
Number of people supported by this service during month (Other)	01 July 2014	31 July 2014	85967	21
Number of people supported by this service during month (Other)	01 August 2014	31 August 2014	85967	22
Number of people supported by this service during month (Other)	01 September 2014	30 September 2014	85967	29
Number of people supported by this service during month (Pacific Island)	01 July 2014	31 July 2014	85966	41
Number of people supported by this service during month (Pacific Island)	01 August 2014	31 August 2014	85966	44
Number of people supported by this service during month (Pacific Island)	01 September 2014	30 September 2014	85966	49
Average length of stay	01 July 2014	30 September 2014	3137	312
Number of FTE staff (Cultural)	01 July 2014	30 September 2014	301514	0
Number of FTE staff (Junior Medical)	01 July 2014	30 September 2014	301512	0
Number of FTE staff (Non clinical)	01 July 2014	30 September 2014	57462	4
Number of FTE staff (Nursing and Allied)	01 July 2014	30 September 2014	301513	0
Number of FTE staff (Peer Support)	01 July 2014	30 September 2014	301614	0
Number of FTE staff (Senior Medical)	01 July 2014	30 September 2014	85982	0

J - 66
A - 71
S - 187
224
B = 75

10-18
Target <

Number of suicides of current clients	01 July 2014	30 September 2014	3816	0
Staff turnover ratio	01 July 2014	30 September 2014	301516	0
B. Pacific Advisory				
Purchase Unit: MHP64E Pacific senior cultural advisory service (matua)				
Purchase Unit Measure: Full Time Equivalent				
Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 July 2014	31 July 2014	3853	0
Number of completed support needs assessments	01 August 2014	31 August 2014	3853	0
Number of completed support needs assessments	01 September 2014	30 September 2014	3853	0
Number of consultation/liaison contacts	01 July 2014	31 July 2014	4251	0
Number of consultation/liaison contacts	01 August 2014	31 August 2014	4251	0
Number of consultation/liaison contacts	01 September 2014	30 September 2014	4251	0
Number of consultation/liaison training sessions	01 July 2014	31 July 2014	3852	0
Number of consultation/liaison training sessions	01 August 2014	31 August 2014	3852	0
Number of consultation/liaison training sessions	01 September 2014	30 September 2014	3852	0
Number of Face to Face contacts (Group)	01 July 2014	31 July 2014	3892	0
Number of Face to Face contacts (Group)	01 August 2014	31 August 2014	3892	0
Number of Face to Face contacts (Group)	01 September 2014	30 September 2014	3892	0
Number of first face to face contacts with individuals/families	01 July 2014	31 July 2014	3905	0
Number of first face to face contacts with individuals/families	01 August 2014	31 August 2014	3905	0
Number of first face to face contacts with individuals/families	01 September 2014	30 September 2014	3905	0
Number of follow up face to face contacts with individuals/families	01 July 2014	31 July 2014	3848	0
Number of follow up face to face contacts with individuals/families	01 August 2014	31 August 2014	3848	0
Number of follow up face to face contacts with individuals/families	01 September 2014	30 September 2014	3848	0
Number of group sessions delivered	01 July 2014	31 July 2014	3849	0
Number of group sessions delivered	01 August 2014	31 August 2014	3849	0
Number of group sessions delivered	01 September 2014	30 September 2014	3849	0
Number of people supported by services at end of period (NZ Maori)	01 July 2014	31 July 2014	85962	2
Number of people supported by services at end of period (NZ Maori)	01 August 2014	31 August 2014	85962	2

