



PALMERSTON NORTH CITY COUNCIL

MINUTES ATTACHMENTS

COMMUNITY DEVELOPMENT

COMMITTEE

9AM, WEDNESDAY 4 NOVEMBER 2020

COUNCIL CHAMBER, FIRST FLOOR, CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

COMMUNITY DEVELOPMENT COMMITTEE MEETING

4 November 2020

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Kaitiakitanga-Neighbourhood Youth Conferences

- 08-10 January and 22-24 March saw the Highbury Junior Youth Group host two “Neighbourhood Youth Conference” at Kiwi Iwi Kainga (KIK) Youth Centre.
- The aim of the conferences were for youth to come together to study, reflect, and discuss the reality of young people in the neighbourhood and how best they could support each other.
- Through the conferences the youth were able to meet and formulate plans where they could utilize their talents to work together and support each other to address some of the needs facing them.
- The youth also covered topics on how best they could implement Kaitiakitanga within the Highbury community. The ideas around Kaitiakitanga were elaborated on, with valuable input received from the KIK Youth Committee and how best the youth could be supported to voice their issues with PNCC.
- Some of the Youth ideas for Highbury community improvement and Kaitiakitanga were as follows:



1. “Take away the wooden things (barriers) it wrecks the cars” and replacing them with rubber barriers



2. “More places for whānau to sit and eat”, as this is the only table, which is used on a daily basis



3. “Play stuff for us older kids too”, as the youth feel the current equipment is more suitable for the younger children. Also seating with tables for families and drink fountains. As the picture above clearly shows, there is not enough play equipment for the bigger youth.



4. “For our community to look nice” and looked after. The trees are sometimes unkempt and overgrown and the lines for the carparks need a repaint, which the youth are willing to help with.



5. "Stop the graffiti" by having more spaces for Youth to express themselves, "under the bridge by Mangaone doesn't really work because not many people can see it".

Emergency Housing-more demand for housing support/increase public housing supply

- Housing continues to be an issue for rangatahi with access to social housing proving extremely difficult. One rangatahi slept in her car with her two young children after exhausting numerous avenues for housing, which included; all Palmerston North Motels, transitional and emergency housing, and homes of friends and family.
- After two days of sleeping in her car, the rangatahi and her children were able to secure temporary housing with a whānau member. The home is extremely overcrowded with two other lots of homeless whānau also temporarily residing in the home.
- The housing market is a definite struggle for some whānau, with market rentals at an all-time high and unattainable to many rangatahi.
- Private property viewings often have in excess of 20-30 applicants and if you are a solo-parent with financial debt and limited to nil good references, you are often overlooked as a potential tenant. WINZ can help with stopping debt repayment for 1 year.
- The Motels are unquestionably the ones winning in this whole housing crisis.

Ongoing removing/demolishing of Social Housing

- Whānau are feeling discouraged at the continuation of structurally sound social housing removal/demolishing, especially whilst an increase in the public housing supply is needed.
- This quarterly whānau witnessed further removal of homes from Coventry Street, Highbury and Clyde Crescent, Roslyn and still no rebuild on vacant land (throughout Palmerston North), especially land that has been uninhabited for decades, like Botanical Road, Highbury (below pictures 3 & 4).



1. Coventry Street



2,3,4,5. Uninhabited land in Highbury.

Hauora Hinengaro

- Mental Health took part in numerous ways with the rangatahi this quarterly; one such instance included a young rangatahi losing his Dad to suicide.
- The loss was understandably devastating for the rangatahi, his Mum and the wider whānau, hence, avenues of support were offered which included an suggestion of referral to counselling (individual/whānau), advice with online support/phone support/grief & suicide support groups and community mental health.
- Although the rangatahi felt suicide postvention support was not required, take away information was given for him to read through in his own time.

















