



TE PUNA HAUORA MATUA O HAURAKI | HAURAKI PHO 2024-2025

ANNUAL REPORT





CONTENTS | WHĀRANGI IHIRANGI

Te Poari Matua Governance	03
He Pūrongo nā Te Tiamana Chairman's Report	04
Mana Whakahaere Management	05
He Pūrongo nā Te Manukura Hauora CEO Report	06
Te Puna Hauora Matua o Hauraki	09
Our Network	10
<i>Network overview</i>	11
<i>Services to improve access to hauora</i>	12
<i>Immunisation HPHO and network targets</i>	13
<i>Clinical Advisory Group (CAG)</i>	14
<i>Practice Support</i>	15
<i>Provider Highlights</i>	18
Early Intervention	29
<i>Hauora Wahine - Womans Wellness Roopū</i>	30
<i>Primary Mental Health</i>	33
<i>Whai Ora</i>	35
<i>Pito Hauora</i>	38
<i>Localities</i>	39
Mokopuna Ora	41
<i>Taurima Te Pā Harakeke</i>	43
<i>Te Kōmata (Outreach Immunisations)</i>	51
Workforce Development	54
<i>Te Whanaketanga</i>	56
<i>Earn as you learn pathways</i>	57
Hauraki PHO Financial Report	59

Te Poari Matua Governance



Harry Mikaere (Chair)
Hauraki Māori Trust Board
Representative



Glen Tupuhi (Co-Chair)
Community
Representative



David Taipari
Te Korowai Hauora o
Hauraki Representative



Riana Manuel
Te Korowai Hauora o
Hauraki representative



Korina Burne-Vaughn
General Practice
Representative



Lady Tureiti Moxon
General Practice
Representative



Dr Navin Rajan
General Practice
Representative

He Pūrongo nā te Tiamana

Chairmans Report

*Mai i tō kuinga i Taupō nui-ā-Tia
mātārae ai ngā wai i tō rironga atu, ko
mātou o Tīkapa moana e tangi nei ki te
Whare o Te Heuheu, ki a Tā Tumu Te
Heuheu Tūkino VIII.*

*Kia hoki kōmuri nei te rere o whakaaro
nui ki a Kīngi Tūheitia Pōtatau Te
Wherowhero VII, te uri nō ngā piko
taniwha rau o Waikato. Takoto kōrua ki
te moenga whakairoiro, ki te kei o Te
Arawa, o Tainui waka...*

Harry Mikaere

Ngāti Pukenga | Ngāti Maru |
Ngāti Kahungunu



Tū tonu rā ngā whare ariki, ā tae noa mai ki
te hunga ora e hāpai nei i ngā kupu o Te
Arikinui Kuini Nga wai hono i te po - kia
Tino Rangatiratangatia te reo, kia Mana
Motuhaketia te taiao, kia Tino
Rangatiratangatia te hauora,
kia Mana Motuhaketia ngā pā harakeke.

Rire, rire hau, paimārire.

This year has been one of growth,
resilience, and unwavering commitment for
Hauraki Primary Health Organisation (Te
Puna Hauora Matua o Hauraki). Despite the
challenges of political shifts and health
reforms, we have remained staunch in our
position as a kaupapa Māori organisation,
grounded in the aspirations of our people.

A key highlight has been the growth of our
workforce, strengthening our ability to
serve whānau across Pare Hauraki and Pare
Waikato. The dedication of our kaimahi and
providers ensures whānau continue to
access services shaped by mana motuhake,
whanaungatanga, and our mātāpono.

At the heart of this mahi are our whānau
and communities. Walking alongside you,
and guided by your strength and
aspirations, we continue to shape a future
that reflects the values of our rohe.

We have shown resilience in adapting to
government change while staying true to
our responsibilities to whānau. The mahi of
the Iwi Māori Partnership Board and the
relationships that sustain us remain vital to
our growth.

It is with pride that we present this Annual
Report for the year ending 30 June 2025.
This progress reflects the leadership of our
Chief Executive Officer, Taima Campbell,
and the dedication of our Trustees, kaimahi,
providers, and whānau.

Tēnā koutou katoa.

Ohu Whakahaere Management



Reuben Kendall
Decision Support
Manager



Tania Herewini
Service Manager



Maringi Moanaroa
Finance Manager



Debbie Peterson
HR Manager



Waimarama Roa
Business Analyst



Suzanne Moorehouse
Whai Ora Manager



Martin Mikaere
Clinical Director



Taima Campbell
Manukura Hauora (CE)



Dr Kara Ackerman
Clinical Advisor

X X X X
X X X
X X
X

He Pūrongo nā te Manukura Hauora

Chief Executive's Report

“ Ethnicity is a proven
indicator of need”



One of the advantages of working for a kaupapa Māori organisation is not having to explain why you want to participate in a hikoi, write a submission or promote the use of te reo Māori in the workplace. Being politically active health equity champions is part of our organisational whakapapa.

This year, we have made decisions on where to focus our collective effort - without hesitation, our mokopuna are our priority. This is evident in our Mokopuna Ora strategy which weaves together clinical excellence, cultural support and ancestral knowledge to ensure the best outcomes for māmā, pēpi and their wider whānau.

It is also because the Māori population is younger and growing. So it follows that ethnicity, which is a well-proven indicator of need, would be reflected in health policy and funding.

Yes, there is a commitment to aligning health funding to need; however, ethnicity is not one of the factors that will be included. The omission of ethnicity sends the message that it is not important.

So our responsibility is to keep advocating for health policy which addresses unfair and unjust inequalities in the system. We will also continue to spotlight excellence and great performance across our network. We are committed to doing better for whānau.

Ngā manaakitanga,

Taima Campbell

Ngāti Tamaterā | Ngāti Maru
| Ngāti Kiriwera

TE PUNA HAUORA
MATUA O HAURAKI
Ko Wai Mātou

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      X
    X X X
  X X X X X
X X X X X X X

      X
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Te Puna Hauora Matua o Hauraki

Like a living tide, the barb of the whai binds iwi, waka, and hauora - hei orange mō te katoa.

Long before Te Puna Hauora Matua o Hauraki took shape, the whenua and moana of this area told stories of connection, survival, and care. One such story is Te Tara o te Whai, the barb of the stingray, symbolising balance, navigation, and kaitiakitanga. It speaks to the shape of our whenua, where Te Tara o te Ika extends from the lands of Pare Hauraki across the awa to Pare Waikato, bound together by the currents that carry our people, our knowledge, and our wellbeing - *ngā tai ora, the tides of wellness.*

Formed in 2004 with just 7,000 enrolled whānau, our journey began humbly.

In 2019, we stepped firmly into our identity as a kaupapa Māori Primary Health Organisation with the gifting of our name by Dr Korohere Ngapo, Te Puna Hauora Matua o Hauraki, a name that speaks to a deep and enduring spring of wellbeing for our people.

Today, our mahi stretches like the tidal pull between moana and awa, connecting a network of providers across Pare Hauraki and Pare Waikato. From the rugged coastlines of the Coromandel to the deep-flowing waters of the Waikato awa, ngā tai hauora carry the intent of our work: to uplift, to reach, to restore.

We do this not only through general practice but also through outreach and meeting whānau where they are because wellness, like water, must flow freely.

We are grounded in whakapapa and led by Māori, our governance, management, and kaimahi reflect the people we serve. Our modest but mighty workforce is largely wāhine Māori, many holding clinical registrations, all driven by kaupapa.

Our work is not only about care, it is about legacy, reciprocity, and restoring the mana of hauora across generations.

Our new tohu, the whai, embodies our vision. As a kaitiaki of Pare Hauraki, the whai responds swiftly to change, navigates turbulence with grace, and always moves with intent. At its centre lies our connection to the people of Waikato - Tainui and the many waka that call Hauraki home, a reminder that our story flows along ancient paths, from mountain to sea, from past to future.

Te Puna Hauora Matua o Hauraki is more than an organisation. It is a vessel of ngā tai hauora, the tides of wellness that nourish, connect, and protect our people across rohe, awa, and generations.



Te Puna Hauora Matua o Hauraki

Strategic Focus

Manaakitanga | Whanaungatanga | Kotahitanga | Tika



KAUPAPA

Our Mission

Kia whai hua, whai mana, whai ora
Pursuing outcomes, equity and wellbeing



MOEMOEĀ

Our Vision

Hei oranga mō te katoa
Health and wellbeing for all

Strategic Plan



Whānau & Hapori
Engagement



Provider Network



Workforce
Development



Data & Performance



Strategic
Partnerships



Growth &
Sustainability

OUR NETWORK

7 General Practice Providers

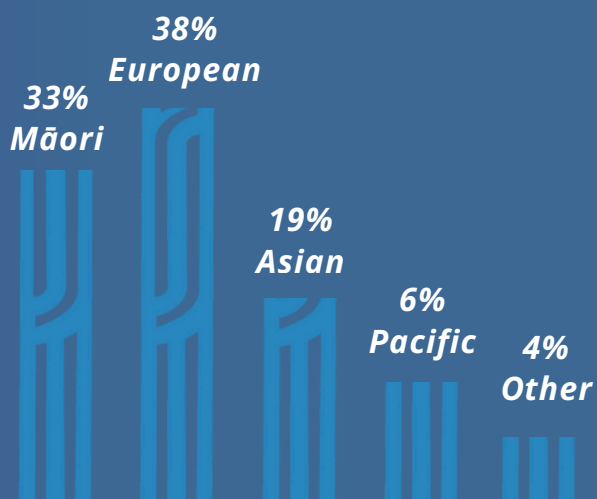


ENROLLED POPULATION

16 General Practices
across Pare Waikato

4 General Practices
across Pare Hauraki

86,496
Enrolled
patients



52 %
HAVE HIGH
HEALTH NEEDS

28,840
ARE MĀORI

30,478
ARE UNDER 25

12%
ARE OVER 65

WORKFORCE

55
Kaiāwhina
45.5FTE

85
Nurses
67.85FTE

90
Doctors
68.3FTE

10
Nurse
Practitioners
7.9 FTE

NETWORK OVERVIEW

Enrolled service users and complex needs

Hauraki
PHO have:

10,000
Patients with 2 or more
co-morbidities



44,724
(52%) of our enrolled patients live in areas
of high socio-economic deprivation
(Quintile 4 & 5)

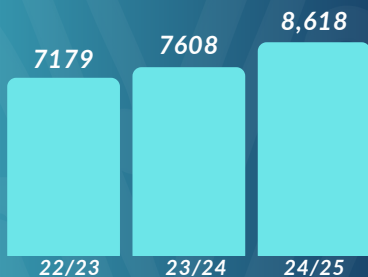
Our local healthcare providers are looking after more people with long-term health conditions than the national average. Many of these patients also live in areas with fewer resources and higher levels of disadvantage, which makes it even harder to stay well.

However the way the funding works for primary care doesn't fully take these challenges into account. It's mainly based on age and gender, and doesn't reflect the extra support needed in rural and high-need communities like ours.