Number of people supported by services at end of period (NZ Maori)	01 September 2014	30 September 2014	85962	3
Number of people supported by services at end of period (Other)	01 July 2014	31 July 2014	85964	1
Number of people supported by services at end of period (Other)	01 August 2014	31 August 2014	85964	1
Number of people supported by services at end of period (Other)	01 September 2014	30 September 2014	85964	1
Number of people supported by services at end of period (Pacific Island)	01 July 2014	31 July 2014	85963	15
Number of people supported by services at end of period (Pacific Island)	01 August 2014	31 August 2014	85963	16
Number of people supported by services at end of period (Pacific Island)	01 September 2014	30 September 2014	85963	17
Number of people supported by this service during month (NZ Maori)	01 July 2014	31 July 2014	85965	2
Number of people supported by this service during month (NZ Maori)	01 August 2014	31 August 2014	85965	2
Number of people supported by this service during month (NZ Maori)	01 September 2014	30 September 2014	85965	3
Number of people supported by this service during month (Other)	01 July 2014	31 July 2014	85967	1
Number of people supported by this service during month (Other)	01 August 2014	31 August 2014	85967	1
Number of people supported by this service during month (Other)	01 September 2014	30 September 2014	85967	1
Number of people supported by this service during month (Pacific Island)	01 July 2014	31 July 2014	85966	15
Number of people supported by this service during month (Pacific Island)	01 August 2014	31 August 2014	85966	16
Number of people supported by this service during month (Pacific Island)	01 September 2014	30 September 2014	85966	17
Average length of stay	01 July 2014	30 September 2014	3137	57
Number of FTE staff (Cultural)	01 July 2014	30 September 2014	301514	1
Number of FTE staff (Junior Medical)	01 July 2014	30 September 2014	301512	0
Number of FTE staff (Non clinical)	01 July 2014	30 September 2014	57462	0
Number of FTE staff (Nursing and Allied)	01 July 2014	30 September 2014	301513	0
Number of FTE staff (Peer Support)	01 July 2014	30 September 2014	301614	0
Number of FTE staff (Senior Medical)	01 July 2014	30 September 2014	85982	0
Number of suicides of current clients	01 July 2014	30 September 2014	3816	0
Staff turnover ratio	01 July 2014	30 September 2014	301516	0

12. Mothers and Papi Purchase Unit: MAOR0104 Support Services for Mothers & their Papi Purchase Unit Measure: Service Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Narrative report as per reporting requirements	01 July 2014	30 September 2014	4082	y
Number of 1st time mothers registered with the service	01 July 2014	30 September 2014	309004	76
Number of families who are not enrolled with a Well Child service provider	01 July 2014	30 September 2014	322332	3
Number of health promotion and education hui attendees	01 July 2014	30 September 2014	322231	5
Number of health promotion and education hui held	01 July 2014	30 September 2014	118848	2
Number of multipara mothers registered with the service	01 July 2014	30 September 2014	322311	1
Number of pregnant women accessing services	01 July 2014	30 September 2014	322194	5
Number of pregnant women who cease smoking during the quarter	01 July 2014	30 September 2014	322211	2
Number of service users referred to the service	01 July 2014	30 September 2014	308005	15
Number of service users who are not enrolled with a General Practitioner	01 July 2014	30 September 2014	322331	0
Number of service users who have been discharged from the service	01 July 2014	30 September 2014	322193	2
Number of women registered with and utilising the service within the quarter	01 July 2014	30 September 2014	322192	13
Number of women registered with the service within the quarter	01 July 2014	30 September 2014	322191	13
18. Ola o Aiga Purchase Unit: MAOR0117 Whanau Ora - Maori Community Health Services Purchase Unit Measure: Client Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Narrative report as per reporting requirements	01 July 2014	30 September 2014	4082	y
Quarterly financial report attached	01 July 2014	30 September 2014	74682	0

CTY	MHS	
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Dunedin Office
Level 9, 481 Moray Place
Phone: 0800 281 222
Fax: (03) 474 8582

Email: performance_reporting@moh.govt.nz

PERFORMANCE MONITORING RETURN

Pacific Trust Canterbury

Provider Number: 449569

Agreement Number: 344406/02 Integrated Agreement - Mental Health, AOD and Primary Health Services

Agreement Term: 01 July 2012 to 30 June 2015

Agreement Manager: Sandy McLean

Agreement Deputy Manager: Lorraine Eade

Agreement Funder: Canterbury DHB

Reporting Period		
Start Date	End Date	Due Date
01 January 2015	31 March 2015	20 April 2015

Please ensure you complete and forward this Performance Monitoring Return by 20 April 2015. This completed Performance Monitoring Return should be forwarded to:

