



Family Start Manukau

*Caring whanau, safe children
whanau manaaki tangata*



Hard to Reach at Our Place

June 2010

Colleen Fakalogotoa CEO



Vision

Caring whanau, safe children
whanau manaaki tangata

Mission

To enable young families to overcome the
barriers which prevent them from a
successful future.

Family Start Manukau is a non government organisation (NGO) founded in 2005 by:

- Te Kupenga o Hoturoa Charitable Trust
- TaPasefika Health Trust
- Royal NZ Plunket Society Inc.

Family Start Manukau is funded to provide the Family Start programme in the Manukau area to 736 families.

MSD Contract Aims

- Identify families whose social & family circumstances may put at risk good health, education and welfare outcomes for children
- Provide a **Whanau worker** to assist families with young children to access a comprehensive range of welfare, health, education and other necessary services, according to their needs
- Provide intensive home visiting & work with families with the greatest needs to build their strength & capacity to ensure that their children have the best possible start in life

MSD Outcomes

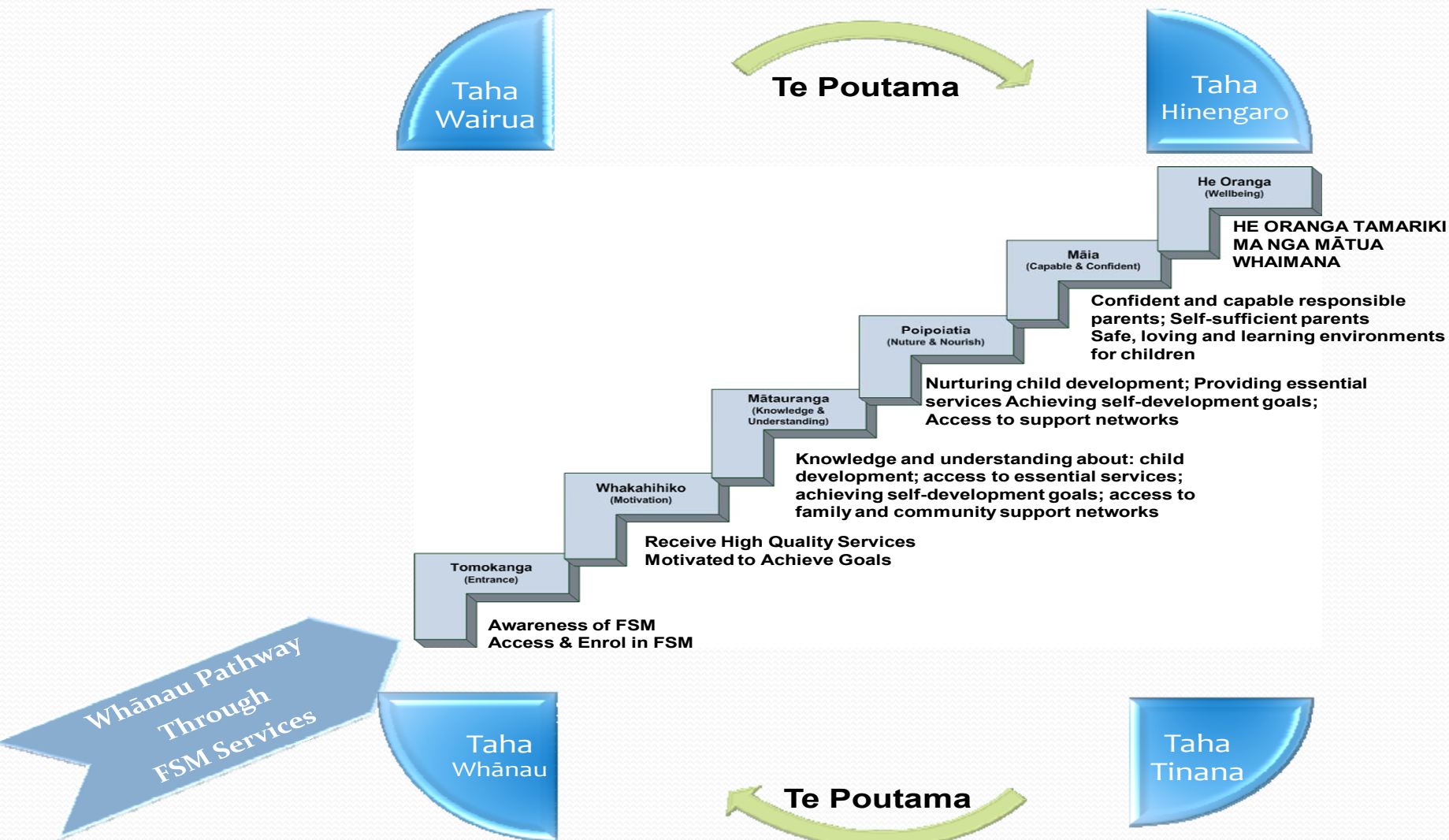
- **Long term goal** is to improve life outcomes for children and families whose social & family circumstances put their health, education and welfare outcomes at risk
- **Short-terms goals:**
 - A) Children have improved education welfare & health outcomes
 - B) Parents have improved parenting capability and practice
 - C) Parents have improved personal & family circumstances