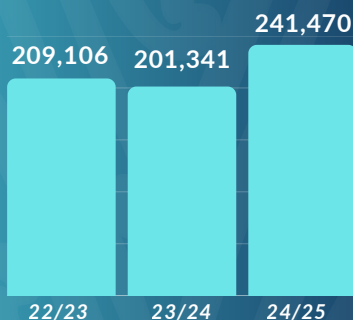
In the last year, we've seen an increase in GP and Nurse consultations reflecting easier access into Primary Care. We want to acknowledge the efforts of all the kaimahi working across our clinics daily to ensure whānau are able to access the hauora supports they need. We have also seen a significant increase in ED presentations in the last year likely driven by a combination of demand for primary care services, and growing population pressures.

ED Presentations

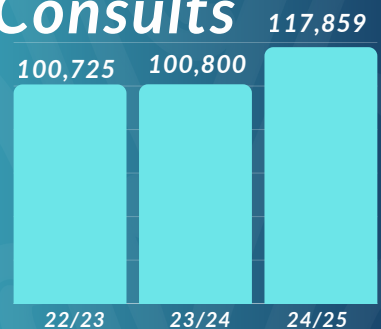
Triaged 4 & 5



GP Consults



Nurse Consults



Data sourced from National Non Admitted Patient Collection - Health New Zealand

SERVICES TO IMPROVE ACCESS TO HAUORA

Hauraki PHO Practice Support

2539

Whānau supported with Podiatry services



\$191,520

Went towards 1681 dental services for whānau



\$196,685

Went towards minor surgery for suspected skin cancers and other conditions



423

Whānau members supported with funded cardiovascular disease risk assessments



467

Whānau supported with life limiting illness



\$81,109

to support access to non-acute ECG's



100 % of SIA funds are passed on directly to providers to deliver services to whānau



\$1,856,640

Went towards 24,973 whānau getting extra time with their Doctor



21,750

Whānau members supported through SIA Funding



\$661,571

Targeted at reducing Hospital Admissions

48,934

Individual services funded

That's 27% more than last year!

System Level Measures



18%

of funding towards practice expenses



38%

of funding towards long term condition innovation funding



44%

of funding towards practice support

More than 50% of SLM funding is required to be passed through to General Practice providers. In this financial year 56% was passed through

IMMUNISATION

HPHO and Network Performance



44,248

Imms given this year



13,982

Childhood Imms delivered

2

Imms sprints
this year

5%

Reduction in the
equity gap for
those living in
high deprivation

Increase of
10% or more



Reduction in the equity gap
between māori and non māori



66.1%

Fully vaccinated
at 24 months



15,345

Other (Imms)

14,921

Influenza (flu)



10.5%

Increase in of fully
vaccinated from last year



92.2%

AIR Reconciliation rate
(data quality) 14% increase!

CLINICAL ADVISORY GROUP

*Guiding care with expertise.
Elevating outcomes with excellence*

The clinical advisory group (CAG) plays a key role in shaping and safeguarding the quality of clinical care across our organisation and provider network. Established to provide expert advice to the board and management team, the group serves a broader role shaping the clinical standards, processes, and culture that drive high-quality care across our network.

Chaired by Ashleigh Battaerd, Nurse Practitioner, the group brings together experienced clinicians and healthcare leaders to focus on continuous improvement in clinical practice. It ensures that care decisions are grounded in evidence, informed by patient feedback, and guided by a deep commitment to health equity and community wellbeing.

Throughout the year the group has overseen the review of clinical policies, incidents, complaints, audits and clinical outcomes to identify both risks and opportunities for improvement.

They can track network performance, provide clinical guidelines, and supporting kaimahi development, ensuring that those delivering care have the training and tools they need to provide quality care.

The group promotes a culture of learning, encouraging teams to reflect on challenges, share innovation and adopt best practice approaches. This approach not only helps in the prevention of harm, but fosters a system that adapts and improves over time.

By embedding robust clinical governance, accountability, transparency, and a relentless focus on improvement, the CAG upholds the trust placed in us by the public, and ensures our services deliver real, lasting impact for the people and communities we serve.

PRACTICE SUPPORT

Supporting practices to deliver excellence

Our Practice Support Team works alongside general practices to help with a wide range of aspects of running a General Practice Clinic. This support enables practices to focus on delivering quality care to their patients.

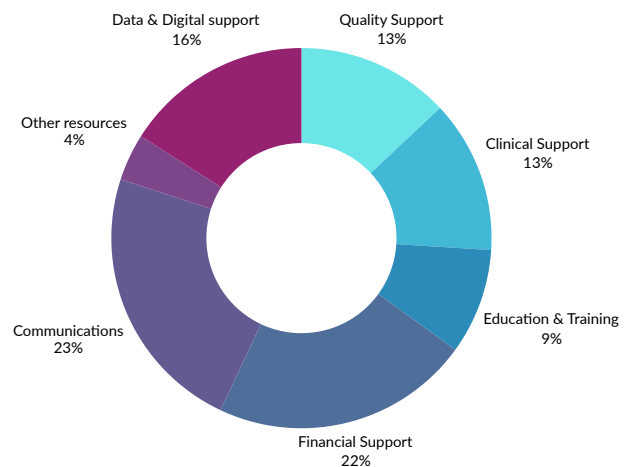
Governance & Compliance

- Guidance on Foundation Standards and Cornerstone accreditation
- Policies, procedures, and templates for compliance
- Health & safety and legislative updates
- Privacy and data governance advice
- Business & Financial Support
- Funding streams support
- Fees reviews and benchmarking
- Contract management support with Health NZ and other funders

Digital Health & Data

- Support with patient portals and digital tools
- Rollout and troubleshooting of e-prescribing, telehealth, e-labs
- Reporting and dashboards (Power BI, MoH data returns)
- Engagement & Communication
- Regular updates and resource packs
- Co-ordination of forums for managers, and clinicians
- Conduit between practices and Te Whatu Ora / Ministry of Health

Support provided this year



Workforce Development

- Practice Manager and leadership education events
- Peer learning groups for administrators, nurses, and GPs
- Recruitment support and resources
- Operations & Practice Systems
- Helpdesk support for PMS queries, claims, and technical issues
- Precall/recall optimisation and enrolment processes
- Training in appointment scheduling, recalls, PMS use

Practice Development & Innovation

- Guidance on equity-focused and culturally safe practice
- Change management for new initiatives, policies, or contracts
- Sharing of innovation case studies and best practice
- Quality Improvement & Audit
- Support clinical CQI audits
- Provision of enrolment audit support
- Assistance to develop action plans and track improvement progress

DATA AND DIGITAL INTELLIGENCE FOR BETTER OUTCOMES

Hauraki PHO Practice Support

This year: 226 11,102 80% increase
Thalamus usage this year Users Report views in usage

We continued to strengthen our Power BI reporting portal Thalamus to support general practices with actionable insights into their enrolled populations.

Enrolments & Demographics

Dashboards provide practices with an overview of their enrolled patients, including demographic profiles and changes over time.

Key Performance Targets

Dedicated dashboards track progress on priority health measures such as childhood immunisations, cervical, breast and bowel screening, cardiovascular risk assessments (CVDRA), and diabetes management.

Clinical Audit Tools

Practices can monitor cohorts of patients with specific conditions, track use of recommended medications, and measure improvements in patient outcomes over time.

Financial & Activity Reporting

Reports enable visibility of claiming patterns and clinical activity, supporting both accountability and informed decision-making.

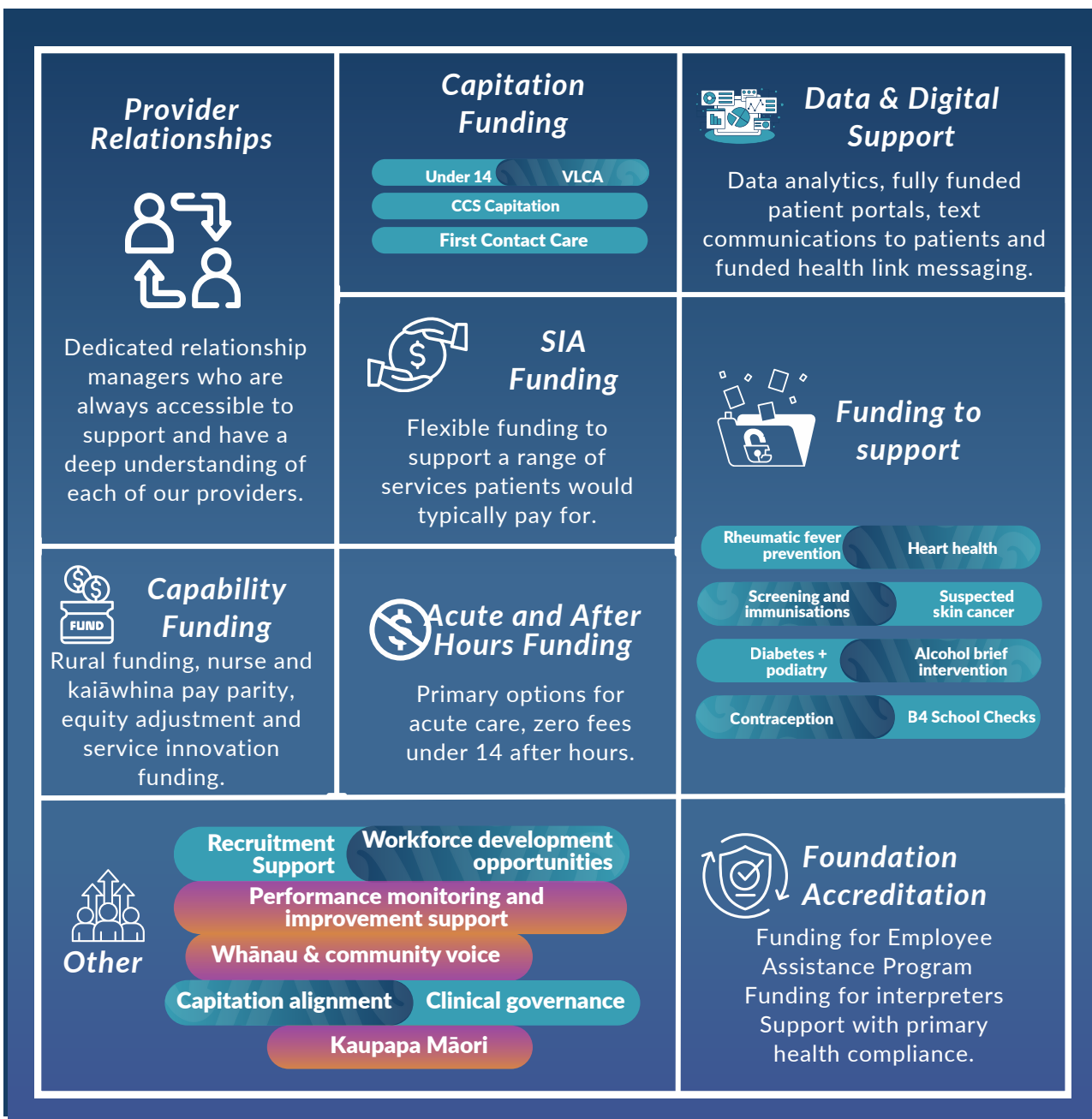
These dashboards are designed to give practices timely, clear, and practical insights to guide quality improvement, support equity, and improve health outcomes for enrolled populations.

