

## Soft release of Oranga Hinengaro Evaluation reports

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<b>To:</b>	Hon Simeon Brown, Minister of Health Hon Matt Doocey, Minister for Mental Health		
<b>From:</b>	Selah Hart, Interim National Director Hauora Māori Service		
<b>Copy to:</b>	N/A		
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<b>Consulted</b>	N/A		
<b>Proactive Release:</b>	This title is proposed by Health NZ for proactive release		

### Contact for further discussion (if required)

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### Attachments

**Appendix 1:** Table of evaluation recommendations and actions to date

**Appendix 2:** Oranga Hinengaro Evaluation Reports – Communication plan

## Purpose

1. This paper provides an update on the release of three evaluation reports firstly to Hauora Māori partners and whānau who participated in the interviews and evaluations, and then released publicly:
  - Whakahohoro Te Hau – Waitaha Alternative Māori Crisis Pathway
  - Māori Specific Preventing and Minimising Gambling Harm, and
  - He Kete Whaiora – Cultural Packages of Care.
2. The reports provide insights into the efficacy of culturally informed mental health and addictions service provision, which have a direct impact on achieving three of the five mental health targets.

## Summary

3. Hauora Māori Service (HMS) commissioned three evaluations to be undertaken during the 24/25 financial year. The purpose of these evaluations was to identify success-to-date and any key learnings that would inform service improvement moving forward. The services evaluated were all new oranga hinengaro services and included:
  - Whakahohoro Te Hau – Waitaha Alternative Māori Crisis Pathway. This service addresses the number of whānau Māori presenting to crisis and emergency department services in acute and mental distress.
  - Māori Specific Preventing and Minimising Gambling Harm - Local Clinical and Regional Public Health Services.
  - He Kete Whaiora – Cultural Packages of Care. This service supports tāngata whaiora Māori in their healing journey who access specialist mental health and addiction services.
4. HMS has noted the findings from all three reports and incorporated relevant recommendations into service specifications/services improvements (see Appendix 1).
5. HMS will undertake a soft release of the three evaluation reports in October 2025. A communications plan to support the release is attached as Appendix 2.

## Background

### Whakahohoro Te Hau – Waitaha Alternative Māori Crisis Pathway

6. In 2023, HMS commissioned two Hauora Māori partners (HMPs) to co-deliver Whakahohoro Te Hau - Waitaha Alternative Māori Crisis Pathway. The service addresses the number of whānau Māori presenting to crisis and emergency department services in acute and mental distress. The service is recognised as an early intervention to whole-of-population hospital-based crisis services. The service is delivered by two organisations, Purapura Whetū and He Waka Tapu.
7. In 2024, HMS commissioned Mana Pounamu Consulting to evaluate the service. [REDACTED] The report was finalised in May 2025.

## He Kete Whaiora – Cultural Packages of Care

8. In 2023, HMS established the He Kete Whaiora - Cultural Packages of Care to better meet the needs of tāngata whaiora Māori who accessed specialist mental health and addiction services.<sup>1</sup>
9. Five specialist mental health and addiction partners were commissioned to deliver a minimum of 16 cultural packages each with a maximum value of \$5,000 for each tāngata whaiora. In 2024/2025, we extended delivery to 10 partners. The total cost for 2023/2024 was \$500,000.
10. In April 2024, HMS commissioned Take Notice Ltd to undertake an evaluation and drafting of a subsequent report of the He Kete Whaiora kaupapa. [REDACTED]. The evaluation report was finalised in February 2025.

## Māori Specific Preventing and Minimising Gambling Harm Services

11. In 2023 HMS, commissioned Kōkiri Consultants Limited to evaluate the Māori Specific Preventing and Minimising Gambling Harm Services. [REDACTED]
12. The report covers the evaluation of the Māori Specific Preventing and Minimising Gambling Harm Local Clinical and Regional Public Health Services establishment and early implementation. The evaluation is focused on providing insights on the early progress of the partners, ways in which they are working together and identified areas for improvement. The report was finalised in March 2025.