Social isolation & loneliness in older people

Presentation to Community Development Committee
Palmerston North City Council
4 November 2020

Syed Zaman
Consultant Geriatrician
Clinical Executive Te Uru Whakamauora Healthy Ageing & Rehabilitation
MidCentral DHB

Older people are at increased risk of loneliness:

- Bereavement
- Longevity
- Frailty
- Sensory impairment
- Cognitive impairment & dementia
- Depression & anxiety
- Caring role

Impact on health & wellbeing

- 50% more likely to access emergency care services
- 40% more likely to have >12 GP visits in a year
- Independent risk factor for ARC admission
- Increased risk of heart disease, stroke, hypertension, dementia, depression
- Increases the likelihood of death

How to prevent loneliness and support older people

- Access to high quality health & social care
- Improve the identification of loneliness – partner with voluntary sector
- Social prescribing:
 - needs of Maori and other ethnic groups
 - older people unable to leave their homes

The role of the voluntary sector

- Companionship, befriending & support to get out & about
- Support for those needing hospital admission
- Creating a dementia friendly society
- Supporting carers
- Intergenerational practice
- Animal assisted therapy

How to build connectedness – 10 tips

1. Think about how to involve users
2. Work with volunteers
3. Build on local assets and strengths – ABCD:
 - Map capacities and assets
 - Build relationships and connections between residents
 - Mobilise residents to become self-organizing
 - Convene a core group of residents to identify a key theme

4. Make sure group activities are based on shared interest:
 - Community sharing/companionship
 - Activities that 'offer' something else desirable
 - Enable social contact to continue outside of the group
5. Ensure 1:1 connections feel genuine – befriending
6. Be careful with your language – stigma
 - Create positivity around an issue
 - Terminology around age and demographic can be a barrier
7. Remain age-positive – emphasise healthy active ageing
 - WHO – age-friendly communities

8. Focus on the neighbourhood
 - locality has a significant influence on well-being
 - Focusing on a place – sense of belonging – can reduce loneliness
9. Try to facilitate transport
10. Harness digital technology – carefully
 - Can exacerbate loneliness
 - Heat map
 - Zoom/Skype

Examples of neighbourhood approaches

- Leeds Neighbourhood Networks
 - 37 locally based schemes
 - Aim of enabling older people to feel included
 - Volunteer delivered range of services
 - Positive shift in all outcomes

- The Rural Coffee Caravan
 - Provides a mobile drop-in space
 - Connects people with conversation (over a coffee)
 - People feel valued and appreciated
 - Volunteers feel they are 'giving back' and have a sense of belonging



[Loneliness.org.nz](https://loneliness.org.nz)



[Healthnavigator.org.nz](https://healthnavigator.org.nz)

Disability Reference Group Palmerston North City Council

2020

This Year

2020 has been a strange and difficult year for everyone.

Due to Covid-19 meetings were put on hold between April – June 2020.

Disability Reference Group (DRG) members were able to meet in February, July - October 2020.

In these meetings, DRG members were consulted by PNCC officers on a number of issues and topics.

Issues & topics DRG were consulted on:

- Having a better understanding on how to network, process, and provide information in an emergency (*Emergency Management*)
- Accessibility for 'Streets for People' development programme (*Infrastructure*)
- Accessing art work in Palmerston North and developing a mobile app tour guide (*Community Development*)
- Active Citizenship plan (*Democracy and Governance*)
- Meeting needs of disabled people in events (*Events*)
- 10 year plan (*Strategy & Policy*)

Cont'd ...

- Achieving mobility parking compliance outside of current hours (*Parking*)
- Signage at public toilets and changing rooms (*Property*)
- Wildbase Recovery Accessibility (*Wildbase Recovery*)
- Parks and reserves accessibility & Memorial Park development (*Parks & Reserves*)
- Equal employment opportunities at PNCC (*Human Resources*)
- Footpath renewal programme (*Infrastructure*)

Achievements

- Sign language interpreters available at major events i.e. Festival of Cultures
- Availability of sign language interpreters at city council meetings when requested
- Accessibility at 'Streets for People' development on the Square
- Mobility permitted car park signs
- Companion Card

Companion card scheme trial

Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
<ul style="list-style-type: none"> Meet with Ticketed Venues Sign Agreement with Mana Whaikaha 	Launch of Companion Card trial phase						<ul style="list-style-type: none"> End of Companion Card trial phase Report back

