

## PARTNERS IN PRIMARY AND COMMUNITY PĀNUI

Tēnā koutou katoa

My heart goes out to those who are impacted by Cyclone Gabrielle and recent flooding – I hope you and your loved ones are safe.

As the trail of devastation in its wake becomes clearer, so too does the resilience of our local general practices, pharmacies, and other primary and community providers.



While impacted by the events, you have continued to support communities with the delivery of care throughout this difficult time. We see the generosity of your perseverance as well as the care and passion you hold for the wellbeing of the communities you serve.

Through this emergency we have also seen the ability of the new health system to respond to what is needed most, for those who need it most. With our Regional Wayfinders in place just days before the Cyclone struck, we were able to quickly mobilise regional and national supports at the direction of teams on the ground. This is how we turn the system right-side-up.

As images of the damage emerged and the voices of whānau and communities across the North Island spoke to challenges they faced, it was clear the health response needs were different.

It made me reflect on the sometimes-hidden nature of equity in health care. And my gratitude to our 12 locality pilots who are helping us to understand how we can listen and respond to the different needs, wants and dreams of our communities. Our wero, our challenge, will be to carry the clarity provided during this emergency, as we work together over the coming months and years to transform our health landscape to achieve Pae Ora for all New Zealanders.

I hope you'll be able to join us on Wednesday 8 March as we hold a hui to introduce to you our new Regional Wayfinders.

Ngā mihi

**Abbe Anderson** (she/her)  
**National Director Commissioning**

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## In this edition:

- [Invitation to meet our Regional Wayfinders](#)
- [Mental Health and Addiction: Psychosocial response to Cyclone Gabrielle](#)
- [Te Pae Tata: New co-directors for the Primary, Community and Rural Early Actions Programme](#)
- [Workforce: Engagement expands to other community sectors about reducing pay gaps for nurses and kaiāwhina](#)
- [Heads-up: Primary Care funding for Hawke's Bay and Tairāwhiti residents](#)
- [Missed it? Te Whatu Ora funding primary healthcare delivery in affected regions; Measles resources](#)

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## Invitation to meet our Regional Wayfinders

The introduction of the Regional Wayfinders for Commissioning is an important milestone as Te Whatu Ora transitions from 29 entities to one team-of-teams.

The Regional Wayfinders will co-chair the newly established Regional Integration Teams in partnership with Te Aka Whai Ora Regional Directors.

Te Whatu Ora translates to 'the weaving of wellness'. The regional integration teams will weave the aho (horizontal thread) and whenu (vertical thread) to provide integrated planning for primary and community care, and hospital services, in line with national frameworks.

Come and join us as we introduce you to Danny Wu (Northern), Nicola Ehau (Te Manawa Taki), Tricia Keelan (Central) and Chiquita Hansen (Te Waipounamu). If you cannot attend the session we will be sharing a recording in the following pānui.

### Introducing the Regional Wayfinders



**Northern  
Danny Wu (Interim)**

**Central  
Tricia Keelan**  
Ngāti Porou,  
Ngāti Kahungunu,  
Te Aupouri,  
Rongomaiwahine



**Te Manawa Taki  
Nicola Ehau**  
Ngāti Porou

**Te Waipounamu  
Chiquita Hansen**



### Introducing the Regional Wayfinders hui

Date: Monday 8 March

Time: 4.15pm-5pm

Link: [https://teams.microsoft.com/j/1/meetup-join/19%3ameeting\\_NjU4YmQ4Y2YtMTcyYi00MDI4LWE2NDctMGlwYmlwYzc3YTJk%40thread.v2/0?context=%7B%22id%22%3A%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2C%22oid%22%3A%2220c57985-0c39-4dc3-952e-e6b72e061d47%22%2C%22isBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btpe=a&role=a](https://teams.microsoft.com/j/1/meetup-join/19%3ameeting_NjU4YmQ4Y2YtMTcyYi00MDI4LWE2NDctMGlwYmlwYzc3YTJk%40thread.v2/0?context=%7B%22id%22%3A%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2C%22oid%22%3A%2220c57985-0c39-4dc3-952e-e6b72e061d47%22%2C%22isBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btpe=a&role=a)

- [READ: Regional Wayfinders appointment press release](#)

## Mental Health and Addictions: Psychosocial response to Cyclone Gabrielle

Interim Director of Mental Health, Jo Chiplin, right, at a press conference on Thursday.

