

The background of the entire page is a photograph of four people riding horses on a wide, sandy beach. The scene is captured in silhouette against a bright, hazy sky, likely at sunset or sunrise. The beach is wide and flat, with some tracks visible in the sand. In the distance, there are low hills or mountains under a soft, glowing light. The overall color palette is dominated by warm, golden tones, which are overlaid with a semi-transparent green filter.

# Partnership and Response Insights

August 2024

# Taki-o-Autahi

## A pioneering partnership for equitable health outcomes.

The Taki-o-Autahi partnership is built on whānau-centred approach with the intent to serve Māori and communities across Aotearoa New Zealand.

We're a strategic partnership between:

- Te Hau Ora O Ngāpuhi (Kaikohe, Northland)
- Te Arawa Lakes Trust (Waiariki/Rotorua)
- Te Taiwhenua o Heretaunga (Hastings)
- Whakarongorau Aotearoa//New Zealand Telehealth Services.



### Our Vision

The beacon navigating whānau and communities towards Pae Ora.



### Our Purpose

Delivering equitable outcomes for whānau and communities driven by whakawhanaungatanga, quality information, access, and resources, underpinned and sustained through a whānau-centered approach.



### Our Mission

Equitable outcomes for all whānau and communities for generations to come.

# Delivering High-Impact Services

## We're transforming health outcomes through innovative telehealth.

Taki-o-Autahi delivers comprehensive telehealth services across Aotearoa, featuring a dedicated Māori pathway.

We rapidly deploy targeted health campaigns and over three years have employed more than 220 Māori kaimahi, often supporting their transition to clinical roles.

### Key impact metrics:

- **Nearly 3.5 million contacts** handled or attempted for services supported by the partnership since inception in August 2022 to the end of June 2024, with **42% of these handled by the Iwi partners**, demonstrating extensive whānau engagement
- **4,000 contacts managed on Mpox line**, with **500 of these done by the Iwi partners**, supporting critical community response
- The partnership handled **307,900 calls for COVID Welfare and CIQ services**, with nearly **50,000 calls handled by the Iwi partners** alone, aiding isolation support
- **94% call safety rate**, ensuring reliable and secure service delivery.

### Partnership Impact Overview

#### Contact Handling

**3.5 million** contacts handled | **42%** contacts handled by Iwi partners

#### Mpox Response

**4,000** Mpox contacts managed | **500** contacts managed by Iwi partners

#### COVID & CIQ Services

**307,900** calls handled | **50,000** calls handled by Iwi partners

#### Call Safety

**94%** call safety rate | Reliable and secure service

Data as of June 2024

# Adapting to Community Needs

## We're leading flexible, scalable healthcare solutions.

Our dedicated team excels in managing both unexpected surges like COVID-19 and predictable annual health events such as flu seasons, highlighting our adaptability and scalability.

### 2024 Flu Season Snapshot (April-August):

- 131,836 total contacts managed
- Peak activity - May 2024 (39,673 contacts)
- 65% average monthly contact rate
- Vaccination rates:
  - Overall successful contacts: 22%
  - Māori: 25%

### COVID-19 Helpline Partnership Impact:

- Iwi and Māori health partners handled **115,600+** calls by June 2024
- Representing **~15% of total COVID Helpline volume**
- **93% of calls** provided crucial general information
- Nearly **700 emergency situations** successfully managed.

### 2024 Flu Season Snapshot

April - August 2024

  
**131,836**  
Total contacts managed

  
**May 2024**  
Peak activity  
(39,673 contacts)

  
**65%**  
Average monthly contact rate

  
**95%**  
Successful reach rate

# Whakawhanaungatanga Driving Better Outcomes

## Our Māori pathway has measurable impacts.

We build strong partnerships to deliver better services together. We strengthen collaborations both within our organisations and with external agencies.

Our efforts foster cross-sector partnerships to enhance service delivery and achieve shared goals.

- **14% of whānau vaccine bookings** resulted in multiple bookings, enhancing community protection
- **53% vaccine booking rate** for Māori pathway outbound calls vs. 45% for general population
- **Lower average call handling times**, improving efficiency and reach
- **Higher customer satisfaction**, cultural safety, and respect reported
- **82% quality score for iwi-affiliated partners**, 12.45% higher than non-iwi affiliate partners.

### Māori Pathway Impact

**14%** of whānau bookings resulted in multiple bookings, enhancing community protection



**Lower** average call handling times, improving efficiency and reach



**Higher** customer satisfaction, cultural safety, and respect reported



**82%** quality score for iwi-affiliated partners, 12.45% higher than non-iwi affiliate partners



# Economic and Social Transformation

## We look beyond healthcare, towards community empowerment.

Taki-o-Autahi is committed to advancing the wellbeing of all New Zealanders through our whānau-centred approach.

We aim for sustainable, positive change, believing that when Māori thrive, all of Aotearoa benefits.