## Key findings from the reports

### Whakahohoro Te Hau – Waitaha Alternative Māori Crisis Pathway

13. Key findings of the evaluation include:
  - The service demonstrates successful implementation as a kaupapa Māori mental health service and effectively fills a critical gap through innovative referral pathways, integrated support approaches, and strong partnerships.
  - Tāngata Whaiora consistently report positive experiences with the service's strengths-based, collaborative approach that provides culturally appropriate, holistic support across the domains of Te Whare Tapa Whā, enabling them to address immediate crises while building pathways toward sustainable wellbeing.
  - The service has established effective reach through a relationship-focused approach to building awareness, prioritising direct engagement with referrers over promotional materials.
  - Whakahohoro Te Hau serves as a bridge that facilitates Tāngata Whaiora access to wrap-around services that can lead to wellbeing outcomes.
  - The evaluation identified that Tāngata Whaiora experienced improvements in wellbeing through incremental changes facilitated by their engagement with Whakahohoro Te Hau.
14. Based on the findings described above, the evaluation makes the following recommendations

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<sup>1</sup> He Kete Whaiora Cultural Packages of Care included a range of supports and activities to reconnect tangata whaiora to their sense of self. These activities and supports were derived from te ao Māori and include such things as reconnection to whakapapa and whānau, te reo Māori and a stronger understanding of mātauranga Māori.

for Whakahohoro Te Hau:

- Maintain the current approach of embedding kaimahi within key referral partners and explore further opportunities to place staff in at points in which Tāngata Whaiora interact with the system (such as the Police custody suite) to enhance support and intervention at critical points.
- Enhance collaboration between Purapura Whetū and He Waka Tapu, including more consistent meetings and connections between the organisations. This should include aligning processing where necessary, such as standardising referral documentation requirements, to ensure seamless coordination and support for Tāngata Whaiora.
- Retain flexibility of the service model to cater to individual needs, while adhering to minimum expectations for Tāngata Whaiora contact and support to ensure consistent and reliable care.
- Consider implementing more formalised support mechanisms for kaimahi, including caseload management practices and regular professional supervision. This will help sustain the wellbeing and effectiveness of kaimahi in their roles.
- Continue to strengthen integration between Whakahohoro Te Hau and clinical mental health services. This can be achieved by formalising ways to share best practices and successful strategies developed through the service, such as joint training sessions.
- Explore the possibility of rolling out the Whakahohoro Te Hau model more widely to other Te Whatu Ora localities, leveraging its success to benefit a broader population.

15. HMS has noted the positive findings from the evaluation and have incorporated the relevant recommendations into the service specifications for the renewal agreements for these services.

### **He Kete Whaiora – Cultural Packages of Care**

16. Key outcomes from the evaluation included:

- Increased access for tāngata whaiora to healing approaches grounded in te ao Māori that improved mental, physical, spiritual and whānau wellbeing.
- Increased engagement in wānanga and te ao Māori kaupapa that enabled tāngata whaiora to develop peer to peer relationships and increased their confidence in their cultural identity and knowledge of tikanga Māori.
- Tāngata whaiora received 1:1 support and resources to achieve their goals that reconnected them to te ao Māori and enabled them to self-determine strategies and solutions to healing and to maintain oranga hinengaro.
- Increased independence, meaning and purpose in the lives of tāngata whaiora.

17. The evaluation also demonstrated opportunities for improvement in the implementation of the cultural packages. This included:

- Improved communication between the funder and partners about the purpose and expectations of the cultural packages including the boundaries and limitations for their use. The partners will also need to ensure that kaimahi are informed and that they understand the purpose and expectations for the use of the cultural packages.
- Improved communication between the partners and tāngata whaiora to ensure tāngata

whaiora fully understand the purpose of the cultural packages and that they have the time to discuss the process and options for their use.