Operational Phase

Acknowledgments

City Councillors

PNCC Officers

PNCC Welfare team during the lockdown

Workplan & Aspirations

- Continue working along side the PNCC Events team to meet the needs of disabled people at events
- Work with PNCC regarding employment opportunities and voluntary roles for disabled people
- Work with and encourage PNCC to consider The Enabling Good Lives approach
- To work on an approach to support the rethinking of community and civil participation for disabled people and their families
- Work with and encourage PNCC to consider doing an assessment on council facilities to ensure that consideration is given to the needs of people with disabilities

Thank You





BACKGROUND 2019/2020 HIGHLIGHTS

- Welcoming Communications
- Celebrating Culture & Identity
- Equitable Access
- Recognition

NEXT STEPS



BACKGROUND

- Accreditation-based programme creating inclusive communities
- Immigration New Zealand (MBIE) led and part of a global network
- Piloted 2017-2019, now expanding to up to 30 additional councils
- Our implementation has been community-driven, guided by Welcoming Communities Advisory Group
- Accredited as an Established Welcoming Community in June 2020







WELCOMING COMMUNICATIONS

- Regular campaigns to promote key messages - #PalmyWelcomes #WithRefugees #PalmyLegends
- Ongoing messaging via Facebook platform Palmerston North – City of Cultures
- Positive, consistent messaging; story-telling, imagery and video
- Complemented by events and activities





CELEBRATING CULTURE & IDENTITY

- Creating a shared sense of pride in being part of a culturally rich and vibrant community
- Opportunities to learn and connect
- Bringing cultural celebrations to the wider public: Eid, Holi, Diwali, Lunar New Year, Moon Festival
- Meanwhile supporting smaller-scale events and activities





EQUITABLE ACCESS

- City Welcome sessions continue to evolve
- Welcomes led by Te Ahi Kaea
- Wide appeal with a range of newcomers
- Other equitable access activities include: Welcome Packs, student orientations and multi-lingual Welcome Videos



RECOGNITION

- We are seen as a leader in the programme nationally
- Regular features in Immigration New Zealand's quarterly ActionNZ magazine
- Welcoming International interviews
- COVID-19 response acknowledgement



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PARADEA
PALMERSTON
NORTH
CITY

NEXT STEPS 2020/2021 & BEYOND

- Maintain progress
- New Welcoming Plan, with focus on:
 - Welcoming Public Spaces
 - Economic Development, Business & Employment
 - Civic Engagement
- Monitoring & evaluation
- Leadership role in national rollout





MidCentral District Health Board

Te Pae Hauora o Ruahine o Taranua

Te Papaioea

Te Mahere Hauora

Palmerston North

Health and Wellbeing Plan 2019-2024

**QUALITY
LIVING**

Kia pai te noho

**HEALTHY
LIVES**

Kia ora te tangata

**WELL
COMMUNITIES**

Kia ora te hapori



He Mihi | Greetings

Kua hau mai te rongō he ao hou kei te waihangatia e tātou. Arā, he ao hou e noho nei ko te tangata e tino ora ana, ko te hauora te tino aronga, ko te whai whakaaro o tētahi ki tētahi, ahakoa ko wai, ahakoa nō hea. Nau mai e hika mā ki tēnei whakaaro kua marara ki ngā tōpito katoa o Te Papaioea whenua. Nei te mihi kau ake o Te Pae Hauora o Ruahine o Tararua. Ka tukua ko ngā waiora o ngā wai kaukau e kawatu i ēnei kupu ki ngā kāinga katoa o Te Papaioea.

The word is out there a new world is being created. A new world where everyone is very healthy and health is the focus, along with being thoughtful to each other, regardless of who or where we are from. So welcome to this new perspective being dispersed to all corners of Palmerston North. This is an unconditional greeting from Te Pae Hauora o Ruahine o Tararua. Let us leave it to the healthy waters bathed in by the ancestors to convey these words to all homes of Palmerston North.