Performance Reporting
Sector Services
Ministry of Health
Private Bag 1942
DUNEDIN 9054

I, the CEO/Manager, confirm that the information provided in this report is accurate:

Print Name: Tony

Signature: Fakahau

Position: CEO

Date: 25/06/2015

Please assist Sector Services in maintaining accurate records:

Please print clearly the name of the person within your organisation to whom Performance Monitoring-related correspondence should be addressed for this agreement:

First Name: Jeff

Family Name: Millar

Email address: jeff.millar@pacifitrust.co.nz

For Sector Services use only

Date Received	Date Processed
---------------	----------------

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Email:	performance_reporting@moh.govt.nz
Fax:	(03) 474 8582

ADDITIONAL INFORMATION

Please use this page for any issues you would like to discuss.

Important

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Reporting for each service within the contract

1. Pacific Adult & Child & Youth Purchase Unit: MHP630 Pacific community clinical & support service - nursing & allied health Purchase Unit Measure: Full Time Equivalent Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 January 2015	31 January 2015	3853	0
Number of completed support needs assessments	01 February 2015	28 February 2015	3853	0
Number of completed support needs assessments	01 March 2015	31 March 2015	3853	0
Number of consultation/liaison contacts	01 January 2015	31 January 2015	4251	0
Number of consultation/liaison contacts	01 February 2015	28 February 2015	4251	0
Number of consultation/liaison contacts	01 March 2015	31 March 2015	4251	0
Number of consultation/liaison training sessions	01 January 2015	31 January 2015	3852	0
Number of consultation/liaison training sessions	01 February 2015	28 February 2015	3852	0
Number of consultation/liaison training sessions	01 March 2015	31 March 2015	3852	0
Number of Face to Face contacts (Group)	01 January 2015	31 January 2015	3892	0
Number of Face to Face contacts (Group)	01 February 2015	28 February 2015	3892	0
Number of Face to Face contacts (Group)	01 March 2015	31 March 2015	3892	0
Number of first face to face contacts with individuals/families	01 January 2015	31 January 2015	3905	12
Number of first face to face contacts with individuals/families	01 February 2015	28 February 2015	3905	23
Number of first face to face contacts with individuals/families	01 March 2015	31 March 2015	3905	13
Number of follow up face to face contacts with individuals/families	01 January 2015	31 January 2015	3848	5
Number of follow up face to face contacts with individuals/families	01 February 2015	28 February 2015	3848	53
Number of follow up face to face contacts with individuals/families	01 March 2015	31 March 2015	3848	76
Number of group sessions delivered	01 January 2015	31 January 2015	3849	0

Number of group sessions delivered	01 February 2015	28 February 2015	3849	0
Number of group sessions delivered	01 March 2015	31 March 2015	3849	0
Number of people supported by services at end of period (NZ Maori)	01 January 2015	31 January 2015	85962	7
Number of people supported by services at end of period (NZ Maori)	01 February 2015	28 February 2015	85962	6
Number of people supported by services at end of period (NZ Maori)	01 March 2015	31 March 2015	85962	6
Number of people supported by services at end of period (Other)	01 January 2015	31 January 2015	85964	18
Number of people supported by services at end of period (Other)	01 February 2015	28 February 2015	85964	21
Number of people supported by services at end of period (Other)	01 March 2015	31 March 2015	85964	19
Number of people supported by services at end of period (Pacific Island)	01 January 2015	31 January 2015	85963	21
Number of people supported by services at end of period (Pacific Island)	01 February 2015	28 February 2015	85963	28
Number of people supported by services at end of period (Pacific Island)	01 March 2015	31 March 2015	85963	31
Number of people supported by this service during month (NZ Maori)	01 January 2015	31 January 2015	85965	9
Number of people supported by this service during month (NZ Maori)	01 February 2015	28 February 2015	85965	7
Number of people supported by this service during month (NZ Maori)	01 March 2015	31 March 2015	85965	7
Number of people supported by this service during month (Other)	01 January 2015	31 January 2015	85967	21
Number of people supported by this service during month (Other)	01 February 2015	28 February 2015	85967	21
Number of people supported by this service during month (Other)	01 March 2015	31 March 2015	85967	24
Number of people supported by this service during month (Pacific Island)	01 January 2015	31 January 2015	85966	28
Number of people supported by this service during month (Pacific Island)	01 February 2015	28 February 2015	85966	28
Number of people supported by this service during month (Pacific Island)	01 March 2015	31 March 2015	85966	32
Average length of stay	01 January 2015	31 March 2015	3137	23.3
Number of FTE staff (Cultural)	01 January 2015	31 March 2015	301514	0
Number of FTE staff (Junior Medical)	01 January 2015	31 March 2015	301512	0
Number of FTE staff (Non clinical)	01 January 2015	31 March 2015	57462	0
Number of FTE staff (Nursing and Allied)	01 January 2015	31 March 2015	301513	2
Number of FTE staff (Peer Support)	01 January 2015	31 March 2015	301614	0
Number of FTE staff (Senior Medical)	01 January 2015	31 March 2015	85982	0
Number of suicides of current clients	01 January 2015	31 March 2015	3816	0