18. The report noted that funding was used outside of the scope of the agreements. This was due to a mismatch between the partners understanding of what could be included in a cultural package versus HNZ expectations of what could be included. HNZ met with the partners on multiple occasions to provide clarity on expectations. A decision was made to address the identified service improvements through an improved service delivery model and subsequently HMS ended the existing agreements and has recently gone to market to procure a new national partner to deliver the programme.

### **Māori Specific Preventing and Minimising Gambling Harm Services**

19. Key findings of the evaluation included:

- In general, all partners are delivering what they designed and are responding to the needs of tangata whaiora and whānau.
- While it is early days, there are some positive insights from tangata whaiora, whānau, and external organisations regarding their engagement with gambling harm services.
- Partners develop services by collaborating and working towards common goals, leveraging their networks and relationships to support tangata whaiora and whānau.

20. Building on feedback and the lessons learned from establishing services, the following recommendations outline key actions to continue the strengthening of culturally responsive gambling harm supports:

- allow sufficient time for establishment.
- strengthen capability and resourcefulness.
- enable localised solutions with flexibility.
- increase lived experience involvement.
- build reputational trust and relationships.
- establish a Māori-led national response.
- strengthen regional responses through Te Kāhui Mokoroa.
- promote joined-up approaches between Partners.

21. HMS has noted the positive findings to date. In terms of the lessons learned, HMS will look for opportunities to incorporate them into services moving forward.

### **Next steps**

22. HMS will undertake a soft release of the three evaluation reports in October 2025. This will include the reports being released to the relevant HMPs involved in the evaluations and the dissemination to whānau who participated in the interviews that informed the evaluations.
23. Following the release of reports to HMPs and whānau, the reports will be published before the end of 2025 on the Health New Zealand | Te Whatu Ora - Hauora Māori Service webpage. A communications plan to support the release of the reports is attached as Appendix 2.

## Appendix 1: Table of evaluation recommendations and actions to date

Evaluation report	He Kete Whaiora Recommendation	Action	Status
He Kete Whaiora (completed December 2024)	Provide comprehensive written guidelines and information about the boundaries and expectations for the use of the cultural packages to ensure there is a clear understanding of the use of the cultural packages	Based on the performance to date across the 10 partners delivering He Kete Whaiora and the findings from the evaluation, a decision was made to exit the Agreements from 30 June 2025 and go to market to identify a single national partner who had a strong focus on Lived Experience to deliver the kaupapa. The procurement process is currently underway. It is expected a new partner will be in place by October 2025.  As part of the service specification there will be clear guidelines about the use of the cultural packages.	Will be completed upon contracting of new national partner – October 2025
	Explore the potential for a collaborative approach to delivery of the cultural packages with shared processes, systems and resources to enable the fund to be implemented effectively as intended	Based on the performance to date across the 10 partners delivering He Kete Whaiora and the findings from the evaluation, a decision was made to exit the Agreements from 30 June 2025 and go to market to identify a single national partner who had a strong focus on Lived Experience to deliver the kaupapa. The procurement process is currently underway. It is expected a new partner will be in place by October 2025.  The delivery by a single national partner will provide more opportunity for collaboration across a range of partners nationally and will enable a more effective distribution of and access to He Kete Whaiora.	Will be completed upon contracting of new national partner – October 2025
	Review the reporting requirements with a view to establish outcomes-based measures that allow for reporting on the expected long-term benefit of the cultural packages	Based on the performance to date across the 10 partners delivering He Kete Whaiora and the findings from the evaluation, a decision was made to exit the Agreements from 30 June 2025 and go to market to identify a single national partner who had a strong focus on Lived Experience to deliver the kaupapa. The procurement process is currently underway. It is expected a new partner will be in place by October 2025.  As part of the development of the service specification with the new national partner to deliver He Kete Whaiora, reporting requirements will be agreed upon, including outcome measures to evidence benefit to tangata whaiora and whānau from the cultural packages.	Will be completed upon contracting of new national partner – October 2025
	Implement an evaluation programme to monitor the efficacy of the cultural packages at regular intervals, and to celebrate the successes of the He Kete Whaiora cultural packages	Further independent external evaluation will be undertaken as funding permits. There is currently no investment available to implement further evaluation alongside the new national partner who will be delivering He Kete Whaiora. However, when funding permits this can be re-visited.	Will be completed when investment becomes available