National Primary Care Dashboard

Hauraki PHO is part of the National Primary Care Dashboard, led by General Practice New Zealand (GPNZ). The dashboard provides a comprehensive view of primary care, integrating national data on enrolments, population demographics, clinical outcomes, workforce, and access to services.

We remain committed to transparent, de-identified, privacy-protected insights, and to advancing Māori data governance frameworks for respectful data use. As the dashboard evolves, Hauraki PHO will continue shaping its design and functionality to make it a valuable resource for improving health outcomes in the communities we serve.

HOW WE SUPPORT OUR PROVIDERS



We pass 100% of first-level capitation funding directly to our providers



Financial transparency and minimal operational overheads



Data & digital benefits



Cornerstone and Foundation Standards support



Strong provider relationships

PROVIDER HIGHLIGHT

Cambridge Family Health

Celebrating Service Expansion:

After Hours Care at Cambridge Family Health

In response to the evolving needs of our growing community, Cambridge Family Health took a significant step forward this year by launching a dedicated after-hours service. Recognising that health concerns don't always arise during regular business hours, this initiative was designed to provide accessible, timely care for patients and their whānau outside the traditional 9–5 schedule.

The new service has delivered tangible benefits, including reduced reliance on urgent care clinics and emergency departments, and improved access to familiar care providers. This not only ensures more efficient use of health system resources but also contributes to continuity of care, allowing patients to maintain trusted relationships with their primary care team — a cornerstone of long-term wellness.

Importantly, after-hours availability has also helped address barriers to access, especially for individuals and families juggling work, school, or caregiving responsibilities during the day. By extending our hours, we have made it easier for more members of the Cambridge community to receive the care they need, when they need it — supporting equity and enhancing overall health outcomes.

This development reflects Cambridge Family Health's ongoing commitment to patient-centred care, where services are designed around the realities of people's lives. We remain focused on providing high-quality, culturally responsive healthcare that supports the wellbeing of every whānau in our community.

PROVIDER HIGHLIGHTS

Te Kōhao Health

Over the past year, our clinics have continued to grow and evolve, with a strong focus on equity, innovation, and whānau wellbeing at every step.

A major highlight was the launch of our dedicated Respiratory Clinic in July 2025, led by Nurse Te Wai and Prescribing Pharmacist Kendall, with support from Nurse Practitioner Teresa. This new service reflects the strength of our collaborative, kaupapa Māori approach to long-term condition management.

Workforce development remained a key focus. Kendall gained prescribing rights, enhancing medication management for whānau. Nurse Te Wai became a Community Nurse Prescriber and is on track to complete her Nurse Prescribing qualification by year-end. We also welcomed graduate nurse Paramjit Kaur, who has shown exceptional growth and now co-leads the Immunisation space with Nurse Paula Walker.

In July, our Childhood Immunisation Promotion lifted Māori 2-year-old coverage from 46% to 68% — a significant gain driven by the mahi of our clinic and community nurses. While we celebrate this progress, we remain focused on reaching the national 95% target.

We were also proud to celebrate national recognition for two of our Māori nurses, Te Wai and Paula, who received the Matariki Māori Nursing Award from Te Whatu Ora for their outstanding contributions to whānau wellbeing.

Our clinics are also delivering strong clinical outcomes. Thanks to PHO support for minor surgeries, whānau have been able to access timely procedures and avoid waitlist delays of 6–12 months. In the past year, Dr Tipene has successfully completed five vasectomies and eleven haemorrhoid banding procedures, all offered at low or no cost to patients.



PROVIDER HIGHLIGHTS

Te Kōhao Health

Innovation has underpinned many of our service improvements. We rolled out Manage My Health (MMH) in January, enabling online bookings and reducing phone wait times. A new clinic website was also launched to improve access to information and enrolment.

In July, we introduced a Smoking & Alcohol Brief Advice Campaign, supported by real-time dashboards and opportunistic health conversations across the team.

Community engagement remained strong. Taakiri Tuu Clinic led a successful “Smear Your Mea” cervical screening campaign, and our Wellness Promotion Day in May brought together screening, chronic care support, and connection in a safe, culturally affirming space.

These achievements reflect a year of meaningful progress — strengthening services, building capability, and continuing to walk alongside whānau on their hauora journeys.

Our PHO partnership remains a vital enabler of this mahi. Over the past year, regular hui and targeted immunisation campaigns have strengthened collaboration and lifted equity. long term conditions funding has helped more whānau access Ngā Puna Wai Oranga for prevention, self-management, and healthy living.

Health promotion support allowed us to connect with whānau meaningfully, including delivering our Wellness Promotion Day in May. PHO backing for minor surgery services has also ensured timely access to procedures, making a real difference for our community.

WHAKANUIA

Celebrating Excellence across our networks



Lady Tureiti Moxon

(Ngāti Pāhauwera, Ngāti Kahungunu and Kāi Tahu)

We celebrate Lady Tureiti Moxon, Hauraki PHO board member and Chief Executive of Te Kōhao Health, who was awarded an Honorary Doctorate from the University of Waikato for her outstanding service to Māori health.

For over 30 years, she has championed equity and Māori-led health solutions, shaping national change from advancing kaupapa Māori health models to co-claiming the Wai 2575 inquiry and supporting Te Aka Whai Ora. Her lifelong dedication continues to improve whānau wellbeing across Aotearoa

PROVIDER HIGHLIGHTS

Te Korowai Hauora o Hauraki

“To continually strive for excellence in the way we provide our services to our people and in the way we involve our people.”

Te Korowai Hauora o Hauraki, and its network of Whānau Health Centres, have had an exciting and productive 2024-2025 year, with many highlights to acknowledge.

Commitment to Quality and Service Improvement

This year, all four of our Whānau Health Centres successfully achieved Foundation Standards through the Royal New Zealand College of General Practitioners, reflecting our strong commitment to quality and continuous improvement.

Enhancing Access and Efficiency

Service delivery has been strengthened with the introduction of a Phone Nurse role, improving triage, reducing delays, and supporting both clinical and admin teams. The role has proven effective in resolving queries promptly or directing whānau to the appropriate clinician.

Embedding virtual GP/NP consults into daily practice has also improved flexibility and access—particularly in rural clinics—enabling remote support for nurse-led services. Our Kaiāwhina workforce has been instrumental in supporting this model.

Expanding Clinical Capacity

As part of the CPCT initiative, we welcomed Extended Care Paramedics into two rural centres, enhancing our capacity to manage urgent care and easing pressure on existing staff. This partnership has also deepened our collaboration with Hato Hone St John to improve whānau outcomes.

Workforce Development: Growing Our Own

Supporting future rural health leaders remains a priority. This year we hosted three fifth-year medical students through the Rural Medical Immersion Programme. We also celebrate two kaimahi who completed their Enrolled Nursing qualifications, and one RN progressing toward Nurse Practitioner status—strengthening our “growing our own, for our own” approach.



PROVIDER HIGHLIGHTS

Te Korowai Hauora o Hauraki - Whānau Voice

Whānau feedback is always appreciated and valued as it highlights the meaningful impact our kaimahi make to whānau lives. It also helps to ensure that the services we design and deliver are in alignment with the values and needs of the whānau we serve.

Our whānau shared their experiences of the care and support they received from our kaimahi and kaiāwhina. One caller, who was due for cervical screening but couldn't attend the clinic because of childcare challenges, was offered support to have the screening at home or have their children cared for at the clinic.

Another caller, unwell alongside their wife who has dementia, received a home visit, a virtual consultation with the doctor, prescriptions delivered, and help with household needs. In a third instance, a caller concerned for their Koro, who lives alone, received a home visit and assistance getting to the doctor, with ongoing updates and reassurance.

In all cases, whānau expressed deep gratitude for the personalised, compassionate support they received, noting how our team went above and beyond to ensure their wellbeing.

WHAKANUIA

Celebrating Excellence across our networks

Dr Martin Mikaere (Pare Hauraki)

As Clinical Director of both Te Korowai Hauora o Hauraki and the PHO, we are proud to acknowledge Dr Martin Mikaere on receiving the Community Service Medal from the Royal New Zealand College of General Practitioners in 2024. This prestigious award recognises his outstanding commitment to improving health outcomes for rural and Māori communities, and his unwavering dedication to delivering compassionate, culturally grounded care.

Dr Mikaere's leadership, advocacy, and service continue to be a cornerstone of our work, and this honour is a well-deserved reflection of the impact he has made—not only as a clinician but as a champion for equitable healthcare in Aotearoa.



PROVIDER HIGHLIGHT

Raukura Hauora o Tainui

Over the past 12 months, our organisation has continued to grow in step with the needs of our communities. We've welcomed four Health Improvement Practitioners and three Medical Care Assistants to our team, expanding the range of support we offer in primary care settings.

Recruitment is also underway for additional Health Coaches, reflecting the increasing demand for holistic, wraparound support. We're also fortunate to have a new doctor join one of our Hamilton-based clinics, strengthening our clinical capability and improving access to care.

One of the ways our team has supported whānau this year is through the introduction of Aqua-Fit, a group-based exercise initiative developed in collaboration between our Health Coaches and Kairarahi.

Designed as a 45-minute, multi-level cardiovascular session, Aqua-Fit allowed participants to work at their own pace, helping to build confidence, increase mobility, and create a positive space for hauora.

The programme was intentionally inclusive, welcoming patients of all ages and abilities. It became more than just exercise - it was a chance for whānau to take control of their wellbeing in a safe, supportive environment. One participant shared:

"I was initially scared to come to this class, but I am happy I did. I think these classes benefit my hauora in all aspects, mental health and physically. Great workout, friendly group.... Please continue — it has been years getting here."

In May 2025, we ran a focused campaign across our clinics to promote bowel screening awareness. Promotional materials were placed in prominent in-clinic spaces to encourage participation and conversations with patients.

The campaign saw particular success at Te Rengarenga Medical, where 78 out of 112 bowel screening kits ordered were completed, a standout result. The team's commitment was acknowledged with a well-deserved Pak'n'Save voucher. Mīharo koutou o Te Rengarenga - well done Te Rengarenga [team]!

PROVIDER HIGHLIGHT

Raukura Hauora o Tainui



In 2023, Te Papanui Whare Haumanu piloted a weight management programme focused on some of our most underserved patients, those living with morbid obesity, high deprivation, and multiple co-morbidities, but without access to funded GLP-1 medications like Victoza.

With dedicated funding, we offered the medication Saxenda free of charge, alongside a fully wraparound support package.

Each of the 10 participants underwent comprehensive assessments, with ongoing support across exercise, nutrition, psychology, and health coaching.