We also take the opportunity to acknowledge the tangata whenua and our Treaty partner Rangitāne o Manawātū who are integral to helping us realise this plan.

He Kupu Whakataki | Foreword

To achieve Quality Living – Healthy Lives – Well Communities we need to think and work differently.

We want nothing but the best health care, and the best health and wellbeing for everyone. Every day in our communities people face a range of challenges; some live with mental illness, some live with a chronic disease, others may become acutely unwell and need emergency care.

Thinking beyond health, some live in cold, damp houses, some may experience violence, and others struggle to afford the everyday costs of living. Health and its partners need to work together as one team, taking a more collaborative approach so that we can achieve better health outcomes for our communities. This also means partnering with individuals, accepting them as experts in their own health and in their own lives.

Ngā Rautaki | What strategies guide the Health and Wellbeing Plan?

The strategic intentions guiding this Health and Wellbeing Plan for Palmerston North are our Strategic Imperatives:

- Partner with people to support health and wellbeing
- Connect and transform primary, community and specialist care
- Achieve quality and excellence by design
- Achieve equity of access across communities, and

Our Vision...



Te Mahere Hauora | Palmerston North Health and Wellbeing Plan

The Palmerston North Health and Wellbeing Plan has two parts:

Locality Approach: This outlines the approach taken, what we did and how we did it. It highlights the key findings at each stage, providing a snapshot of Palmerston North's population and its strengths and challenges in regards to health and wellbeing.

Plan of Action: This section looks at what can be done to improve the priority areas identified by the Palmerston North community. Each of the five priority areas has a series of actionable steps that are intended to be carried out within a five-year timeframe.

The Health and Wellbeing Plan aims to make a positive contribution to the health outcomes of people living in Palmerston North. It will be used to make changes necessary to continuously improve our health system, as part of the wider health sector and social services network. The Plan places Palmerston North residents and their families/whānau at the centre of planning decisions and design to best meet the needs of the community.



Part 1 | Locality Approach

He Whakarongo Ki Te Hapori | Listening To The Community

We need to better understand our communities, people's lifestyles, their health needs, their experience of care and what their priorities are. Understanding our communities will enable us to work in partnership with them to better design services that meet that community and its people's needs.

A locality approach:

- Provides a voice for communities; acknowledging different needs, cultures and priorities.
- Places people and families/whānau at the centre of planning decisions and design to best meet the needs of their community. Providing local solutions for local issues.
- Engages with other sectors in common community health and wellbeing agendas to reduce inequity and improve health outcomes.
- Helps to develop active partnerships with people, communities and other agencies who work within or across health at all levels.
- Will help inform investment decisions and provide focus for future planning.
- Acknowledges that health and wellbeing is affected by many factors, including the environment, housing and employment.

What is a locality?

A locality is a defined geographical area. In this case it is the area within the Palmerston North City Council boundary. This plan encompasses all people who usually live in this area (not just those enrolled with local general practice teams).

Health and Wellbeing Plans have also been developed for other localities (based on TLA boundaries) within the MidCentral DHB area. Plans for the Manawatū District, Horowhenua District, Tararua District and the Ōtaki ward of the Kāpiti District have been completed.

What will be the impact for people and communities?

- Health care that is flexible, responsive and adaptive to meet their needs.
- People receiving health care services delivered on time and closer to home where possible.
- People will have positive experiences of care from a joined-up health system.
- The health and wellbeing of all people in the community will be improved as a result of collaborative work between health, social services and community agencies.

Building upon existing work

It's important to acknowledge other plans and strategies that have been done in Palmerston North. Documents, such as: Palmerston North City Council plans and strategies; Outside Insight; Karanga te rā, karanga te ao; and Realising WAIORA a collective voice (Mental Health Inquiry Collective Submission) were used to inform our planning process.

Nā wai i āwhina? | Who helped to guide and support this plan?

A Local Advisory Group was established to guide and support the locality planning process. It was important to have local leaders, who reside within Palmerston North, to guide the process as they have an in-depth knowledge of the best way to engage with a diverse range of people within their community.