Evaluation report	He Kete Whaiora Recommendation	Action	Status
	Partners to implement the necessary resource and training to ensure that tāngata whaiora are adequately supported 1:1 to understand the intent and purpose of the cultural packages	The successful partner to the He Kete Whaiora procurement will need to have processes in place to socialise the kaupapa and ensure that tangata whaiora are adequately supported to understand the opportunity of the cultural packages. These processes will be outlined in the service specification and will need to be reported on as part of an initial implementation report.	Will be completed upon contracting of new national partner – October 2025

Evaluation report	Māori Specific Preventing Minimising Gambling Harm Evaluation Recommendations	Action	Status
<b>Māori Specific Preventing and Minimising Gambling Harm (Implementation and Initial Delivery) Evaluation (completed March 2025)</b>	Allow Sufficient Time for Establishment	The procurement for the GH services was two-phase. With an initial co-design phase of 6 weeks and then a period of 3 months to establish and implement services. The timeframes to establish services were made clear in the ROI documents and subsequently as partners were identified to progress to co-design. This period is a lot longer than traditional procurement processes. However, it is acknowledged that for some partners this was a new kaupapa and the time to both complete the co-design and establish services extended beyond what was initially outlined. We worked 1:1 with partners to support with this.	This will be considered in future procurement activity
	Strengthen Capability and Resourcefulness	Additional investment was identified, and workforce development contracts were entered into with all the MSGH partners to support with capacity and capability to deliver services effectively. In conjunction with this, there was a small amount of funding included in Agreements to support kaimahi to undertake training (scholarships). It is acknowledged that workforce development and training is an ongoing need and when funding permits, we will continue to support.	Completed during 23/24 and 24/25 but further investment will be considered when able
	Enable Localised Solutions with Flexibility	There was a co-design process as part of the procurement process for these services. Each service has its own bespoke service specification, developed with their communities and informed by Lived Experience. We will continue to work with partners around adapting their services to meet the needs of their communities.	Completed through the co-design procurement process but an ongoing action that will be undertaken with partners delivering the services.
	Increase Lived Experience Involvement	There was a clear expectation from the outset that Lived Experience needed to underpin the design, implementation and delivery of the services. This	Completed through the procurement process

Evaluation report	Māori Specific Preventing Minimising Gambling Harm Evaluation Recommendations	Action	Status
		needed to be evidenced in the ROI, the co-design planning and the service specification that was developed in partnership with the partners. It will be important to ensure this focus remains and that where there continues to be opportunities for Lived Experience whānau to contribute through leadership, kaimahi and advice roles.	but an ongoing kōrero with partners to ensure this focus remains
	Build Reputational Trust and Relationships. Partners must invest adequate time to develop relationships, foster collaborations, and build an understanding of the kaupapa	One of the evaluation criteria for the ROI process was around evidencing relationships. This needed to be reflected in the co-design process and then through into the development of the service specification for each service. It is an expectation that whanaungatanga is a key approach in the delivery of GH services.	Evidenced through the procurement process but will remain an ongoing focus through the delivery of effective services
	<p><u>Establish a Māori-Led National Response.</u></p> <p>A national response would enable coordinated policy, funding, and advocacy efforts while allowing regional providers to tailor services to local needs. Initiatives such as the development of a national diploma in gambling harm demonstrate the potential for collective leadership and innovation in the sector.</p>	The four regional public health GH services formed a collaborative early on in their establishment to enable a national led and coordinated focus on policy and advocacy, along with supporting the local clinical GH services across Aotearoa. The development of a national diploma in GH is one of the many actions completed to date by the collaborative.	Completed and ongoing through the collaborative between the four Regional Public Health GH Services
	<p><u>Strengthen Regional Responses through Te Kāhui Mokoroa.</u></p> <p>The success of regional responses depends on Te Kāhui Mokoroa facilitating greater cohesion among Partners. By fostering collaboration, sharing resources, and aligning efforts, Te Kāhui Mokoroa can help ensure that all Partners are included and supported in their work</p>	Te Kāhui Mokoroa is the collaborative of the four regional public health GH services. It has taken time for the four regional services to build effective relationships with all the local clinical services across Aotearoa. This will require ongoing effort and has been emphasised as a priority by HMS	Ongoing by Te Kāhui Mokoroa
	<p><u>Promote Joined-Up Approaches.</u></p>	Some of this has and will continue to be achieved through Te Kāhui Mokoroa but there is also a need to strengthen relationships with the various other	Ongoing by all partners in the GH space