Tailored resources included funded gym memberships or home-based exercise options, dietitian input, and access to psychology interns for mental wellbeing. From February 2024 to February 2025, nine out of ten patients completed the 12-month programme.

Every participant achieved sustained weight loss, ranging from 1kg to 27kg, with an average loss of 11.6kg. More importantly, the impact went beyond the scales:

- One participant with severe osteoarthritis reported a major reduction in pain.
- Another was able to discontinue antihypertensive medication.
- One patient experienced complete resolution of gout without medication.

This pilot demonstrated the real-life value of equitable, accessible weight loss services for whānau with few other treatment options. Looking ahead, we aim to advocate for better access to the full range of weight-loss medications and publicly funded bariatric surgery. We also plan to strengthen the psychological and educational supports that proved most valuable, and most challenging, for participants.



1. *Saxenda® is a prescription medicine that can help you lose weight, when used in conjunction with a reduced calorie diet and increased physical exercise.*

PROVIDER HIGHLIGHT

Tū Tonu Hauora



Tū Tonu Hauora has had a dynamic and impactful year, continuing its mission to transform hauora standards and improve health outcomes for Māori and other underserved communities across Waikato.

Key Achievements & Highlights:

- Relocation to Central Hamilton
- In early 2025, the clinic successfully moved to a new location at 173 Anglesea Street, Hamilton (co-locating with Victoria Clinic)
- Continued Clinical Services

The clinic continues to offer a range of services including:

- General medical care for all age groups
- Rongoā Māori
- Acute walk-in appointments for all age groups
- Access to onsite Pharmacy and Radiology including after hours
- Team Growth and Continuity

The clinic welcomed new staff while retaining long-serving practitioners like Dr Helena Haggie, ensuring continuity of care and trusted relationships with patients.



PROVIDER HIGHLIGHTS

Horotiu Family Health



Horotiu Hauora Family Health has had a transformative year since opening its doors on 24 June 2024, marking its first full year of service to the Horotiu and wider Waikato community. The general practice has focused on delivering whānau-centred care, fostering trust, and improving access to essential health services.

Key Achievements & Highlights:

Successful Launch & Community Engagement

- Operations began with a strong commitment to whānau wellbeing, quickly establishing itself as a trusted provider in the region. Led by Dr Graham Currie, Dr Grant Le Roux, and Dr Carl Knox, the team has built meaningful relationships with patients across all age groups—from tamariki to kaumātua.



Rapid Growth in Enrolments

- Horotiu Hauora has experienced a consistent increase in patient enrolments, now exceeding 3,000, reflecting the community's need for accessible, culturally responsive healthcare. The clinic remains open to new enrolments, supporting Hauraki PHO's goal of improving primary care access.

On-site pharmacy

- Horotiu Hauora has an onsite pharmacy, making it easier for patients to access prescriptions and health products directly from the clinic.



PROVIDER HIGHLIGHT



Tui Medical

Supporting Pēpi Wellness: 6-Week Immunisations at Tui Medical

Recognising the role early childhood immunisations play in supporting the wellness of pēpi and their whānau, Tui Medical team implemented a quality improvement initiative, ensuring that more pēpi were receiving their 6 week immunisations on time.

The team introduced improved precall/recall processes, regular data reviews, identified any service delivery gaps and closely coordinated with whānau regarding enrolment and appointment availability. Different ways of engaging with whānau were also introduced, including newborn welcome packs consisting of nappies and other helpful newborn related items.

These changes delivered measurable results, with the proportion of tamariki receiving their first immunisations on time increasing from 66% to 82%. Importantly, immunisation rates also rose for Māori, Pacific, Community Service Card holders and those living in an area of high socio-economic deprivation (Quintile 5) reflecting meaningful progress towards equity.

This work not only supported better outcomes for whānau, but also directly contributed to Tui Medical achieving the Continuous Quality Improvement (CQI) Cornerstone module, reflecting a commitment to systematic, evidence-based improvement.

This achievement highlights the dedication of Tui Medical's teams and the value of continuous improvement in primary care. Building on this success, Tui Medical will extend the initiative in 2025/26 to include community outreach and home visits by the Awhi Team, ensuring even greater support for pēpi and whānau.

“Your care is our priority, and we continually look for ways to improve the quality of the services we provide...”

Tui Medical Pulled Quote (Website)

A close-up, profile view of a person's face, looking downwards. The background is a soft gradient of pink and orange. Overlaid on the image is a pattern of white 'X' marks, arranged in a way that suggests a grid or a series of points. The 'X' marks are of varying sizes and are scattered across the frame, with some appearing more prominent than others. The overall effect is artistic and abstract.

#SwearYourMea
RIDE
for *Talei*

HAUORA WAHINE

Womens Wellness Roopū

210 Richmond St

Breast Screening

81
Referrals to cervical and bowel screening

290
Completed breast screening

1409
Follow-up calls encouraged vulnerable wāhine to complete screening.

1002
Referrals received

82%
of those referred into our service were Māori

45
New enrolments to Breast Screening

129
Home visits encouraged vulnerable wāhine to complete screening."

23% more
than last year!

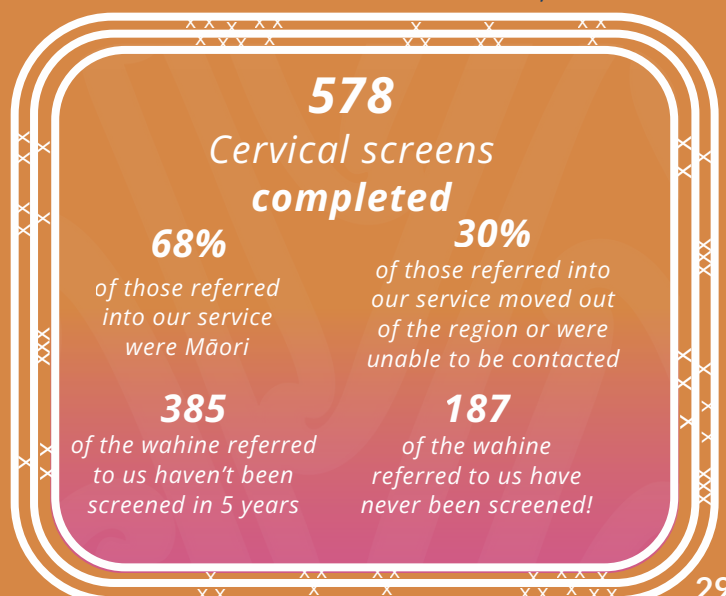
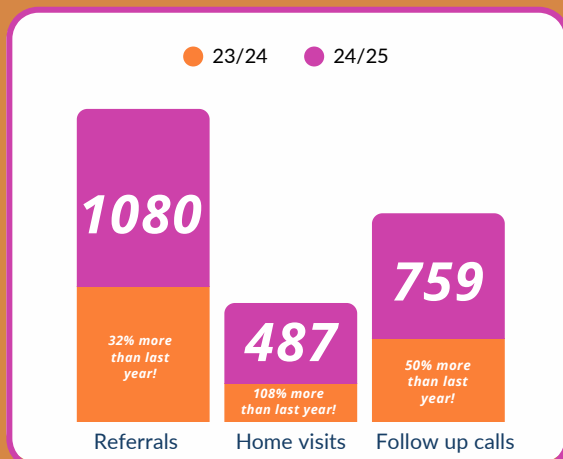
310
referred into our service had never been screened

1054
Whānau engagements made

15
Wānanga held for whānau and kaimahi supporting vulnerable wāhine.

Cervical Screening

Data sourced from Tuku





BREAST AND CERVICAL SCREENING

Hauora Wahine - Womans Wellness Service

Breast and cervical screening services operate across Pare Hauraki and Pare Waikato, with a focus on supporting the most vulnerable members of our communities — particularly wāhine who have not actively engaged with health services.

Our kaupapa is to reduce unnecessary deaths through the early detection and treatment of breast and cervical cancers.

Over the past year, we continued our support for both practice partners and wāhine in the community. This has included breaking down barriers such as access, cost, and providing awhi in ways that work on whānau terms.

We have also kept practices updated with national changes, such as the introduction of Te Puna, the new BreastScreen Aotearoa booking system, which means wāhine can enrol and book their free breast screening appointments online.

Our commitment is to reduce systemic barriers, increase health literacy, and create pathways where wāhine are recognised, uplifted, and supported to lead their own hauora journeys.

This year, we welcomed a Community Engagement Registered Nurse to our team, who has focused on building whanaungatanga within the community.

Her mahi has included facilitating wānanga, participating in local kaupapa, and offering education and screening through kanohi ki te kanohi interactions. An online presence to share information and education with whānau digitally was also developed



DATA

Hauraki Touchpoints Initiative *Breast Screening*

503

*Eligible women
were contacted*

52%

*of those screened
were Māori*

34%

*Were successfully
supported to
Screening*

75%

*lived in areas of
high deprivation*

17%

*received a Whānau
Hauora Assessment*

31%

*had not been
screened in
over 4 years*

*Each woman asked for help with an
average of four other wellbeing supports
showing the WHA helps to maximise
hauora gain from a single point of contact*

Data sourced from Evaluation Data Reports

HAURAKI TOUCHPOINTS INITIATIVE

Breast Screening

In 2024, Te Puna Hauora o Hauraki launched the Breast Screening Touchpoints Initiative, a bold new pilot to address long-standing inequities in breast cancer outcomes for wāhine Māori and Pacific. Funded by BreastScreen Aotearoa, this was a direct response to the 2022 Quality Improvement Review, which highlighted persistent gaps in access and outcomes for these wāhine.

Rather than targeting women who were due for screening, the Initiative prioritised women who were unenrolled, unscreened or underscreened. Instead of inviting women and waiting for them to come to services, it took services to them—contacting wāhine through hospital admissions, outpatient clinics, and community spaces.

Kaiāwhina supported women by facilitating appointments and transport, and offering a Whānau Hauora Assessment (WHA) – a holistic electronic health needs assessment which is part of the Whānau Hauora Integrated Response Initiative (WHIRI) model of care. The WHA aims to connect woman and their whānau to a wider range of health and social support, for example GP enrolment, immunisations and other cancer screenings.

Kaiāwhina foster trust and engagement, particularly among women facing caregiving duties, grief, unstable employment, and transport barriers often placing their own health last. When approached with warmth and respect in familiar, safe spaces, they responded positively, with one describing the experience as “like coming home to family.”

The initiative not only improved breast screening rates among underscreened women but also strengthened their connection to the health system. Women from diverse backgrounds praised the kaiāwhina and preferred the fixed rural mammography unit over mobile options.

The pilot has demonstrated that the WHIRI Model of Care has proved both effective and transformative, highlighting that equity is achievable through relational, culturally grounded care. It has also shown that when kaiāwhina lead with aroha and authenticity, and when systems adapt to whānau needs, meaningful change is possible.



Our Primary Mental Health service has played a key role in supporting whānau experiencing mild to moderate mental health challenges. Whether referred by a General Practitioner or reaching out directly, whānau have been able to access timely, compassionate support, designed to meet them where they are.

