



■ ■ **YOUR GUIDE TO USING WHAIORA**

He whakaaro pai ki nga tangata katoa  
*Goodwill to all mankind*

**Whakatau**  
Kia Ora Koutou  
Nau Mai, Haere Mai

Tena koutou me o koutou tini aitua me ki, tera o tatou kua tiraha nei, nana ano te whare o Whaiora i whakatu no reira, kei te Matua e taikitu haere, takoto, e moe, tatou nga waihotanga Tena Koutou

**Base Whaiora History**

The Whaiora at Taranaki Base Hospital was set up in 1992 with residue funds generously donated from the Don Ruakere Heart Transplant Appeal by local Maori and the community for Don Ruakere to travel to Australia for a heart transplant. Sadly Don passed away.

The Taranaki Area Health Board Trust contributed funds also. Whaiora serves as a haven for all people visiting the sick in hospital.

**Hawera Whaiora History**

Maori staff and Maori from the Hawera community identified there was a need for somewhere for families under stress to be together. In consultation with kaumatua, a liaison committee was formed and Whaiora was established as a place for families and patients to have some time and space to themselves.

■ ■ **TE ROOPU PAHARAKEKE HAUORA**

The name 'Paharakeke' represents the combination of the outer layer of the flax plant that protects the layers inside, themselves representing the parents that nurture and protect the innermost leaves, the new growth called 'te rito'.

Together the 'paharakeke', signified the various strands within the Maori health sector and the protecting and nurturing role that Te Roopu Paharakeke Hauora plays in that regard. 'Te roopu' means 'the group' whilst 'Hauora' refers to well-being.

Thus Te Roopu Paharakeke Hauora represented in the flax plant, depicts the role of the Taranaki DHB, through the Maori Health team, in the health sector.

■ ■ **CONTACT US**

Taranaki Base Hospital  
New Plymouth

**Alice Doorbar** - Kaimahi Hauora  
**Raana Solomon** - Kaimahi Hauora  
(06) 753 6139 ext 7587

Hawera Hospital

**Denise Smith** - Kaimahi Hauora  
(06) 278 7109 ext 6707

**TE ROOPU PAHARAKEKE HAUORA**  
MAORI HEALTH DIRECTORATE



A Guide for Whaiora users and  
Kaimahi Hauora Services

TDHB 0802-02

www.tdhb.org.nz





## KAIMAHI HAUORA SUPPORT

### Tikanga Support:

Karakia, return of body parts, issues of Tapu

### Communication Support:

Understanding information, understanding treatment, whanau hui

### Tangihanga / Bereavement Support:

Death or impending death

### Support During Terminal Illness

### Whanau Accommodation

If you are unhappy or dissatisfied with the support you or your whanau has received while in the care of Taranaki DHB services, we encourage you to tell us about it.

This will help us to identify the gaps in the quality of our care so that they can be improved.

If you would like to make a complaint our Kaimahi Hauora can show you how to do that.

*Te Roopu Paharakeke Hauora*

## HOW WHAIORA CAN HELP ACCOMMODATION

- Whaiora facilities are both Taranaki Base Hospital and Hawera Hospital
- Whaiora is temporary accommodation to support whanau of inpatients from outside of the New Plymouth and Hawera townships
- Accommodation is limited to 12 people at any one time
- A refundable bond of \$40 per whanau will be required before you are permitted to stay overnight. In genuine cases of hardship, please let the person booking you in know as other arrangements may be possible
- As a general rule, accommodation is limited to 4 people per whanau at any one time
- Terms and Conditions apply

### TARANAKI BASE

For more information between the hours of 8am – 5pm, contact should be made with: **Alice Doorbar** and/or **Raana Solomon** 06 753 6139 ext 7587 (After hours, please contact ED reception 06 7536139 ext 7959)

### HAWERA

For more information contact: **Denise Smith** 06 278 7109 ext 6707 or Hospital Operator 06 753 6139

## HOW KAIMAHI HAUORA CAN HELP

- Assistance with Maori cultural protocols
- Facilitate whanau hui
- Liaise between hospital and community agencies
- Make referrals to appropriate Maori health providers
- Visit patients and/or whanau
- Provide support and advocacy to Maori who are referred to all Taranaki DHB services
- Provide or co-ordinate spiritual support
- We are available to hunga paheke in the community to co-ordinate care and improve access to GPs and Nurses
- Provide professional support, Manaakitanga/ counselling and can facilitate practical solutions through a social worker
- Assist with temporary accommodation