Evaluation report	Māori Specific Preventing Minimising Gambling Harm Evaluation Recommendations	Action	Status
	The need for shared branding, resources, and service pathways, such as seamless referral systems that enhance whānau access. National health promotion campaigns that incorporate a unified message while allowing for local adaptation have the potential to extend reach and strengthen impact.	partners across the gambling harm sector. Connections were made as services established themselves, but these relationships will need to be maintained.	

Evaluation report	Whakahohoro Te Hau Evaluation Recommendations	Action	Status
Whakahohoro Te Hau (Waitaha Crisis Alternative Pathway) Evaluation	Maintain the current approach of embedding kaimahi within key referral partners and explore further opportunities to place staff in at points in which Tāngata Whaiora interact with the system (such as the Police custody suite) to enhance support and intervention at critical points	Both partners delivering this service in Otautahi continue to pivot as required. There is now an afterhours telehealth component available to better utilise resource and to enable wider access to support.  The need to continue to have this approach has been included in the service specification for the renewed Agreement.	Ongoing
	Enhance collaboration between Purapura Whetu and He Waka Tapu, including more consistent meetings and connections between the organisations. This should include aligning processing where necessary, such as standardising referral documentation requirements, to ensure seamless coordination and support for Tāngata Whaiora.	A conversation has been had with both partners about enhanced collaboration moving forward. This will need to remain a focus and HMS will monitor that this is occurring.  This has been included in the service specification for the renewed Agreement	Ongoing
	Retain flexibility of the service model to cater to individual needs, while adhering to minimum expectations for Tāngata Whaiora contact and support to ensure consistent and reliable care.	Both partners delivering this service in Otautahi continue to pivot and flex as required. There is now an afterhours telehealth component available to better utilise resource and to enable wider access to support.  The need to continue to have this approach has been included in the service specification for the renewed Agreement.	Ongoing

Evaluation report	Whakahohoro Te Hau Evaluation Recommendations	Action	Status
	Consider implementing more formalised support mechanisms for kaimahi, including caseload management practices and regular professional supervision. This will help sustain the wellbeing and effectiveness of kaimahi in their roles.	There is an expectation that both partners have support mechanisms for kaimahi, including caseload management and regular supervision. HMS will continue to monitor that this is occurring.  This has been included in the service specification for the renewed Agreement.	
	Continue to strengthen integration between Whakahohoro Te Hau and clinical mental health services. This can be achieved by formalising ways to share best practices and successful strategies developed through the service, such as joint training sessions.	The strengthening of integration between the services and clinical mental health services will occur through the on the ground relationships between the services but also through the funding relationship that exists between HMS and Mentally Well Canterbury. This service is co-commissioned by both HMS and Te Whatu Ora Canterbury. As such it is also the responsibility of the funders to enable and support effective working relationships between the services.  This has been included in the service specification for the renewed Agreement.	Ongoing for both the services and the funders
	Explore the possibility of rolling out the Whakahohoro Te Hau model more widely to other Te Whatu Ora localities, leveraging its success to benefit a broader population.	There is currently no investment available within the HMS appropriation to expand the delivery of Whakahohoro Te Hau into other localities. However, if there are opportunities to bid for funding or if investment becomes available, this kaupapa will be considered due the successes evidenced to date and the evaluation that has been undertaken.	Investigate when investment becomes available

## Appendix 2: Oranga Hinengaro Evaluation Reports – Communication plan

### Background

#### He Kete Whaiora: Cultural Packages of Care

Te Aka Whai Ora initially commissioned 5 hauora Māori partners to deliver He Kete Whaiora: Cultural Packages of Care kaupapa to tāngata whaiora who were engaged in secondary or specialist mental health and addiction services.