Referrals are reviewed and triaged by our Matataki, to assess need. Eligible whānau are able to access up to four therapy sessions over a 6-month period, with a skilled practitioner.

This year, we introduced Te Ao Māori therapy as part of our service. This approach gives whānau the option to engage in therapy that is grounded in te ao māori values, and approaches to healing.

Every session aims to empower individuals, and their whānau, with tools and strategies to navigate challenges and move forward with confidence and resilience.

In addition to our core services, we also worked with Te Whatu Ora Child and Adolescent Mental Health Service (CAMHS) for Hauraki, supporting a collaborative approach to triage and care.

Through this partnership, we're able to identify rangatahi and whānau whose needs may be better supported at the primary care level. When appropriate, these cases are redirected to our network or trusted providers and suppliers, ensuring more timely access to services.

This approach not only helps reduce pressure on specialist services, but also plays a role in shortening wait times and ensuring a smoother, more seamless transition into care.

It's another way we're working to make mental health support more accessible and responsive for our community, especially for our rangatahi and their whānau.

PRIMARY MENTAL HEALTH

2,377

*Referrals
received*

37% more than last year

5,180

*Total sessions
completed this year*

37% Māori

*134 accessed
Te Ao Māori therapies*

1238

*Have completed their
session plans*

367

*of referrals
were rangatahi*

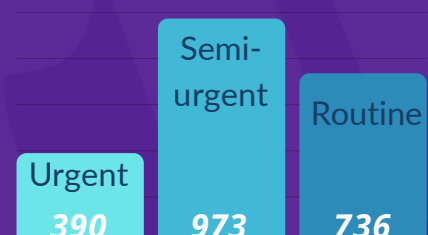
*122% more
than last year*

364

*were seen by a
Psychologist*

1088

*were seen by a
Counsellor*



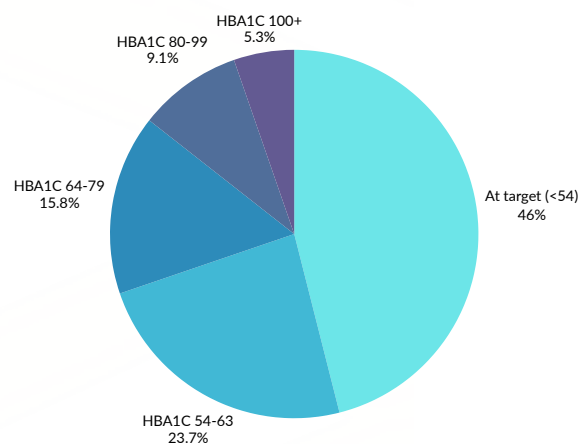
DIABETES MANAGEMENT

Whai Ora Service

Supporting whānau to reach their health goals:

2,381 whānau reached their diabetes targets this year — **46%** of all whānau living with diabetes. This reflects a true team effort across our clinics, providers, and whānau themselves.

The number of people with poorly controlled diabetes reduced from **288 → 273**, showing that early, consistent care and practical support make a real difference.



Data sourced from MedTech

We hosted **six diabetes wānanga** — relaxed, supportive days where whānau connected with our pharmacist, dietitian, diabetes nurse, and kaiāwhina. Sessions focused on whakawhanaungatanga and practical, relevant strategies for self-management. 100% of attendees felt more confident managing their diabetes.

New technology — Insulin pumps and Continuous Glucose Monitors (CGMs) are now funded for whānau with Type 1 diabetes. Our diabetes nurse and kaiāwhina team personally contacted 238 whānau to share information, explain benefits, and support referrals to ensure equity in obtaining this life changing opportunity.

Research: Tekno Study A partnership with Waikato University, Tui Medical Centre, and Te Kōhao Health, exploring kaiāwhina-led diabetes care and intermittent CGM use. To date, 89 whānau have been part of the study, now in its analysis stage, with results expected next year.

Collaboration and innovation: Partnerships with Pinnacle, National Hauora Coalition, and Waikato Regional Diabetes Services are ensuring consistent education and support across the motu. We hosted four nurse education days, highlighting whānau voices, sharing experiences, and reinforcing compassionate, culturally safe care.

Together we identified inconsistent prescribing and developed **Diabetes Quick Cards** — brief, best-practice guides covering diabetes, gout, hypertension, kidney disease, cholesterol, and hospital discharge. We also created two whānau-friendly cards for managing low blood sugar and sick days — simple, easy-to-follow tools for confident daily management.



QR code to access Quick cards

WHAI ORA

Ka hikitia, ka ora

Whai Ora is a whānau-centred team supporting whānau with long-term conditions and complex care needs. Like a whāriki, our team is woven from many strands, working with general practice, Te Whatu Ora and whānau.

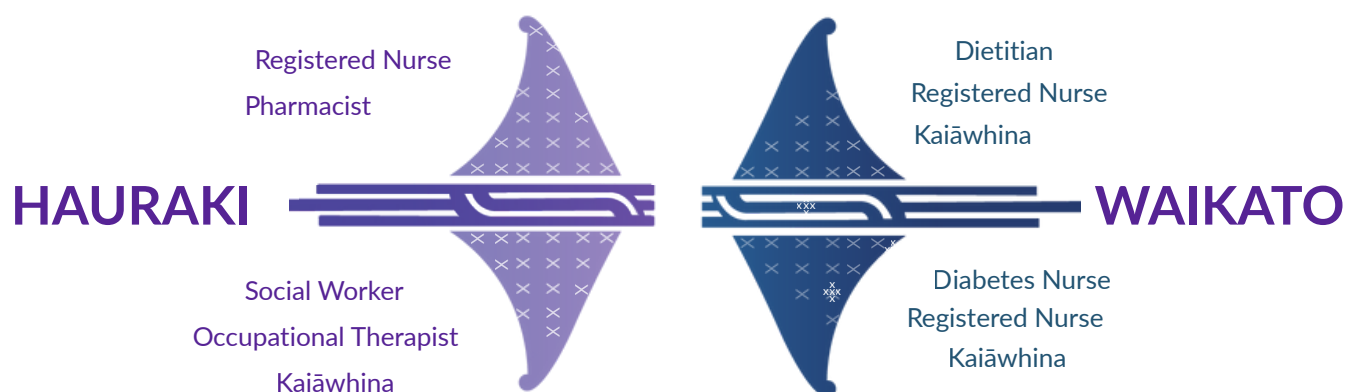
Over the last year, our team has grown with the introduction of the Comprehensive Primary and Community Team (CPCT) initiative. The team combines nurses and kaiāwhina with additional clinical roles including a Pharmacist, Dietitians, Social Worker and Occupational Therapist.

Referrals come from general practice, hospital, and from whānau themselves. Our multi-disciplinary approach combines clinical and cultural care using our Whānau Hauora Assessment to guide consistent, measurable, whānau-led outcomes.

With a focus on clinical safety, the service is underpinned by clinical protocols with direct escalation of clinical issues to our GP/Clinical Advisor

We walk alongside whānau living with ongoing health challenges—particularly across the rural and small-town communities of Hauraki. This work is rooted in deep local knowledge and strong relationships, both with whānau and the wider hauora network that surrounds them.

We meet whānau where they are—whether at home, in a clinic, or our own tari—always guided by what feels safe and comfortable for them.



WHAI ORA SERVICE

ka hikitia, ka ora

851

Referrals received

697

whānau were discharged

7471

Engagements

70%

*of whānau referred
to us were Māori*

107

*Whānau Hauora
Assessments were completed*

234

*needed Social and
Whānau supports and
advocacy*

624

*needed specific
clinical supports*

938

*needed support with whānau
goals and health literacy*

51

*needed mental health
and addiction support*

Data sourced from Internal Service records



*“At the heart of our work is a commitment to
instilling hope and building trust in the
healthcare system.*

*By standing alongside those who need it
most, we ensure that individuals and whānau
feel supported, valued, and confident in their
care journey.”*

-Whaiora team

WHAI ORA

Ka hikitia, ka ora

Kaiāwhina are an essential part of this kaupapa—bridging gaps, advocating for those who may be hesitant or unheard, and guiding whānau through complex systems with warmth and compassion. Grounded in kaupapa Māori values, they bring voice, strength, and connection to every journey.

Registered Nurses are at the centre of care coordination, playing a key role in ensuring continuity and connection across the health journey. Our RNs assess needs, develop care plans, and support whānau to navigate health and social services with confidence.

Our **Diabetes Nurse** provides expert care for whānau with complex diabetes needs. She mentors health professionals, strengthens links with secondary care, and helps whānau overcome barriers to engagement. Care and education are delivered flexibly — in homes, clinics, and community settings — empowering whānau to self-manage and improve their health.

Having a prescribing pharmacist to review, reconcile, and adjust medications is another support for the primary care team. Making prescribing changes reduces delays and improves outcomes, including health literacy with whānau.



Our Dietitians offer individualised nutrition care, with a large number of referrals being for diabetes support and weight management. They also contribute to education and training, national guidelines and health policy.

Based in Hauraki, our **social work** and **occupational therapy practitioners** provide holistic, home-based assessments that reflect each person's lived experience. Through advocacy, practical support, and care planning, we help reduce barriers and uphold mana. By working closely with the local rural hospital and medical centres, including the Waihi Health Centre, we ensure care is integrated and culturally responsive.

Together, this team reflects a deeply integrated model of care—where whānau are never navigating health alone, and every step is taken in partnership, with compassion, cultural understanding, and a commitment to lifelong wellbeing.



PITO HAUORA

A place of care

Pito Hauora is a hauora hub for whānau across Hauraki. Based in Thames, the space is designed to be safe, friendly, and inviting place where whānau feel at home. Pito Hauora has hosted breast and cervical screening, immunisation services, dental care, outpatient clinics, and tamariki-focused services in one trusted space.

Pito Hauora has removed barriers and brought services closer to home. Whānau do not have to travel far, navigate unfamiliar systems, or feel whakamā in clinical settings that don't reflect their culture or values. Instead, they walk into a clinic where kaiāwhina know their names and they can get a check-up, ask questions, and feel empowered to take care of their hauora.

This kind of wraparound care doesn't just improve health outcomes, it strengthens whānau, builds trust, and restores mana. It has created a rhythm of wellbeing in our community. Health has become part of everyday life, not something to fear or delay.

And when services are delivered in a way that honours te ao Māori, the impact goes far beyond statistics, it ripples through generations.