Our long term outcome: He Oranga Tamariki Me Nga Matua Whaimana –
Wellbeing for all children through responsible parenting

He Pou Tarawāho Mo Nga Hua Rautaki - Our Strategic Outcomes Framework 2008-2013

Family Start
Manukau

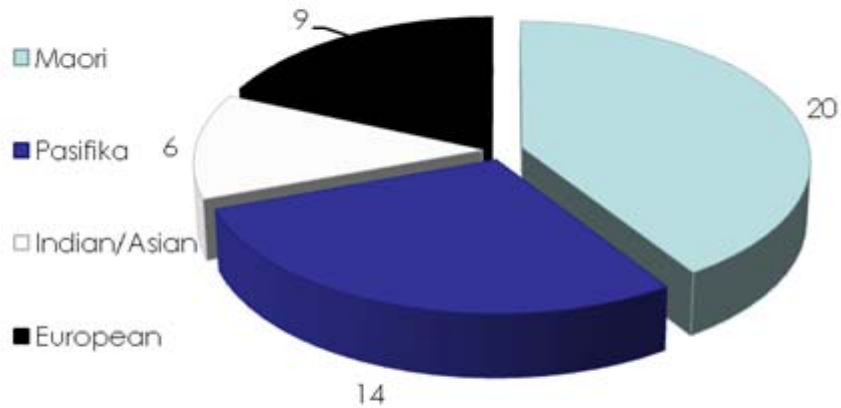
Caring whānau, safe children
whānau manaaki tangata



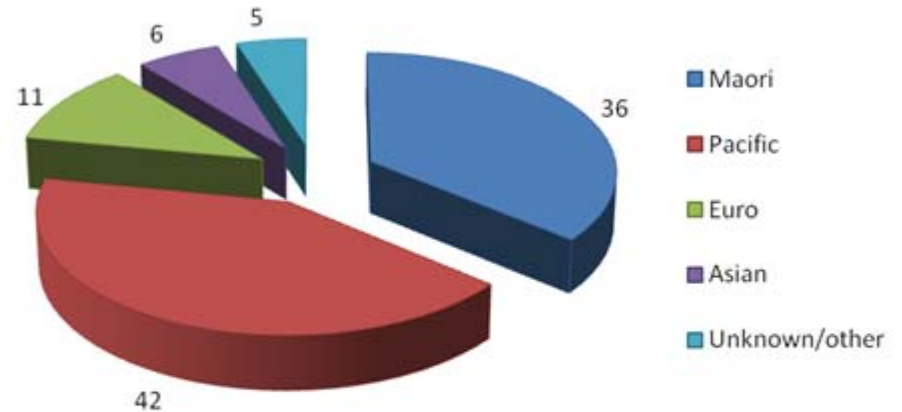


Staff & Client Ethnicity

Staff



Client





Nga kaupapa o Moemoea

In this family

- They have knowledge of their whakapapa (genealogy) and history/taonga (treasures) and are confident within their identity, able to live in the present and shape their futures
- People can speak their own language
- Spiritual aspects are central to their lives where they wish them to be
- They value and respect all who belong to them, e.g. children and older members
- They are aware of and active within their community
- They realise their roles, functions and responsibilities
- They have sufficient access to resources that they are able to provide for their needs
- They are able to collectively meet their community and family responsibilities
- They are adaptable, entrepreneurial and well educated
- They are visionary, with a sense of future possibilities
- They are able to own their own homes should they wish to
- Family members are able to make decisions about their own lives
- Family members are able to participate in all aspects of life
- People are 'comfortable in their own skins'