The intent and purpose of the cultural packages was to support tāngata whaiora to explore self-determined solutions and strategies through te ao Māori that enable healing and to maintain oranga hinengaro.

The cultural packages were intended to enhance people's skills and provide the support that would strengthen their identity and knowledge of tikanga Māori, enhancing connectedness, resilience, self-identity and quality of life.

#### MSPMGH (Māori Specific Prevention and Minimising Gambling Harm)

Te Aka Whai Ora commissioned a review the MSPMGH services. The evaluation took place over two stages, including:

1. Review of the MSPMGH procurement process to understand the partners' experience and identify areas of success and opportunities for improvement.
2. Review of the implementation and establishment of the MSPMGH Local Clinical and Regional Public Health services across Aotearoa.

The report referred to in this communications plan covers Stage Two: Review of the MSPMGH Local Clinical and Regional Public Health Services establishment and early implementation. The evaluation provides insights into the partners' early progress, ways they work together, and key challenges.

#### Whakahohoro Te Hau: Waitaha based alternative crisis pathway

Whakahohoro Te Hau is a Waitaha based service designed to address and eliminate obstacles for whānau seeking assistance during mental health crises. The service is delivered by [He Waka Tapu](#) and [Purapura Whetu](#). The kaupapa aims to address the number of whānau Māori presenting to crisis and emergency department services in acute mental distress.

#### Engagement approach

- Initial release of the evaluations to participating HMPs and whānau via email.
- Publish the reports on the website.
- Release reports via pānui.
- External website under Māori health webpage under publications.

#### Stakeholders

Who	Approach	Responsible
Participating hauora partners and whānau	Notification of the Reports availability with attached PDF of report	Michele Bristow
Ministers Minister of Mental Health & Addictions	Weekly RADAR	Michele Bristow / HNZ comms
HMS kaimahi	Internal pānui	Michele Bristow
IMPBs	Pānui	Michele Bristow
Wider HMPs	Pānui - stakeholder	Michele Bristow

### Timeline

- Briefing paper to minister – week beginning 13 October 2025
- Emails with attached evaluation reports sent to partners and whānau – week beginning 13 October 2025
- Release reports via panui and publish on the website – week beginning 13 October 2025

### Risks and mitigation

Risk	Level	Mitigation
Questions raised about length of time to release evaluation reports	Moderate	Provision of FAQ's to address questions around release process
Ability of HMS to fulfil recommendations outlined in the evaluation reports	Low	Many of the recommendations across the 3 reports have already been implemented or are underway. FAQ's will be developed to answer these questions if raised.

### Key messages - He Kete Whaiora: Cultural packages of care

He Kete Whaiora provided cultural packages of care to better meet the needs of tāngata whaiora Māori who accessed specialist mental health and addiction services.

Five specialist mental health and addiction partners were commissioned to deliver a minimum of 16 cultural packages in 2024/25; that number was then extended to 10 partners.

#### He Kete Whaiora has delivered meaningful outcomes for tāngata whaiora

- The programme increased access to healing grounded in te ao Māori, enhancing mental, physical, spiritual, and whānau wellbeing.
- Engagement in wānanga and kaupapa Māori strengthened cultural identity and peer relationships.

- Tāngata whaiora experienced greater independence, purpose, and self-determination.