Representation at the Local Advisory Group included:

- Rangitāne o Manawātū
- Palmerston North City Council Community Liaison Team
- Non-Government Organisations
- Government Agencies
- Consumer
- GP from a local Integrated Family Health care Centre
- Te Tihi
- Central PHO
- Public Health
- Pasifika community
- Fire and Emergency Services

Palmerston North City Council staff also provided much of the statistical information about the population.

Te hanga Mahere | Creating the Plan

Creating a Health and Wellbeing Plan for Palmerston North involved three main stages.

These were:

- 1) gathering population intelligence and health information
- 2) community engagement
- 3) establishing priorities and actions for service provision



Te Papaioea Tangata, Te Papaioea Hauora | Population Intelligence and Health information

- Information and data was gathered about the population of the Palmerston North and research was undertaken, including analysis of current and previous strategies and plans.
- A district-wide Health Needs Assessment was completed.

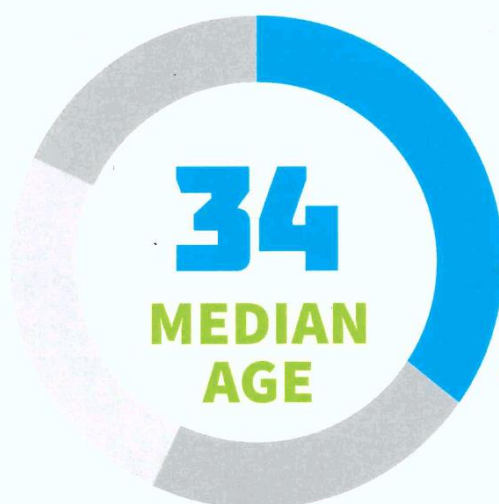
So, what did we find?

The following pages are a snapshot of some of the interesting data and information gathered about the population of Palmerston North.

PALMERSTON NORTH POPULATION SNAPSHOT

Te Papaioea population from 2018 Census:

84,639



14.2% were 65 years and over. This is compared to 15.2% nationally, 24.8% were 15-29 years. This is compared to 20.5% nationally. **19.7% were 0-14 years.** This is compared to 19.6% nationally.

The median age is 34 years, compared to a national median age of 37.4 years

22%

of people in **Te Papaioea** are considered to be living in **high deprivation** (decile 9 & 10). This equates to 18,603 people.

Higher levels of deprivation are associated with higher mortality rates and higher rates of many diseases, as well as social problems such as crime, family violence, disengagement from education and risk-taking behaviours.

In the 2018 Census:

7.8% of households in Te Papaioea had no motor vehicle and 13.9% of households had no access to the internet.

Mātāwaka | Ethnicity

In Palmerston North City:

- 18.7% of residents identify as Māori
- 5.3% of residents identify as Pasifika
- 12% of residents identify as Asian
- 75.9% of residents identify as European
- 3% identify as Other Ethnicities

18.7%
Māori

Note: Where a person reported more than one ethnic group, they were counted in each applicable group.

Te Kāinga | Housing

Home ownership rates in Palmerston North are below the national average (2018 census). 62.7% of households own their own dwelling in Palmerston North compared to 64.5% nationally.

62.7%
OWN THEIR OWN HOME

The average weekly rent in Palmerston North City increased by \$38 or 13% between January 2018 and January 2020. This is compared to an increase of \$40 or 10% nationally.

13%
INCREASE

Mātauranga | Education

61–66%

The increase in all Māori school leavers with NCEA Level 2 or above from 2009 - 2018

70–79%

The increase in all school leavers with NCEA Level 2 or above from 2009 - 2018.