Staff turnover ratio	01 January 2015	31 March 2015	301516	0
3. GSW Adult 2 FTE, C & Y 2 FTE Purchase Unit: MHA20E Adult Community Support Services - Cultural support staff Purchase Unit Measure: Full Time Equivalent Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 January 2015	31 January 2015	3853	0
Number of completed support needs assessments	01 February 2015	28 February 2015	3853	0
Number of completed support needs assessments	01 March 2015	31 March 2015	3853	0
Number of consultation/liaison contacts	01 January 2015	31 January 2015	4251	0
Number of consultation/liaison contacts	01 February 2015	28 February 2015	4251	0
Number of consultation/liaison contacts	01 March 2015	31 March 2015	4251	0
Number of consultation/liaison training sessions	01 January 2015	31 January 2015	3852	0
Number of consultation/liaison training sessions	01 February 2015	28 February 2015	3852	0
Number of consultation/liaison training sessions	01 March 2015	31 March 2015	3852	0
Number of Face to Face contacts (Group)	01 January 2015	31 January 2015	3892	0
Number of Face to Face contacts (Group)	01 February 2015	28 February 2015	3892	0
Number of Face to Face contacts (Group)	01 March 2015	31 March 2015	3892	0
Number of first face to face contacts with individuals/families	01 January 2015	31 January 2015	3905	17
Number of first face to face contacts with individuals/families	01 February 2015	28 February 2015	3905	10
Number of first face to face contacts with individuals/families	01 March 2015	31 March 2015	3905	8
Number of follow up face to face contacts with individuals/families	01 January 2015	31 January 2015	3848	56
Number of follow up face to face contacts with individuals/families	01 February 2015	28 February 2015	3848	112
Number of follow up face to face contacts with individuals/families	01 March 2015	31 March 2015	3848	119
Number of group sessions delivered	01 January 2015	31 January 2015	3849	0
Number of group sessions delivered	01 February 2015	28 February 2015	3849	0
Number of group sessions delivered	01 March 2015	31 March 2015	3849	0
Number of people supported by services at end of period (NZ Maori)	01 January 2015	31 January 2015	85962	8
Number of people supported by services at end of period (NZ Maori)	01 February 2015	28 February 2015	85962	7
Number of people supported by services at end of period (NZ Maori)	01 March 2015	31 March 2015	85962	6
Number of people supported by services at end of period (Other)	01 January 2015	31 January 2015	85964	18