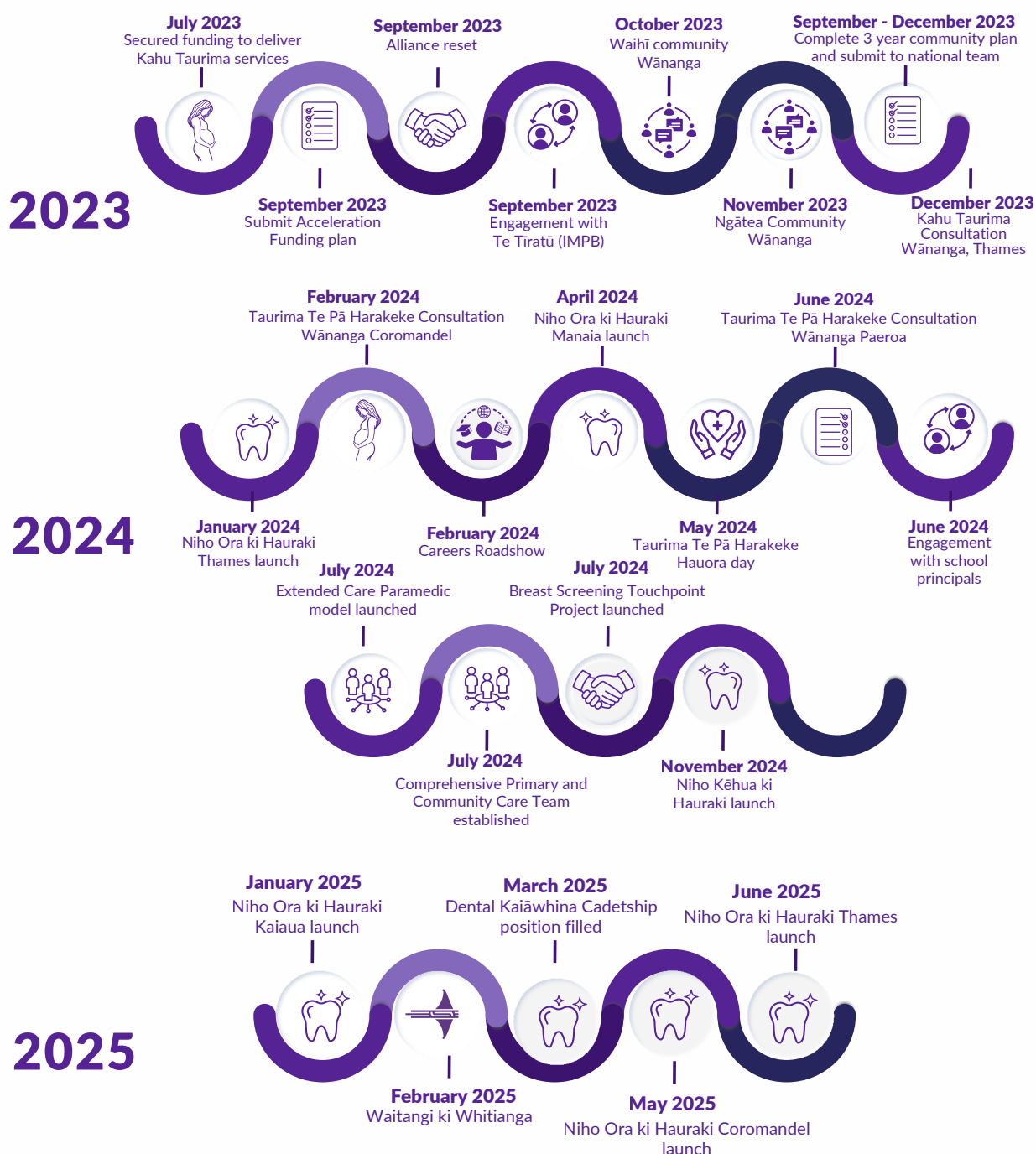
We've seen aunties bring their nieces, māmā bring their sisters, and friends come together to support each other. The clinic has become a place where screening is normalised.



TE TARA O TE WHAI

Hauraki Localities Timeline

Hauraki were one of nine localities established across Aotearoa as part of the National Localities initiative, focussed on strengthening community-led health planning and partnership with mana whenua. Localities were disestablished in 2024 and moving forward, Hauraki PHO will continue to build on the work of the Localities Plan to guide future service design and community engagement. Below is an overview of our Localities timeline.





TETARA O TE WHAI

Pulled Highlights from Hauraki Localities Report



ECP's provided care to

1480

whānau between
July 2024 - Feb 2025

Growing to

1947

whānau by
June 2025



476

whānau
were Māori

27

whānau
were Pacific

6

Wānanga held

35

Whānau engaged in He
Kahu Kōrero

7

Kākahu created

Whānau and community impact
intergenerational learning,
improved hauora, and pride in
revitalising cultural practices.

Strengthened cultural skills
Whatu, tāniko, mahi harakeke,
hauhake manu, and dyeing
practices, alongside karakia
and kupu tika.

Identity and belonging
Rangatahi reflected on their
whakapapa and tūpuna through
weaving, embedding personal
stories into taonga and
developing a stronger sense of
cultural identity.

777



expressions
of interest
received

366

identify as Māori

15

identify as Pacific
Island

146

whānau
took
work
off due
to pain



458

whānau
received
treatment



Whānau reported dental
pain and discomfort

33.4%

always

36.3%

often

17.3%

sometimes

10.7%

occasionally

Overall completed
treatment included:

202

1279

790

gum disease
treatments

fillings

extractions

The average
cost savings
per person was

= \$1594



MOKOPUNA ORA

Mokopuna Ora: Ngā Pou o te Rautaki

The Pillars of the Mokopuna Ora Strategy

The introduction of our Mokopuna Ora Strategy signals a powerful shift in how we centre the wellbeing of our tamariki and their whānau. Grounded in Te Ao Māori, the strategy reminds us that mokopuna are not just our descendants, they are the living threads that carry the hopes, knowledge, and wellbeing of generations, past, present and future. Achieving Mokopuna Oranga means creating the conditions where every mokopuna can thrive, physically, emotionally, spiritually, and culturally, from the very beginning of life.

Te waharoa ki te ora

Every door is the right door.

Whānau are welcomed wherever they enter, whether through health, education, or community spaces. Our services are designed to meet whānau where they are, ensuring seamless, mana-enhancing access to support.

He oranga mokopuna, he herenga whakapapa

Mokopuna wellbeing is layered and interconnected.

We recognise that the wellbeing of our tamariki is shaped by many influences. A range of approaches-grounded in mātauranga Māori and clinical excellence-are provided to nurture and protect them.

Ngā ringa manaaki - Te ara ki pae tawhiti

Our kaiawhina are trusted guides and connectors.

They walk alongside whānau, holding space with compassion and patience, allowing each journey to unfold in its own time. They bridge services and relationships, always upholding the mana of whānau.

Te tāhūhū o te whare me ōnā pou

Cultural connectedness is the foundation of wellbeing.

We affirm identity, whakapapa, and tikanga as essential to the growth of our tamariki. Every interaction is a chance to nurture a strong sense of identity and connection, with our pakeke/kaumātua at the heart. Their mātauranga guides and strengthens us, weaving intergenerational threads that ground all uri in who they are and where they come from.

Mā te pā (harakeke) te tamaiti e whakatupu

It takes a village to raise a child.

We honour the collective responsibility of whānau, hapū, iwi, and community in raising our tamariki. Together, we create safe, loving, and empowering environments for every mokopuna to thrive.



TAURIMA TE PĀ HARAKEKE

*A pā harakeke of care for our
tamariki, mokopuna*

TAURIMA TE PĀ HARAKEKE

Mā te pā (harakeke) te tamaiti e whakatipu

Taurima te Pā Harakeke is our Maternity and Early years service offering whānau centred-care that honours the unique journeys of haputanga, birth and early parenting, particularly for our most vulnerable populations. Grounded in mātāuranga māori and responsive to the needs of all whānau, our service weaves together clinical excellence, cultural support and ancestral knowledge to ensure the best outcomes for māmā, pēpi and their wider whānau.

We uphold the principle that māmā and whānau are not just recipients of care, they are central to shaping it. Taurima te Pā Harakeke was developed in partnership with hapū māmā, kaumātua, midwives, whānau ora navigators, and cultural experts from within Hauraki iwi. Our service offers:

- Flexible, whānau-led packages of care acknowledging every whānau pathway is different, and that equity comes from meeting people where they are.

- Midwifery care grounded in trusting relationships, ensuring māmā and pēpi receive timely, compassionate care.
- Kaiawhina who walk alongside whānau throughout their journey, strengthening connection and supporting whānau to navigate systems in ways that uphold mana and autonomy.
- The support of two General Practitioners - one focused on clinical oversight and escalation, the other based at Pito Hauora, providing early intervention for pēpi and tamariki.
- Wānanga that centre mātāuranga tuku iho creating space for learning, reconnection, and preparation grounded in te ao Māori. These wānanga empower whānau with the knowledge, skills, and cultural confidence needed to raise thriving mokopuna.

Each of these elements works in concert to contribute to the overarching outcomes of the Mokopuna Ora Strategy ultimately, ensuring that every mokopuna is born into a world that sees them, values them, and walks with them toward ora.



PACKAGES OF CARE

Taurima Te Pā Harakeke

A package of care is a tailored combination of services and resources designed to meet the needs of the whānau during pregnancy, a time when support is important.

For many parents, taking care of their own health and well-being might take second place to other priorities. This may have an impact on the health and development of pēpi, and wider whānau.

Our approach ensures that packages of care are flexible, responsive, and grounded in whānau need. We co-design a pathway with them that meets their unique circumstances and aspirations.

By removing financial and systemic barriers to essential healthcare, these packages reduce stress during a vulnerable period and promote better outcomes for both māmā and pēpi.

In doing so, we contribute meaningfully to the wider goals of Mokopuna Oranga, ensuring every child is born into a world where their whānau is supported to thrive from the very beginning.

900

*māmā and tamariki
needed support*

100%

*of māmā were contacted
within the first 24-48 hours*

33.7%

*of whānau needed support
with clinical services*

15.4%

*of whānau needed support
with Perinatal Mental Health*

13%

*of whānau needed
Paediatric services*

8.2%

*of whānau needed
transport support*

6.8%

*of whānau needed
oral health support*

12.1%

*of whānau needed
other supports*

164

*tamariki and their whānau
were seen by the GP this year*

180

*clinical huddles were held with
kaimahi to ensure whānau safety*

112

*Whānau cases were escalated to
the GP for clinical review*

99

*Whānau were supported
by the Midwives*

32

Tongue ties were completed

50%

*of wahine came into service at
less than 12 weeks gestation*

2

*of our hapu māmā
delivered twins*

47

*Healthy pēpi were born
in service this year*

Data sourced from Internal Service records

GP & MIDWIVES

Taurima Te Pā Harakeke

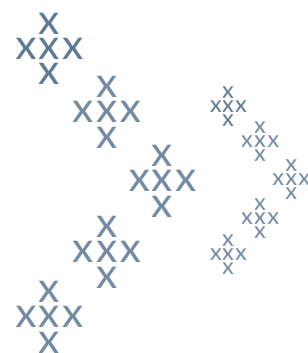
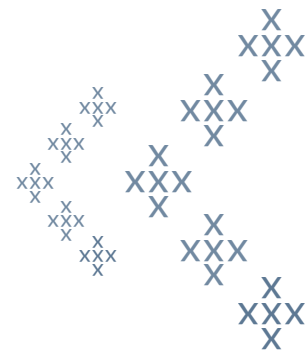
At the heart of our Taurima Service is a dedicated clinical team committed to delivering the highest standard of care, grounded in both clinical excellence and deep respect for the lived realities of the whānau we serve.