Pūtea | Income

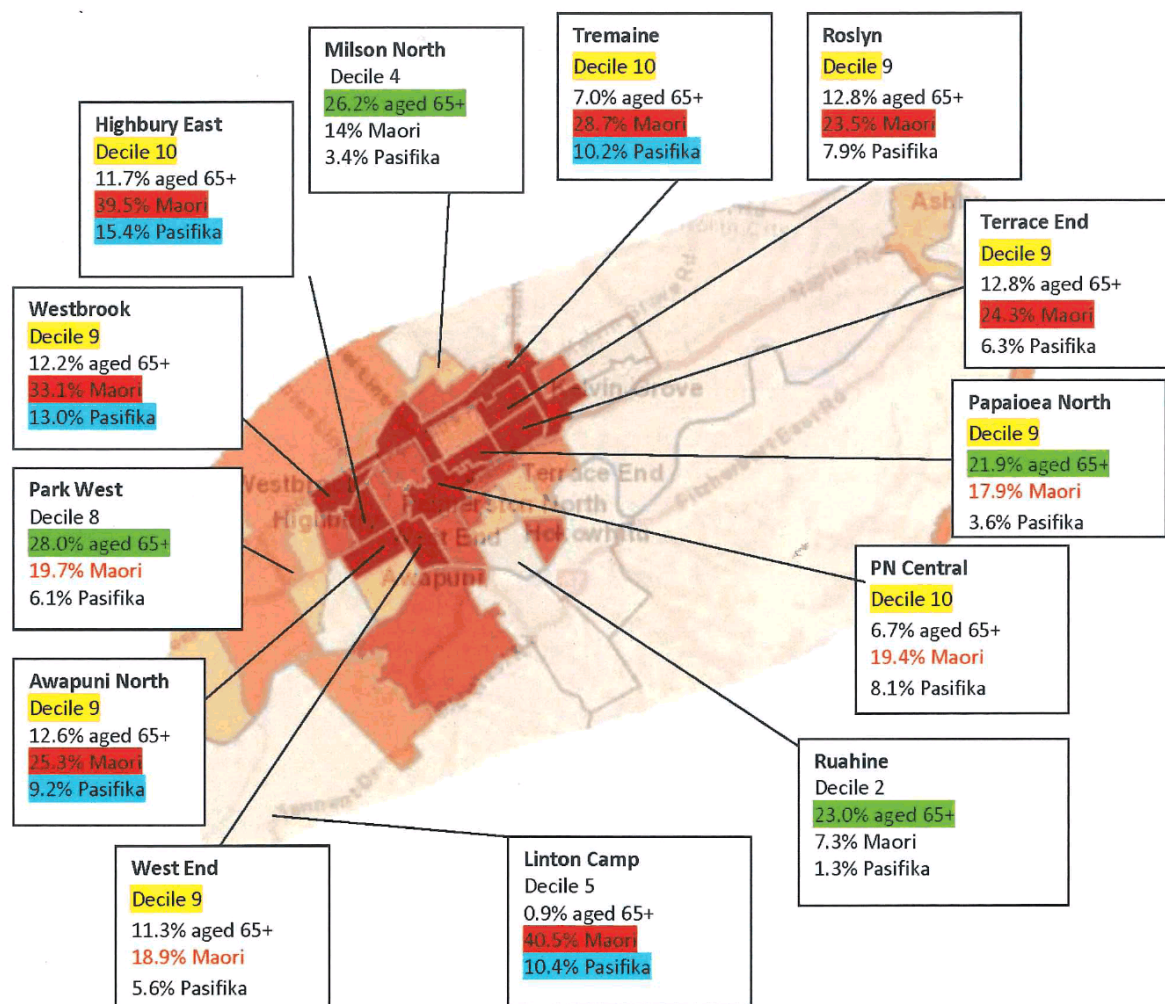
In 2018, 50% of people aged 15 years and over had an annual personal income of \$30,000 or less.

Hauora ā-taupori | Population health

The map below highlights areas of Palmerston North with high deprivation ratings, high proportions of people aged over 65, high percentages of Māori and above average percentages of Pasifika residents. These statistics are important because these population groups are more likely to have poorer health status than other New Zealanders.