### ***A message from Jo Chiplin, interim Director of Mental Health & Peter Carter, interim director of addiction:***

It's clearly been a really challenging time across the motu following the devastating impacts of Cyclone Gabrielle. The widespread damage and disruption are understandably testing people's resilience, particularly as it comes on top of earlier flooding events and the COVID-19 pandemic.

Inevitably, extreme weather events – such as these – can have a significant impact on our mental wellbeing. It's normal to feel stressed or anxious at this time.

Our mental health and addictions workforce, alongside NGOs, are actively expanding wellbeing initiatives to support impacted residents in flood and cyclone-affected areas.

It comes as \$3.2 million of government funding has been set aside to address the mental wellbeing of those affected by the weather events.

Initiatives already underway include:

- The Mental Health Foundation refocusing – and expanding – its [All Sorts campaign](#) to help inform people where they can get mental health and wellbeing support. This includes local radio and newspaper ads to further coverage in currently harder-to-reach locations.
- For those with connectivity issues who are isolated, around 20,000 specially produced pamphlets with self-help and wellbeing tips are being delivered this week by hand or helicopter with other welfare supplies.
- For those with internet and phone connections, a range of free-to-use telehealth services – such as 1737 – and digital supports are available.
- Work is also underway to further boost on-the-ground mental health support in the most impacted areas.
- We are also working closely with NZ Drug Foundation to support people who use alcohol or other drugs, specially those who may be facing health risks from forced withdrawal.

## Gabrielle response update

less than a minute ago

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Live - Auckland Emergency Management is giving its latest update on Cyclone Gabrielle recovery in the region.

For those who can travel to wellbeing services, many are operating as normal, but please call first. Your local general practice (GP) or specialist mental health services will probably require an appointment.

We want people to know they are not alone – free support is available.

There's no doubt the recovery for many is going to be long. Let's continue to pull together and support the community.

We've already been heartened at how our communities have come together, once again, to support each other to get through challenging times – this is a testament to the courage of New Zealanders.

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### **Te Pae Tata: Primary, Community and Rural Early Actions Programme**

There have been a few changes in the Early Actions Programme as we farewelled co-directors Brandi Hudson who has returned to her role as Māori Health Director at Pinnacle, and Chiquita Hansen who has been appointed as the Regional Wayfinder for Te Waipounamu. We'd like to take this opportunity to thank them for their efforts and leadership to drive some of the early benefits described in Te Pae Tata.

Cherie Seamark (Te Aka Whai Ora) and Astuti Balram (Te Whatu Ora) have been appointed as the new co-directors and work continues to be delivered by a team from across the country to build a sustainable, unified health system and deliver on the promise in the Pae Ora legislation.

The focus remains on introducing new roles to primary and community teams, increasing service delivery through kaupapa Māori and Pacific providers, and developing community services that are better connected with each other and with primary care teams through locality provider networks.

The team will meet with the new [Regional Wayfinders](#) to develop an engagement process that makes sense for the primary, community and rural sector in each of those regions.

We'll be in touch with further updates, if you have any questions about the Early Actions programme, please email [earlyactionsprogramme@health.govt.nz](mailto:earlyactionsprogramme@health.govt.nz).

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### **Workforce: Engagement expands to other community sectors about reducing pay gaps for nurses and kaiāwhina**

The pay disparities project team has started engaging with more community sectors about reducing the pay gap for their nurses and kaiāwhina as the initiative's rollout progresses. In November, Cabinet established a tagged contingency of up to \$40 million in 2022/23 and \$200 million annually from 2023/24 to narrow the gap in wages between funded sector nurses and eligible kaiāwhina with Te Whatu Ora-employed workers.

Te Whatu Ora and Te Aka Whai Ora has engaged with peak bodies and unions of the five sectors prioritised to receive additional funding by early April 2023 – aged residential care, hospices, home and community support services, and Māori and Pacific healthcare providers.

Now, the team has started engagement with some of the other funded sectors with eligible workforces including; Family Planning, Plunket, rural hospitals and telehealth.

The pay disparities initiative aims to alleviate some workforce pressures and service impacts by reducing the flow of community-employed nurses and kaiāwhina to higher-paid roles with Te Whatu Ora. It is also about ensuring pay is fairer and more equitable for nurses and kaiāwhina who work in the community and care for some of our people in the community with the greatest needs.