Number of people supported by services at end of period (Other)	01 February 2015	28 February 2015	85964	23
Number of people supported by services at end of period (Other)	01 March 2015	31 March 2015	85964	20
Number of people supported by services at end of period (Pacific Island)	01 January 2015	31 January 2015	85963	23
Number of people supported by services at end of period (Pacific Island)	01 February 2015	28 February 2015	85963	30
Number of people supported by services at end of period (Pacific Island)	01 March 2015	31 March 2015	85963	32
Number of people supported by this service during month (NZ Maori)	01 January 2015	31 January 2015	85965	14
Number of people supported by this service during month (NZ Maori)	01 February 2015	28 February 2015	85965	8
Number of people supported by this service during month (NZ Maori)	01 March 2015	31 March 2015	85965	9
Number of people supported by this service during month (Other)	01 January 2015	31 January 2015	85967	30
Number of people supported by this service during month (Other)	01 February 2015	28 February 2015	85967	23
Number of people supported by this service during month (Other)	01 March 2015	31 March 2015	85967	25
Number of people supported by this service during month (Pacific Island)	01 January 2015	31 January 2015	85966	38
Number of people supported by this service during month (Pacific Island)	01 February 2015	28 February 2015	85966	30
Number of people supported by this service during month (Pacific Island)	01 March 2015	31 March 2015	85966	40
Average length of stay	01 January 2015	31 March 2015	3137	80
Number of FTE staff (Cultural)	01 January 2015	31 March 2015	301514	0
Number of FTE staff (Junior Medical)	01 January 2015	31 March 2015	301512	0
Number of FTE staff (Non clinical)	01 January 2015	31 March 2015	57462	4
Number of FTE staff (Nursing and Allied)	01 January 2015	31 March 2015	301513	0
Number of FTE staff (Peer Support)	01 January 2015	31 March 2015	301614	0
Number of FTE staff (Senior Medical)	01 January 2015	31 March 2015	85982	0
Number of suicides of current clients	01 January 2015	31 March 2015	3816	0
Staff turnover ratio	01 January 2015	31 March 2015	301516	0
5. AOD Adult Child Youth other cl				
Purchase Unit: MHD74C Community-based alcohol and other drugs specialist services - Nursing and allied staff				
Purchase Unit Measure: Full Time Equivalent				
Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 January 2015	31 January 2015	3853	0
Number of completed support needs assessments	01 February 2015	28 February 2015	3853	0

Number of completed support needs assessments	01 March 2015	31 March 2015	3853	0
Number of consultation/liaison contacts	01 January 2015	31 January 2015	4251	0
Number of consultation/liaison contacts	01 February 2015	28 February 2015	4251	0
Number of consultation/liaison contacts	01 March 2015	31 March 2015	4251	0
Number of consultation/liaison training sessions	01 January 2015	31 January 2015	3852	0
Number of consultation/liaison training sessions	01 February 2015	28 February 2015	3852	0
Number of consultation/liaison training sessions	01 March 2015	31 March 2015	3852	0
Number of Face to Face contacts (Group)	01 January 2015	31 January 2015	3892	0
Number of Face to Face contacts (Group)	01 February 2015	28 February 2015	3892	0
Number of Face to Face contacts (Group)	01 March 2015	31 March 2015	3892	0
Number of first face to face contacts with individuals/families	01 January 2015	31 January 2015	3905	4
Number of first face to face contacts with individuals/families	01 February 2015	28 February 2015	3905	6
Number of first face to face contacts with individuals/families	01 March 2015	31 March 2015	3905	3
Number of follow up face to face contacts with individuals/families	01 January 2015	31 January 2015	3848	3
Number of follow up face to face contacts with individuals/families	01 February 2015	28 February 2015	3848	32
Number of follow up face to face contacts with individuals/families	01 March 2015	31 March 2015	3848	23
Number of group sessions delivered	01 January 2015	31 January 2015	3849	0
Number of group sessions delivered	01 February 2015	28 February 2015	3849	0
Number of group sessions delivered	01 March 2015	31 March 2015	3849	0
Number of people supported by services at end of period (NZ Maori)	01 January 2015	31 January 2015	85962	1
Number of people supported by services at end of period (NZ Maori)	01 February 2015	28 February 2015	85962	1
Number of people supported by services at end of period (NZ Maori)	01 March 2015	31 March 2015	85962	2
Number of people supported by services at end of period (Other)	01 January 2015	31 January 2015	85964	6
Number of people supported by services at end of period (Other)	01 February 2015	28 February 2015	85964	5
Number of people supported by services at end of period (Other)	01 March 2015	31 March 2015	85964	4
Number of people supported by services at end of period (Pacific Island)	01 January 2015	31 January 2015	85963	17
Number of people supported by services at end of period (Pacific Island)	01 February 2015	28 February 2015	85963	15
Number of people supported by	01 March 2015	31 March 2015	85963	13