In the 2018 Census, Palmerston North was split into 40 areas:

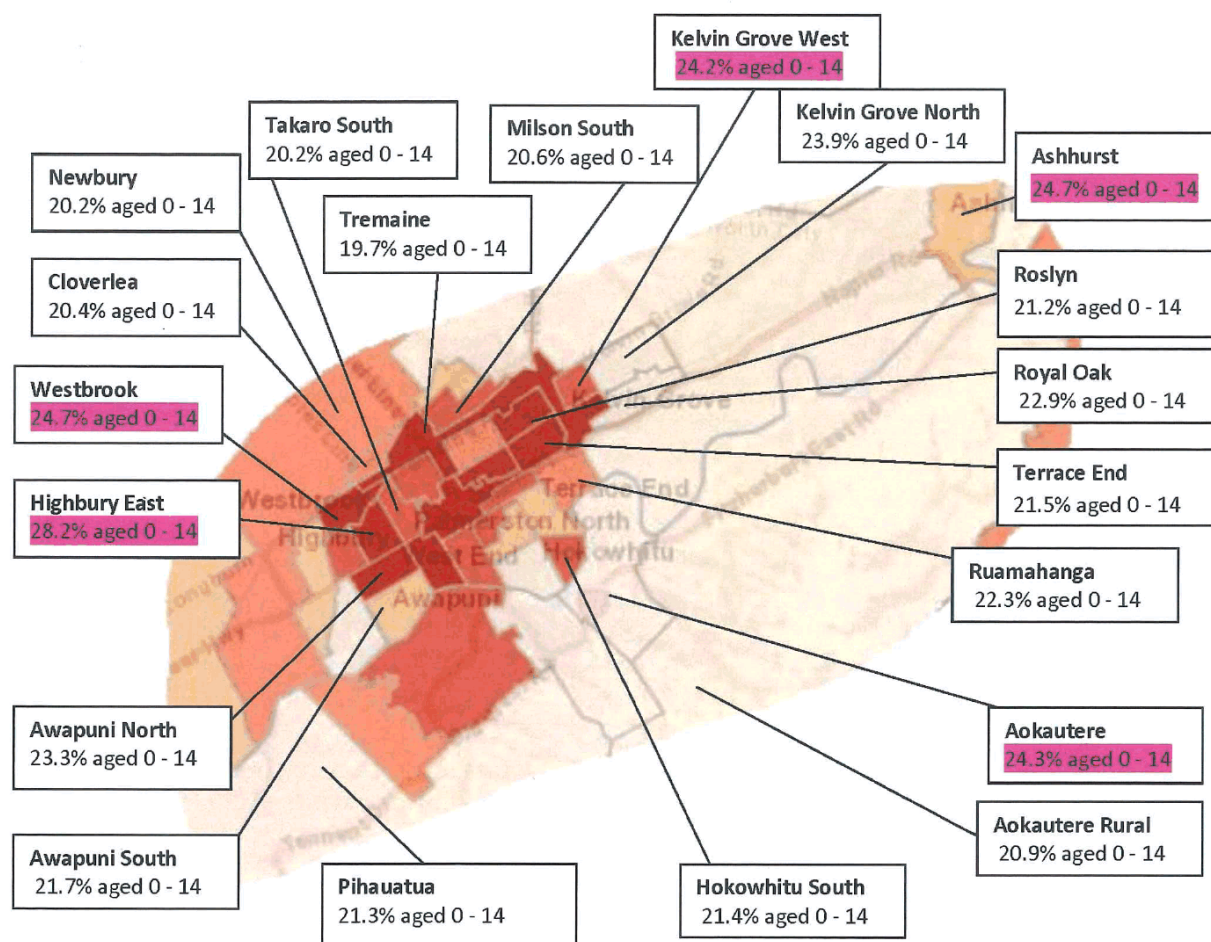
- Nine areas were considered among the most deprived in New Zealand (deciles 9 and 10). These are highlighted yellow below. A further 10 areas were rated deciles 7 or 8.
- 15.2 percent of New Zealand were age 65+. 12 areas of Palmerston North had higher than the national average proportion of the community aged 65+ and four had more than 20 percent of their population aged 65+ (highlighted green below).
- 16.5 percent of the New Zealand population identified as Māori. 20 areas of Palmerston North had higher than the national average proportion of Māori with seven having more than 23.5 percent Māori (highlighted red below).
- 8.1 percent of the population in New Zealand identified as Pasifika. Five areas in Palmerston North had higher than the national average proportion of Pasifika people (highlighted blue below).