### **Cultural packages require clearer communication and implementation**

- The evaluation identified a need for improved clarity between funders, partners, and kaimahi regarding the purpose, boundaries, and expectations of cultural packages.
- Tāngata whaiora must be supported to understand and engage with these packages meaningfully.

### **Service delivery improvements are underway**

- Funding use outside of scope was noted, prompting a shift to a new delivery model.
- A new national Hauora Māori partner with a strong focus on lived experience is being procured to strengthen service quality and alignment with kaupapa Māori principles.

### **Key messages for whānau**

He Kete Whaiora supported healing through Māori values and practices, helping tāngata whaiora feel stronger and more connected.

### **You deserve clear, respectful support**

Improvements are being made to ensure cultural packages are better explained and tailored to the needs of tāngata whaiora and whānau.

### **A new Hauora Māori partner will continue the journey**

He Kete Whaiora is evolving to better serve whānau, with a new national Hauora Māori partner being selected to deliver the next phase of support.

### **Whakahohoro Te Hau: Waitaha alternative crisis pathway**

- Whakahohoro Te Hau is a Waitaha based service designed to address and eliminate obstacles for whānau seeking assistance during mental health crises.
- Co-delivered by [Purapura Whetū](#) and [He Waka Tapu](#), the service provides an alternative to hospital-based crisis pathways for whānau Māori experiencing acute mental distress.
- It is recognised as a proactive te ao Māori-based response to reducing emergency department presentations.
- The service fills a critical gap in the mental health system by reaching those who fall between clinical thresholds.
- The service uses innovative referral pathways and integrated support models.
- The service embeds cultural safety and strengths-based practice.
- The service demonstrates strong partnerships and strategic positioning within the broader system.

### **Evaluation confirms positive outcomes for tāngata whaiora**

- Increased access to healing approaches rooted in te ao Māori.
- Enhanced cultural identity, peer relationships, and confidence through wānanga and kaupapa Māori engagement.

- Tangata whaiora report greater independence, meaning, and purpose in their lives.
  - Is highly valued by Tāngata Whaiora for its holistic, collaborative, and culturally grounded approach.
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## **Key Messages for Māori Specific Prevention and Minimising Gambling Harm**

### **Māori-led Solutions for Māori Wellbeing**

- MSPMGH services are grounded in kaupapa Māori, ensuring that Māori values, knowledge, and leadership guide all aspects of gambling harm prevention and treatment.
- Māori communities are reclaiming their own pathways to wellbeing, drawing on mātauranga Māori and traditional healing practices to support whānau.

### **Whānau-Centred, Culturally Safe Services**

- Services are designed with and for whānau, recognising that healing and wellbeing are collective, not individual, journeys.
- Every door is the right door – services are accessible, inclusive, and responsive to the diverse needs of Māori whānau.

### **Lived Experience at the Heart**

- Tangata whaiora and whānau with lived experience are shaping services through advisory roles, feedback loops, and co-design processes.
- Honouring whanaungatanga and hononga ensures that services are built on trust, respect, and authentic relationships.

### **Strengths-Based, Mana-Enhancing Approaches**

- Services focus on the strengths, resilience, and aspirations of tangata whaiora and whānau, not just the harm.
- Initiatives like wānanga, te reo classes, and maramataka-based healing reconnect individuals with their identity and cultural strength.

### **Integrated, Holistic Support**

- MSPMGH services address the full spectrum of wellbeing – spiritual, mental, physical, and social – through models like Te Whare Tapa Whā and States of Mauri.
- Wrap-around support is delivered in places where whānau live, work, and gather – from marae to kura to kaumātua groups.

### **Community-Driven, Regionally Responsive**

- Services are tailored to the unique needs of each region, acknowledging the impact of socio-economic deprivation and gambling expenditure.
- Local solutions are informed by data, community voice, and strong relationships with mana whenua and iwi.

### **Building the Evidence Base for What Works**

- Partners are contributing to a growing body of mātauranga and evidence on effective Māori-specific gambling harm responses.
- Evaluation and continuous improvement are embedded in service delivery, ensuring accountability and innovation.