- \$15 million injected into local economies
- 242 jobs created, driving economic stability
- Living wage employment enhancing mana and financial sustainability
- Positive ripple effects on whānau, hāpori, and iwi
- 90% of the Te Hau Ora o Ngāpuhi workforce had never been in employment before.



**Kaimahi can live more independently and support themselves financially.**

# Regional Impact, National Significance

## We're transforming lives across New Zealand.

Our regional centres in Kaikohe, Hastings, and Rotorua form the heart of our operation, creating jobs and boosting local economies while providing crucial telehealth services. This approach ensures culturally appropriate, locally responsive care, while our national network facilitates resource and best practice sharing across Aotearoa.

### Te Hau Ora O Ngāpuhi (Kaikohe):

- \$6.2 million regional investment
- 77 jobs created, including 27 transitions from unemployment.

### Te Taiwhenua o Heretaunga:

- \$4 million invested in Heretaunga
- 67 jobs created, peak capacity of 1000 calls/day.

### Te Arawa Lakes Trust:

- \$5 million regional investment
- 80 jobs created, fostering career development and skill acquisition.

**\$15.2 million** total regional investment

**224** total jobs created

**Across 3 Māori Health Organisations**

Fostering community health,  
employment and skill  
development



# Targeted Campaigns, Tangible Results

## We're driving health improvements through focused initiatives.

Our targeted health campaigns effectively address specific needs, reaching vulnerable populations and driving significant outcomes.

These initiatives demonstrate the power of culturally appropriate interventions in achieving measurable public health results.

### Ngāpuhi Breast Screening Campaign

- **85% booking rate** from contacted wāhine
- **87 appointments** from 102 calls in just 7 days.

### Shingles Awareness Campaign (March 2024)

- **68% contact rate** (18,449 out of 27,255)
- **1,352 Shingles doses** administered (4.9% of contacted people)
- **5.1% higher vaccination rate** with email follow-up.

### Bridging the Digital Divide

A 78-year old kuia, with only a landline and no internet access, called our helpline struggling to book her flu vaccination. Our kaimahi contacted a local pharmacy, arranging an appointment while the kuia remained on the line. In this single call, we bridged the digital divide, resolving what could have been a significant healthcare access barrier for a vulnerable community member.





# Strategic Priorities for Sustainable Impact

## Our roadmap for long-term social investment.

Taki-o-Autahi is committed to delivering equitable outcomes for all whānau across generations.

Our six strategic priorities form the foundation of our mahi.

They guide our decision-making and resource allocation, ensuring our efforts create lasting, positive change.

These priorities focus on improving health outcomes and reducing inequities across Aotearoa through a whānau-centred, responsive, and future-focused approach.



**Whānau-centered approach**



**Responsive community needs assessment**



**Swift whānau-service linkage**



**Strong partnership building**



**Future-focussed planning**



**World-class health and wellbeing service support**

# Innovating for the Future

## We're targeting solutions for lifelong wellbeing

Taki-o-Autahi initiatives have demonstrated significant, measurable impacts.


We're committed to ongoing innovation, constantly enhancing our services to meet the evolving needs of whānau, hapū, iwi, and all New Zealanders, driving positive transformation.

- **Expanding telehealth services for broader reach**
- **Digital health innovations for enhanced accessibility**
- **Cross-agency collaboration strengthening**
- **Life-stage focused interventions:**
  - **Whānau:** Preventative care for chronic diseases
  - **Māmā and Pepi:** Increased primary care enrolment
  - **Tamariki:** Long-term illness prevention
  - **Rangatahi:** Mental health and nicotine addiction support
  - **Kaumātua:** Co-morbidity management and medication optimization.

## Partnership Future Initiatives

-  **Expanding Telehealth Services**  
Broadening reach for improved healthcare accessibility

-  **Digital Health Innovations**  
Enhancing accessibility through technological advancements

-  **Cross-Agency Collaboration**  
Strengthening partnerships for comprehensive care

# Evidence Based Excellence

## Our work aligns with social impact goals.

Our methodology centres on collaboration and high standards. By working with various agencies and stakeholders, we achieve greater collective outcomes. Our iwi-led approach effectively addresses unique community needs.

- Data-driven outcomes focus
- Centrality of whānau voice in decision-making
- Intergenerational impact consideration
- Transparency and accountability principles
- Outcomes-based commissioning
- Cross-sector collaboration for holistic solutions.



**Data-driven focus**



**Whānau voice**



**Long-term impact**



**Accountability**



**Outcome-based**



**Collaboration**

# Partnering for a Healthier Aotearoa

**We're shaping sustainable, equitable healthcare together.**

We're keen to hear your views on improving healthcare in Aotearoa.

How can the growth and innovation of Taki-o-Autahi align with your vision?

We'd value your thoughts on:

- Sustainable growth and service expansion
- Innovative telehealth initiatives
- Enhancing cross-agency collaboration

**How can we best support your priorities and contribute to a healthier Aotearoa?**



**Mā whero, mā pango ka ora ai te iwi.**

**By working together, the health of all people will be achieved.**