Our two General Practitioners bring distinct yet complementary strengths to the service. One provides clinical oversight and escalation support, ensuring safe, coordinated care across the service and guiding best practice.

Based at Pito Hauora, our other GP with a special interest in paediatrics, offers free tamariki-focused care and early intervention in a setting that feels safe and familiar to whānau. Together, they strengthen our ability to respond to complex health needs with agility, compassion, and precision.

Our team of midwives provide expert care through pregnancy, birth, and the postnatal period. Their practice reflects not only technical skill and clinical rigor, but also a deep commitment to building strong, trusting relationships with māmā and whānau. Working closely with Kaiawhina and the wider support team, our midwives ensure that every step of the journey is safe, supported, and culturally responsive.

Together, this team enables a model of care that is clinically robust, relationally strong, and grounded in the aspirations of whānau, a true expression of Mokopuna Ora in action.



Taurima Whānau Wānanga

Hapū Wānanga

As part of our commitment to nurturing *Mokopuna Ora*, we have delivered Hapū Wānanga across Pare Hauraki, engaging 43 participants, 60% of whom identified as Māori. These immersive, one-day wānanga have proven to be an effective way to connect wāhine hapū and their whānau with the sacred journey of childbirth.

With the atua Hine-te-iwaiwa, the guardian of childbirth and weaving at the centre, each wānanga offered a space where māmā, pāpā, and wider whānau could reconnect with traditional practices, celebrate the natural rhythms of life, and prepare holistically for the arrival of their pēpi.

With access being a priority, the wānanga removed financial barriers while fostering cultural reconnection and whānau empowerment. Participants gained practical insights into pregnancy, labour, and parenting, exploring topics such as pre- and post-hapūtanga rituals, pain relief, safe sleep, and breastfeeding, all within a nurturing, whanaungatanga-rich environment.

More than just an educational experience, the wānanga created space for healing, learning, and collective strength, allowing whānau to move into parenthood with greater confidence, deeper cultural grounding, and stronger support networks.

Taurima Whānau Wānanga

Te Awhi Rito Wānanga

In response to whānau feedback, we partnered with skilled practitioners, Lady Jo Shelford, Raymond Peihopa, Jamie Watson and Hinemoa Jones, to deliver the Te Awhi Rito Wānanga series. Over 80 participants were able to reconnect with ancestral knowledge and traditional birthing practices. These wānanga were designed to support whānau whānui in reclaiming their roles and responsibilities in the sacred journey of welcoming new life.

Delivered through hands-on, culturally grounded workshops, the wānanga invited participants to create Māori birthing kits and traditional taonga, while learning about practices that honour the spiritual, nutritional, and physical dimensions of hapūtanga and birth.

In doing so, the wānanga created space for storytelling, cultural reconnection, and intergenerational exchange, reaffirming the role of whānau as active participants in mokopuna wellbeing from the earliest stages of life.

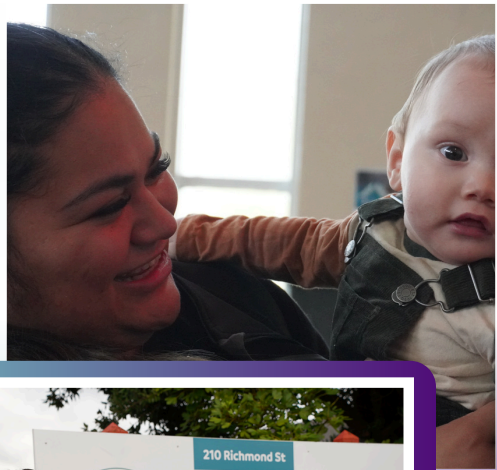
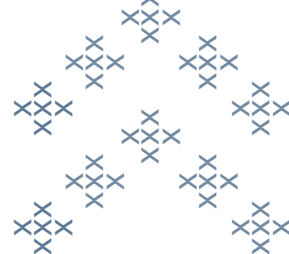
More than a learning experience, Te Awhi Rito Wānanga served as a catalyst for whānau empowerment and cultural revitalisation, strengthening whānau bonds and fostering pride in whakapapa and tradition.

By equipping families with both practical tools and cultural confidence, this initiative directly supports the goals of Mokopuna Ora, ensuring every mokopuna is born into a whānau that is connected, capable, and confident in their identity and role as nurturers of life.



TE ARA KI PAETAWHITI

Ngā ringa manaaki - Taurima Te Pā Harakeke



At the heart of our approach to whānau-centred care are our Kaiāwhina — trusted guides who walk alongside whānau, offering culturally grounded support that extends far beyond clinical care. Their role is key to uncovering the often unseen layers of complexity that shape each whānau's circumstances.

Taking time to build relationships and conduct assessments, Kaiāwhina provide a holistic view of whānau wellbeing, exploring not only health needs, but also the social, cultural, emotional, and environmental factors that influence outcomes. This allows the wider care team to respond in a way that is tailored, coordinated, and culturally safe.

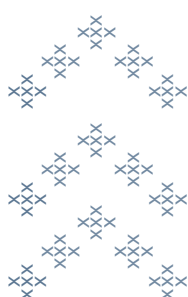
The level of wraparound support offered by Kaiāwhina is not feasible within traditional primary care models, where time and resources are limited. Kaiāwhina bridge this gap by ensuring that whānau are supported to navigate services, remove barriers, and uphold mana throughout the maternity and early parenting journey.

Their presence strengthens our commitment to equity, access, and oranga, and plays a critical role in the success of the Mokopuna Ora strategy, ensuring that no whānau falls through the cracks and every pēpi has the best possible start to life.



Kaiāwhina weave connections between people, services, and systems, always upholding mana and nurturing trust.

Guided by the rhythms of whānau life, they ensure that each journey remains whānau-led, grounded, and empowered.



471

tamariki and their
whānau supported with
discharge

a total of
1594

engagements with these
whānau occurred

74%

of whānau accepted a
nurse first engagement call

31%

agreed to a WHA
assessment

492

other supports put in place

50%

of these whānau needed
kai support

55

whānau also received
clinical support from our
GP



There is good evidence to support connecting with whānau after tamariki have been discharged from hospital. The establishment of a hospital discharge service was created to bridge the gap between hospital discharge and community-based care, a time when whānau often feel uncertain. Funded by the Comprehensive Primary and Community Team (CPCT) investment, the service has supported many whānau with complex needs.

Referrals come directly from Wai Kids at Waikato Hospital, enabling an effective handover of care. We work with a team from Te Ngaakau-aa-kiwa Charitable Trust, a Māori led provider based in Hamilton, to reach out to whānau within 48hrs after discharge. Supported by clinical oversight from our GP, these calls do more than check on recovery, they offer kai, help with prescriptions, immunisation support, and provide connection to services.

A key feature of the service is the Whānau Hauora Assessment (WHA), a holistic, electronic wellbeing tool that uncovers a wide range of unmet needs. From housing insecurity to missed GP enrolments, lack of transport, or support with mental health, this tool allows our team to respond early and wrap support around whānau in ways that traditional systems often can't.

For many whānau, this is the first time they've been asked about the wider context of their lives — and had someone listen. The impact is relational as much as it is clinical: whānau feel seen, heard, and supported. This builds confidence in accessing health care, setting the foundation for better long-term outcomes.

1. Scott N, Atatoa Carr PE, et al. *Harti Hauora Tamariki: randomised controlled trial protocol for an opportunistic, holistic and family centred approach to improving outcomes for hospitalised children and their families in Aotearoa, New Zealand. Front Pediatr.* 2024 Feb



TE KŌMATA

Outreach Immunisation Service



Outreach Immunisation Coverage

Waikato and Hauraki (2024–2025)

Data sourced from Tuku



2182

Referrals received

38% more referrals than last year



68%

of our referrals were
whānau māori



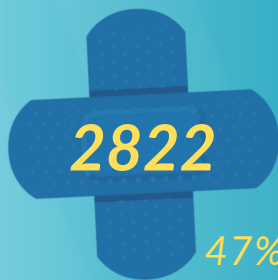
1819

Home visits conducted



1937

Follow-up phonecalls made



2822

**Immunisations
Administered**

47% Increase from last year

to

**1170
Tamariki**



Fully immunised by 8 months:



52%
TOTAL



50%
MĀORI



Fully immunised by 24 months:



64%
TOTAL



48%
MĀORI

Te Manawa Taki Immunisation

Hauraki PHO Outreach Immunisation Service

Aotearoa continues to experience lower child immunisation rates compared to other nations, contributing to outbreaks of vaccine-preventable diseases. Outreach immunisation is a service that takes immunisations to children who have difficulty accessing their primary care provider.

Hauraki PHO's Outreach Immunisation Service (OIS) has upheld the principles of mana motuhake—community-led wellbeing—and whanaungatanga—building trusted relationships—to ensure tamariki across the Waikato are protected.

Aligned with our Mokopuna Ora strategy, our Outreach Immunisation Service plays a vital role in safeguarding the health of our most at-risk tamariki. Over the past year, we have expanded our efforts through organisation-wide 'sprints' aimed at increasing immunisation coverage and reducing preventable illnesses within our communities.

A key focus has been on upskilling and training vaccinators, particularly our kaiāwhina, to deliver culturally safe and effective care. utilising robust data systems, we identify immunisation gaps, track progress, and tailor outreach to ensure whānau who need support most can access it.

This year, our Outreach Immunisation service achieved a 47% increase in immunisation delivery, reflecting the effectiveness of our targeted outreach efforts and culturally responsive engagement strategies. These gains were largely attributed to pivoting Hauraki PHO vaccinators and Kaiāwhina into support Outreach Immunisation Service (OIS) activity and improved planning and coordination.

This uplift demonstrated the power of meeting whānau where they are. As we move forward, we remain committed to growing and strengthening this service.

81%
increase in
weekly average
immunisations

69%
increase in
appointments made
or rescheduled

202%
increase in
phone contact
attempts

281%
increase in home
visits with a 7%
increase in success

Data sourced from Internal Service records



WORKFORCE DEVELOPMENT



TE WHANAKETANGA

Strengthening Our Workforce Through Kaupapa, Mātauranga, and Whanaungatanga

This year the Te Whanake Primary Care Workforce Development Fund launched alongside our partners at Pinnacle Midland Network and the National Hauora Coalition, enabling investment in the primary care workforce in Hauraki and Waikato.

Administered by the Hauraki Locality Alliance, 125 applications were received from clinicians and kaimahi within Hauraki and were able to award over \$170,000 funding to 90 recipients. This support enabled kaimahi working in Hauraki to access training and professional development opportunities that strengthened primary care delivery.

The Waikato fund, administered by the Pinnacle Midland Network, received 246 applications and we were able to fund 66 recipients from our partner providers, that's \$301,459 investment in our network development!