services at end of period (Pacific Island)				
Number of people supported by this service during month (NZ Maori)	01 January 2015	31 January 2015	85965	5
Number of people supported by this service during month (NZ Maori)	01 February 2015	28 February 2015	85965	1
Number of people supported by this service during month (NZ Maori)	01 March 2015	31 March 2015	85965	2
Number of people supported by this service during month (Other)	01 January 2015	31 January 2015	85967	20
Number of people supported by this service during month (Other)	01 February 2015	28 February 2015	85967	6
Number of people supported by this service during month (Other)	01 March 2015	31 March 2015	85967	6
Number of people supported by this service during month (Pacific Island)	01 January 2015	31 January 2015	85966	65
Number of people supported by this service during month (Pacific Island)	01 February 2015	28 February 2015	85966	19
Number of people supported by this service during month (Pacific Island)	01 March 2015	31 March 2015	85966	17
Average length of stay	01 January 2015	31 March 2015	3137	765
Number of FTE staff (Cultural)	01 January 2015	31 March 2015	301514	0
Number of FTE staff (Junior Medical)	01 January 2015	31 March 2015	301512	0
Number of FTE staff (Non clinical)	01 January 2015	31 March 2015	57462	0
Number of FTE staff (Nursing and Allied)	01 January 2015	31 March 2015	301513	1
Number of FTE staff (Peer Support)	01 January 2015	31 March 2015	301614	0
Number of FTE staff (Senior Medical)	01 January 2015	31 March 2015	85982	0
Number of suicides of current clients	01 January 2015	31 March 2015	3816	0
Staff turnover ratio	01 January 2015	31 March 2015	301516	0
8 Pacific Advisory Purchase Unit: MHP64E Pacific senior cultural advisory service (matua) Purchase Unit Measure: Full-Time Equivalent Facility:				
Reporting Unit	Start Date	End Date	ID	Actual Data
Number of completed support needs assessments	01 January 2015	31 January 2015	3853	0
Number of completed support needs assessments	01 February 2015	28 February 2015	3853	0
Number of completed support needs assessments	01 March 2015	31 March 2015	3853	0
Number of consultation/liaison contacts	01 January 2015	31 January 2015	4251	0
Number of consultation/liaison contacts	01 February 2015	28 February 2015	4251	0
Number of consultation/liaison contacts	01 March 2015	31 March 2015	4251	0
Number of consultation/liaison training sessions	01 January 2015	31 January 2015	3852	0
Number of consultation/liaison training sessions	01 February 2015	28 February 2015	3852	0
Number of consultation/liaison training	01 March 2015	31 March 2015	3852	0

sessions				
Number of Face to Face contacts (Group)	01 January 2015	31 January 2015	3892	0
Number of Face to Face contacts (Group)	01 February 2015	28 February 2015	3892	0
Number of Face to Face contacts (Group)	01 March 2015	31 March 2015	3892	0
Number of first face to face contacts with individuals/families	01 January 2015	31 January 2015	3905	1
Number of first face to face contacts with individuals/families	01 February 2015	28 February 2015	3905	0
Number of first face to face contacts with individuals/families	01 March 2015	31 March 2015	3905	0
Number of follow up face to face contacts with individuals/families	01 January 2015	31 January 2015	3848	7
Number of follow up face to face contacts with individuals/families	01 February 2015	28 February 2015	3848	0
Number of follow up face to face contacts with individuals/families	01 March 2015	31 March 2015	3848	0
Number of group sessions delivered	01 January 2015	31 January 2015	3849	0
Number of group sessions delivered	01 February 2015	28 February 2015	3849	0
Number of group sessions delivered	01 March 2015	31 March 2015	3849	0
Number of people supported by services at end of period (NZ Maori)	01 January 2015	31 January 2015	85962	0
Number of people supported by services at end of period (NZ Maori)	01 February 2015	28 February 2015	85962	0
Number of people supported by services at end of period (NZ Maori)	01 March 2015	31 March 2015	85962	0
Number of people supported by services at end of period (Other)	01 January 2015	31 January 2015	85964	0
Number of people supported by services at end of period (Other)	01 February 2015	28 February 2015	85964	0
Number of people supported by services at end of period (Other)	01 March 2015	31 March 2015	85964	0
Number of people supported by services at end of period (Pacific Island)	01 January 2015	31 January 2015	85963	1
Number of people supported by services at end of period (Pacific Island)	01 February 2015	28 February 2015	85963	1
Number of people supported by services at end of period (Pacific Island)	01 March 2015	31 March 2015	85963	1
Number of people supported by this service during month (NZ Maori)	01 January 2015	31 January 2015	85965	1
Number of people supported by this service during month (NZ Maori)	01 February 2015	28 February 2015	85965	0
Number of people supported by this service during month (NZ Maori)	01 March 2015	31 March 2015	85965	0
Number of people supported by this service during month (Other)	01 January 2015	31 January 2015	85967	0
Number of people supported by this	01 February 2015	28 February 2015	85967	0