BELONGING, BEING VALUED, CUP IS FULL



Belonging

- Whanau – whakapapa, language, spiritual wholeness, love and cherish their own, have roles to play in their own Whanau & community, have resources to meet needs, adaptable, purposeful & hopeful, able to participate in the world around them, comfortable in their own skins

Hard to Reach

- Little to no knowledge of their whakapapa (genealogy) and history/taonga (treasures), have little to no confidence in their identity, difficulty living in the present, unable to shape their futures
- People may or may not speak their own language
- Spiritual aspects do not feature
- They often don't value and respect all who belong to them, e.g. children and older members
- They are not aware of their community and do not function in it
- They do not realise their roles, functions and responsibilities
- They have insufficient access to resources that they are unable to provide for their needs
- They are unable to collectively meet their community and family responsibilities
- They are stuck and poorly educated
- They have no purpose or vision for themselves
- They are unable to own their own homes should they wish to
- Family members drift, react, lurch from crisis to crisis & address to address
- Family members do not participate in all aspects of life , marginalised
- People are not 'comfortable in their own skins'.

— Alienated & isolated, low value, cup is empty & sometimes cracked



Alienation/Isolation

- Poverty, constrained living, life on knife edge especially with children, can't pay way out of situations. Develop survival mechanisms, taught to them if in generational poverty. Live for today, purposeless. Ends define the means. Poverty has its own culture.
- Suffer racism, or other prejudice (transgender, gay, teen, gang) – culture becomes a barrier to services - not understood. Judged. Feel unaccepted, helpless, unfair, angry.
- May have been victims of trauma. Abuse – physical, sexual, verbal from parents or family. Or victims of neglect. This messes up their psychosocial side - values & beliefs distorted. Lack of trust, suspicious, reject others, reject self. Low motivation, low value, no dreams, no hope. Personality difficulties, mental health disorders.
- Ill health- Maori & Pacific groups have not enjoyed good health in comparison with their Pakeha neighbours, and feature more commonly in injury statistics. Income to cover medications, transport to hospital & clinics, prosthetics, physio, a & e emergency clinics. Life can be interrupted because they or another family member is ill, frequent tangi. Can't afford wellness strategies.



HTR in a nutshell

- No resources
- Belonging is distorted – sub-culture
- Suspicious, avoiding, defensive
- Lack of confidence
- May not speak language of origin
- No spiritual wholeness, blank
- Don't love & cherish their own or experience being loved and cherished
- Have no role or purpose
- Feel unable to participate
- Comfortable in own skin in some situations and not others.
- Generational situation



Family Start
Manukau

*Caring whanau, safe children
whanau manaaki tangata*





What works – The Worker

- Match ethnicity – respect
- Right knowledge (edu)& skills – human behaviour, pick up cues, build relationships, accepting, flexible, streetwise, professional, reflective
- Right depth of emotional intelligence & maturity
- Right attitude- passion, perseverance, commitment
- A supportive workplace
- Issue – professional development (huge)





What Works – style & scope

- Foster inclusion – language, ethnicity, non-judgmental, acceptance, respect- take person seriously. Takes time
- Develop therapeutic relationship – Partnership trust – Most challenging aspect of the work.
- Work with strengths based approach
- Be able to create hope, and opportunities
- Plan steps, be practical & real, be there
- Wholism - Whare Tapu Wha & Pacific models





What Works- initiatives

- Drivers license work – increases confidence, reduces isolation, achievement, I'M LEGAL!, included in the world of licensed drivers
- Fathers groups- want to be a good father & partner, but don't know how to. Men respond to male workers.
- Nutrition training for some staff, demonstrating healthy food at home, seen changes to family.
- Trialing Kaumatua/Pacific Matua service – early days showing good signs especially in supporting workers.



In Conclusion

- ‘Hard to reach’ are so for a reason
- Work with HTR heart & mind to get change
- The intervention is ‘the worker’ with the right framework
- It takes time, consistency & commitment
- Achievement & acceptance gives leverage
- Professional development for workers is where it is at!