In house, Te Manu Kai Matauranga series was rolled out this year focused on mihimihi, Te Tiriti o Waitangi, and Te Whare Tapa Wha giving kaimahi a solid cultural competency foundation to work with whānau. A total of 82 kaimahi were involved in this series.

Wānanga, focusing on nursing practice, kaiawhina skill development, mental health, and tamariki were also delivered. These wānanga fostered knowledge sharing and strengthened whakawhanaungatanga among participants. Overall, 85 kaimahi from the HPHO and the wider network attended, with presentations delivered by 25 facilitators.

Our midwifery leader also introduced 'Emergency Birthing' training in Hauraki tailored to clinicians and whānau to ensure our tamariki have the best start to life and whānau and clinicians are equipped with the knowledge for safe delivery.



In November 2024 we signed a Memorandum of Understanding with the University of Waikato alongside our alliance partners, Pinnacle Midland Network and National Hauora Coalition.

The collaboration will support the business case for establishing the rural graduate medical programme.



From Kaiāwhina to Nurse: Growing our own, For our own

It is rewarding to see the long-term impact of investing in our kaimahi. A great example of this is the journey of one of our kaiāwhina, Ree Clark (Waikato, Ngaati Whakaakia), who began her career with us in 2016 and is now in her fourth semester of the Bachelor of Nursing programme.

With our full support, she has been able to pursue her passion for health while continuing to serve her community. Her commitment to both study and practice has been exceptional, balancing academic requirements, group projects, clinical placements and exams with grace and determination.

A standout moment for her this year was her placement with the Infant, Child and Adolescent Mental Health Service (ICAMHS) in Hamilton.

Initially outside her comfort zone, she embraced the opportunity, working alongside a multidisciplinary team supporting mothers with perinatal mental health needs and rangatahi in crisis. This experience opened her eyes to a potential career path she hadn't previously considered.

Her journey is a testament to what's possible when we believe in our people and back them with meaningful opportunities to grow. As she continues her studies and looks ahead to future placements, we're proud to walk alongside her, building a workforce that is not only qualified, but deeply connected to the communities we serve. Ree is due to graduate at the end of 2026.

OPPORTUNITIES THROUGH NIHO ORA

From patient to dental assistant.



At the heart of our mission is the belief that sustainable rural healthcare must be built from our own communities. One of the most powerful examples of this is a former patient who, after receiving care through the Niho Ora ki Hauraki initiative (Niho Ora), was inspired to join the team as a dental assistant.

Jade Te Moananui, from Ngāti Tamatera, Ngāti Tara Tokaanui and Ngāti Tumutumu, faced the same barriers as many whānau, including costly treatment long travel distances, and limited access. Through our programme, those barriers came down and became life-changing.

It was that transformation that ignited her desire to give back so when the opportunity to apply for a dental assistant position came up, she knew it wasn't just a job, it was a calling.

Her story is a testament to what's possible when we grow our own, for our own... creating a ripple effect of wellness, purpose, and pride across the rohe.



"I didn't just walk away with a better smile, I walked away with knowledge. That education gave me more than confidence; it gave me control over my hauora, my mana, and my hope."

Her personal experience as a client, helped her understand the power of compassion in care. *"I knew how nervous some patients felt. I wanted to be the kind of person who made a difference in that moment."* Now, as part of the Dental Planet team, she brings not only technical skill but deep empathy, proving that when we invest in our people, they invest right back. Jade is due to complete her training in 2026.

Te Puna Hauora Matua o Hauraki

HAURAKI PHO FINANCIAL REPORT

FINANCIAL OVERVIEW

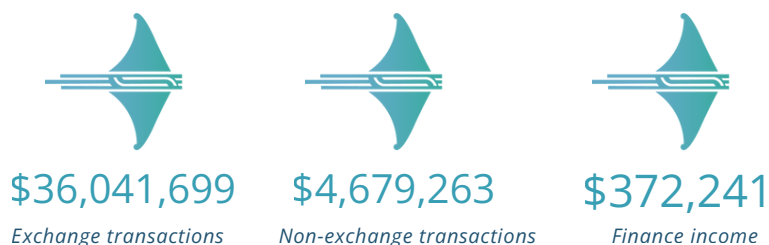
For the year ending June 30, 2025

Our financial performance this year reflects our commitment to our practices, and communities and the values that guide our work. Grounded in our kaupapa we acknowledge the strength and resilience of those we serve and remain focussed on ensuring that our financial decisions uphold equity, honour Te Tiriti o Waitangi, and enable sustainable, community-led health outcomes.

NZ \$	FY'23-24	FY'24-25	CHANGE
Revenue	32,719,680	41,093,203	26%
Expenses	32,609,801	41,034,819	26%
Surplus	109,879	58,384	-47%

REVENUE
\$41,093,203

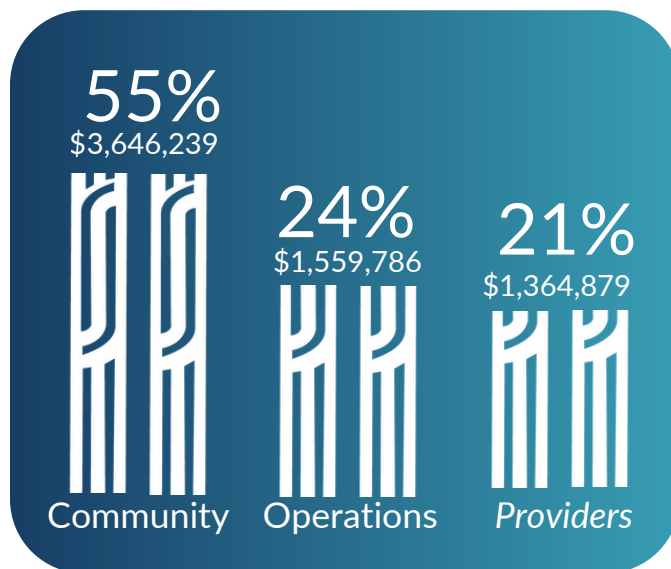
Total revenue



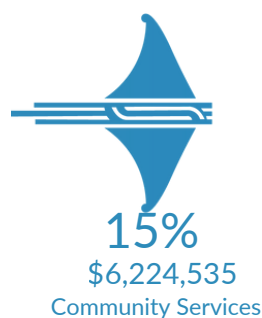
FINANCIAL OVERVIEW

For the year ending June 30, 2025

TOTAL DEFERRED REVENUE



TOTAL EXPENDITURE \$41,034,819



HPHO TOTAL REVENUE

FY'24-25 \$41,093,203

\$22,448,366

Provider capitation

Provider Capitation is the main source of funding for primary care and is based on the number of people enrolled with a general practice. Capitation is reviewed regularly to ensure it reflects enrolment trends, demographic shifts, and contractual obligations.

\$3,190,672

Provider FFS

Provider Fee-For-Service (FFS) is funding paid to primary care providers for agreed or specified services delivered, reimbursing providers for consultations, treatments, or procedures.

\$4,358,825

Provider rural and other services

Provider rural funding and other services is funding to support rural healthcare initiatives and address the unique challenges faced by geographically isolated communities. Other services include primary care equity adjustor, LTC Practice Support funding, New grad nurse, Whānau Ora and Kuia & Koroua funding.

\$932,270

Provider support services

Provider support services. This funding supports a range of services designed to enhance provider capability and improve patient outcomes.

\$2,015,290

Provider & HPHO shared services

Provider & PHO shared services This funding supports joint initiatives between healthcare providers and Hauraki PHO, including:

- Shared infrastructure, systems and administrative support
- Fostering innovation, piloting new service models and integrating best practices
- Supporting quality improvement across providers
- Reducing duplication and improving cost-efficiency in service delivery

This investment strengthens the delivery of coordinated, equitable, and community-focused care that benefits the population.

\$4,889,637

PHO contracts for community services

Community Contracts cover a range of initiatives and services, including:

- Community-based programmes tailored to local health needs
- Enhanced whānau engagement activities that promote trust, access, and cultural responsiveness
- Support for collaborative partnerships with iwi, Hauora providers, and local organisations
- Delivery of services that are flexible, inclusive, and equity-focused

These services align with our strategic priorities, ensuring that healthcare remains accessible and responsive to the needs of whānau across Hauraki and Waikato.

\$1,154,381

PHO Operations

Operational costs supports the PHO infrastructure. This funding supports day-to-day operations, including management and administrative support, IT systems, finance and contract management, and governance. This includes engaging in strategic collaboration with Te Whatu Ora, and other sector partners, advocating for Māori health equity and rural access.

(\$2,103,762) *Income received in advance*

Statement of Comprehensive Revenue and Expense

Hauraki Primary Health Organisation For the year ended 30 June 2025

Revenue

	NOTES	2025	2024
Income from Exchange Transactions	1	36,041,699	29,083,299
Income from Non-Exchange Transactions	1	4,679,263	3,463,805
Finance Income	1	372,241	172,576
Total Revenue		41,093,203	32,719,680

Expenses

Provider Payments	2	30,385,683	26,255,596
PHO Operations	2	2,253,321	1,586,970
PHO Contracts	2	8,395,815	4,767,235
Total Expenses		41,034,819	32,609,801

Surplus/(Deficit) for the Year		58,384	109,879
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Statement of Changes in Net Assets/Equity

Hauraki Primary Health Organisation

For the year ended 30 June 2025

Equity	2025	2024
Opening Balance	1,185,729	1,075,851
Increases		
Profit for the Period	58,384	109,879
Total Increases	58,384	109,879
Total Equity	1,244,113	1,185,729



Statement of Financial Position

Hauraki Primary Health Organisation

As at 30 June 2025

'What the entity owns?' and 'What the entity owes?'

	NOTES	30 JUN 2025	30 JUN 2024
Assets			
Current Assets			
Bank accounts and cash	3	2,005,470	8,581,396
Debtors and prepayments	3	821,116	3,829,469
GST		301,653	-
Total Current Assets		3,128,238	12,410,866
Non-Current Assets			
Property, Plant and Equipment	4	358,208	229,438
Investments	4	7,000,000	-
Total Non-Current Assets		7,358,208	229,438
Total Assets		10,486,446	12,640,303
Liabilities			
Current Liabilities			
Bank Cards	5	204	-
Trade payables	5	2,404,901	2,316,087
Goods and services tax	3	-	319,758
Employee costs payable	5	266,326	144,067
Deferred Revenue	5	6,570,903	8,674,661
Total Current Liabilities		9,242,333	11,454,57
Total Liabilities		3	4
Total Assets less Total Liabilities (Net Assets)		9,242,333 1,244,113	11,454,57 1,185,729
		3	4
Accumulated Funds			
Accumulated surpluses or (deficits)	6	1,244,113	1,185,729
Total Accumulated Funds		1,244,113	1,185,729



TE PUNA HAUORA MATUA O HAURAKI

Annual Report 2024-2025



Hauraki Primary Health Organisation (Hauraki PHO)
106 Sealey Street, Thames 3500
07 868 9686 | www.haurakipho.org.nz | 2024-2025

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If you have any pātai about the data in this Ripoata, whakapā mai.