service during month (Other)				
Number of people supported by this service during month (Other)	01 March 2015	31 March 2015	85967	0
Number of people supported by this service during month (Pacific Island)	01 January 2015	31 January 2015	85966	59
Number of people supported by this service during month (Pacific Island)	01 February 2015	28 February 2015	85966	1
Number of people supported by this service during month (Pacific Island)	01 March 2015	31 March 2015	85966	2
Average length of stay	01 January 2015	31 March 2015	3137	36.4
Number of FTE staff (Cultural)	01 January 2015	31 March 2015	301514	1
Number of FTE staff (Junior Medical)	01 January 2015	31 March 2015	301512	0
Number of FTE staff (Non clinical)	01 January 2015	31 March 2015	57462	0
Number of FTE staff (Nursing and Allied)	01 January 2015	31 March 2015	301513	0
Number of FTE staff (Peer Support)	01 January 2015	31 March 2015	301614	0
Number of FTE staff (Senior Medical)	01 January 2015	31 March 2015	85982	0
Number of suicides of current clients	01 January 2015	31 March 2015	3816	0
Staff turnover ratio	01 January 2015	31 March 2015	301516	0

12. Mothers and Pepi
Purchase Unit: MAOR0104 Support Services for Mothers & their Pepi
Purchase Unit Measure: Service Facility

Reporting Unit	Start Date	End Date	ID	Actual Data
Narrative report as per reporting requirements	01 January 2015	31 March 2015	4082	no
Number of 1st time mothers registered with the service	01 January 2015	31 March 2015	309004	79
Number of families who are not enrolled with a Well Child service provider	01 January 2015	31 March 2015	322332	6
Number of health promotion and education hui attendees	01 January 2015	31 March 2015	322231	5
Number of health promotion and education hui held	01 January 2015	31 March 2015	118848	2
Number of multipara mothers registered with the service	01 January 2015	31 March 2015	322311	12
Number of pregnant women accessing services	01 January 2015	31 March 2015	322194	15
Number of pregnant women who cease smoking during the quarter	01 January 2015	31 March 2015	322211	1
Number of service users referred to the service	01 January 2015	31 March 2015	308005	0
Number of service users who are not enrolled with a General Practitioner	01 January 2015	31 March 2015	322331	69
Number of service users who have been discharged from the service	01 January 2015	31 March 2015	322193	14
Number of women registered with and utilising the service within the quarter	01 January 2015	31 March 2015	322192	19
Number of women registered with the service within the quarter	01 January 2015	31 March 2015	322191	24

18. Ola o Aiga**Purchase Unit: MAOR0117 Whanau Ora - Maori Community Health Services****Purchase Unit Measure: Client****Facility:**

Reporting Unit	Start Date	End Date	ID	Actual Data
Narrative report as per reporting requirements	01 January 2015	31 March 2015	4082	no
Quarterly financial report attached	01 January 2015	31 March 2015	74682	no