Once final funding approvals have been given, which is expected to be completed by mid-March, offers will be sent to providers.

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### **Heads-up?**

#### **Te Whatu Ora funding primary healthcare delivery to those displaced by the Cyclone**

In addition to the [funding announced](#) on Wednesday 22 February (see below), Te Whatu Ora will also fully fund the cost of standard casual consultations in general practice, after hours, accident and medical and urgent care for people whose primary residence is in the Hawkes Bay or Tairāwhiti regions, and who seek casual consultations elsewhere in the country.

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### **Missed it?**

#### **Media Release: Te Whatu Ora funding primary healthcare delivery in affected regions**

Te Whatu Ora – Health New Zealand is helping people impacted by Cyclone Gabrielle to get easier access to healthcare by funding a range of primary care initiatives across pharmacies, clinical telehealth and general practices.

Abbe Anderson, National Director, Commissioning says: “Helping people access primary healthcare and advice without cost is our top priority for those who are in impacted areas, or who have been displaced due to the Cyclone.

“We are hearing directly from providers, communities and whānau and responding to their needs. We know that this experience has impacted whānau and communities differently and so our local response will also look different depending on your situation and where you are located.”

Funded initiatives:

- To make getting medicines easier, people won't have to pay for their prescription charge at pharmacies in Northland, Tairāwhiti, Hawke's Bay and Tararua. In the rest of New Zealand, there is no prescription charge at pharmacies for those who have been displaced and unable to return to Northland, Tairāwhiti, Hawke's Bay and Tararua. Te Whatu Ora will cover these costs.



- We have worked with Medsafe to extend the medicines emergency supply provisions of the Medicines Regulations 1984. This means pharmacists can supply up to 14-days of medicines without a prescription for people in the affected areas or displaced from an affected area. Emergency supplies can be made from a pharmacy in Northland, Waitematā, Auckland, Counties Manukau, Bay of Plenty, Waikato, Lakes, Tairāwhiti, Hawke's Bay, MidCentral and Tararua (note applies only to pharmacies in Fielding, Dannevirke and Pahiatua).
- Te Whatu Ora is working alongside providers to address workforce pressures by getting locum GPs and nursing staff into general practices and rural hospitals that have been impacted. Provision of locum Lead Maternity Carers (LMC) to support LMCs, and pharmacists affected by the floods, along with relief Locums are being sent into the Tairāwhiti and Hawke's Bay regions.
- Te Whatu Ora has expanded access to free phone consultations through Healthline for those affected by the cyclone. People can connect directly with a GP and may also be able to get new prescriptions if required through this service – call Healthline on 0800 611 116.
- In the Hawke's Bay, in response to the needs identified by the local community, Te Whatu Ora is providing funding for free general practice, and medical and urgent care visits from now until 19 March 2023. We will closely monitor the situation and decide if an extension is required.

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### Measles resources

The National Public Health Service's outbreak response, national immunisation programme, and local public health teams have been managing the first reported case of measles since 2019 in Aotearoa New Zealand.

Teams in Northern and Te Manawa Taki regions have been very busy conducting contact tracing and providing critical public health information.

The last measles outbreak in Auckland and Northland in 2019 showed us how infectious measles is. The most important thing that people can do to protect themselves is to ensure they and their Tamariki are immunised.

On the [Te Whatu Ora website](#), you will find a [general information factsheet](#) about measles and posters in [18 additional languages](#). The Ministry of Health website hosts [further information about measles vaccination](#). The National Immunisation Programme also has a [Dropbox of resources](#) to help promote MMR vaccination. These are available for free download.



PROTECT  
AGAINST  
MEASLES

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### Missed it – Quick links

- [Stakeholder Hui 8 February](#)
- [Ruruku Stakeholder Update 14 February](#)
- [Ngā Karere Te Aka Whai Ora update 16 February](#)
- [Ngā Karere Te Aka Whai Ora update 24 February](#)
- [Reminder – Registrations for the COVID-19 Response Recognition Awards are due Friday 3 March.](#)



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*This newsletter has been produced by the Communications and Engagement team at Te Whatu Ora. If you would like to recommend content, topics or have any questions about the newsletter, please reach out to [Natasha Hoskins, Strategic Lead – Commissioning, Communications and Engagement. Natasha.Hoskins@health.govt.nz](mailto:Natasha.Hoskins@health.govt.nz)*

