

10 April 2018

Martin Matenga

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Dear Martin

Subject: Official Information Act request Re: audits of Rotovegas Youth Health

Thank you for your request for information under the Official Information Act received by Lakes DHB on 30 March 2018. You have asked:

Under the Official Information Act I wish to request any information you can provide such as from audits and reports from the past 5 years (or since opening if insufficient) on their performance against the key measures relating to Maori (participation, planning, staff, clients, Treaty of Waitangi etc.). When have they been audited on these and could I have a copy of the most recent audit results and reporting.

In particular -

- 1. Under Standard Conditions of Contract - B4 Maori Health priority - What Maori Health policy is being implemented and how?*
- 2. Is the Youth Justice Centre identified as a service that delivers to Maori health gain? If so, how are the services measured to ascertain benefits or other opportunities for Maori health gain?*
- 3. Any information on how the plans are adequately resourced.*

Under Provider Quality Specifications, what evidence is there they are meeting:

- 1. Requirements for Maori (C9&10)*
- 2. Annually reviewed written Quality Plan, particularly C11.1(i) addressing Maori issues - a copy of the most recent plan for this is requested if available - is there any plan for the Youth Justice Centre or is it generic for the other services?*
- 3. C12.3 Employment policies for Maori health worker development, recruitment and retention at the Youth Justice Centre.*
- 4. C24.1 feedback from Maori by appropriate methods to improve responsiveness - a copy of any received information like requested surveys is requested for the Youth Justice Centre.*

Any further information you hold which may help clarify these questions would be much appreciated. Electronic response via FYI is preferred.

Thank you for your enquiry re: the Maori responsiveness/quality management of the Youth Justice Centre, Rotorua - carried out by Rotorua Community Youth Centre Trust (Rotovegas Youth Health).

The Rotovegas Youth Health service provision at Te Maioha o Parekarangi is audited annually by both Oranga Tamariki and the Commissioner for Children resulting in two audits per year. As these audits are not commissioned by Lakes DHB we are unable to provide you with the findings and any recommendations. The contact person at Te Maioha o Parekarangi for more information is; the Residence Manager Christine Betchetti - Christine.Betchetti@mcot.govt.nz

Lakes DHB requires Rotovegas as a provider of health services in Te Maioha o Parekarangi that their provision of service and on-going development must be aligned with the following documents:

- New Zealand Health Strategy
- He Korowai Oranga: Māori Health Strategy
- Youth Health – A Guide to Action
 - Youth Health Strategy-Aotearoa

As a health provider delivering care within an Integrated Oranga Tamariki residential service, Rotovegas Youth Health is also required to work within the values and kaupapa of the Residence. This is a component of the annual audits, as discussed above.

Rotovegas Youth Health has accreditation from Te Wana Aotearoa which provides certainty about quality standards of delivery. Rotovegas Youth Health is currently also undertaking Foundation Standards accreditation with the Royal New Zealand College of General Practitioners.

In response to your specific questions around Maori policy implementation by Rotovegas at Te Maioha o Parekarangi, the following practices are implemented:

- On admission to the Te Maioha o Parekarangi health service, 100 per cent of young people are provided with a nurse psycho-social assessment which includes identification of the young person's ethnicity and cultural affiliations. All young people are offered access to and support by the kaumatua service as part of their health service provision.
- The health model implemented for all young people in residence is Te Whare Tapa Wha. As a strengths based model, if young people want or need further understanding or strengthening of the different dimensions of Te Whare Tapa Wha, they are offered further help from the health team and/or the kaumatua service. This is followed up with a feedback loop by the young person to the health team.
- The Parekarangi Trust run a community liaison group with representation from the iwi, the Parekarangi Trust, community providers and consumer representatives. The group provides the forum for the young people to feedback on their care either anonymously or through the elected consumer representative on the panel.
- All young people have an exit interview, where they can provide their views of the health care that they received.

This information is used to further shape service provision. The health team also measures the improved outcomes for each young person while in residence as part of their routine care.

- The health services provided are also part of the Whaea Te Maramatanga process where the young people are able to make a complaint or suggestion about the care they are receiving or have received while in residence.
- The young people are provided with health services by a senior Maori Registered Nurse who is part of the Te Maioha Maori Roopu. She delivers care as part of the multi-disciplinary Te Maioha integrated team approach informed by the Roopu Maori and the Oranga Tamariki values as laid out in the Practice Guidelines of Oranga Tamariki.
- The health employment policies followed are informed by the Vulnerable Children's Act (2014). Any position being recruited would determine the make up of the interviewing panel.
- The Te Maioha o Parekarangi health services are resourced by Lakes DHB with vote health funding. This funding covers the resourcing of plan development and a focus and prioritisation of Maori health gain.
- Feedback on services is gained as an on-going informal process on a one on one basis when the health clinicians are providing care for the young people, from the community provider form and their exit interviews.
- Surveys and documents relating to feedback of services are held by Rotovegas as part of its role in being the contractor and delivering the health service. As a DHB we do not hold these documents. Rotovegas is required to have and implement a Maori Health Plan which again is held by Rotovegas and the DHB is confident this is current.

Yours sincerely



Ron Dunham
Chief Executive

Cc: sectoroias@moh.govt.nz