Te Papaioea | Palmerston North

He tāone tipu | A young city

In 2018, 19.6 percent of New Zealanders were aged 0 – 14. Of the 40 census areas in Palmerston North, 20 had higher than the national average number of children aged 0 – 14.



Future ethnic makeup of our tamariki/children:

By 2038 it is predicted that, **41 percent of 0 – 14 year olds in the city will identify as Māori and 17 percent with a Pasifika ethnicity**. 18 percent will identify as Asian and 70 percent European¹.

Tertiary Students

Palmerston North is home to four tertiary institutions (Massey University, Universal College of Learning, Institute of the Pacific United and Te Wānanga o Aotearoa). These education providers attract students from around the country to our city to study. **Early in 2018 there were approximately 8,900 students studying at these institutions.** Although the number of tertiary students in Palmerston North dropped by approximately 2,000 over the six years prior to 2018, students are still a significant population group within the city.

¹ Note the number of ethnicities adds to more than 100 percent, reflecting that many people identify with more than one ethnicity.

Te Papaioea | Palmerston North Ahu Whakamua | In the future

A growing city...

The population of Palmerston North is growing at its fastest rate since the early 1990s.

Solid population growth for Palmerston North is expected in the next 30 years (averaging 1% per year) due to sustained increases in international migration to New Zealand.

Projections done for Palmerston North City Council forecast the Palmerston North City population to be 105,843 in 2038.

Refugees

There is a continuing increase in the number of former refugees settling in the city since Palmerston North became a refugee resettlement area in 2006. The 2018 annual intake in Palmerston North was 170 people, equating to around 45 households.

Refugees come from a variety of countries and cultures. In the year to June 2018, refugees settling in Palmerston North included Burmese Muslim, Rohingya from Myanmar, Palestinians from Syria, Afghan Dari speakers, Karen from Myanmar, South Sudanese and Bhutanese Nepali.

Defence Force

In 2018 there were approximately 2,600 defence force personnel based at Linton Army Camp and 830 at Ohakea Air Force Base. Many of these personnel and their families live in the Palmerston North City boundaries. This number will increase as planned expansions at Ohakea are set to bring another 270 personnel and their families into the region in the next few years.

Projects bringing in more people

The rapid increase in building activity over the past few years and major projects being planned for the next 10 to 15 years have increased the demand for labour. To meet construction demand, building businesses from outside the region are coming here to take up work opportunities. This growth in employment and workers is adding pressure to an already tight housing market in the wider region, which is driving the city and district's house prices up.

More beneficiaries renting in the city

Despite the average weekly rent continuing to rise, there is a shift of beneficiaries into Palmerston North from surrounding areas. This is influenced by the lack of rental houses available in surrounding districts and rental prices increasing at a faster rate in outer areas.

Applicants for social housing in Palmerston North have increased significantly since 2014.

Ngā Ratonga | Services

This section lists some of the key health and wellbeing services for Palmerston North residents. For a more comprehensive list of services in the city please refer to www.healthpoint.co.nz.

General Practice Services

There are 23 General Practices in Palmerston North city:

- 169 Medical Centre
- Best Care (Whakapai Hauora) Charitable Trust
- Broadway Medical Chambers
- City Doctors White Cross
- Cook Street Health Centre
- Defence Health Centre
- Dr Parry's Surgery (Practice of Dr Trevor Parry)
- Group Medical Chambers
- Health Hub Project @ Downtown
- Health Hub Project @ Highbury Medical Centre
- Health Hub Project @ Total Health care
- Hokowhitu Medical Centre
- Kauri Health Care
- Massey Medical Centre
- Milson Medical Chambers
- Orbit Medical Centre
- Riverdale Health and Linton Health
- Sydney St Health Centre
- The Palms Medical Centre
- Victoria Medical Centre
- Village Medical
- West End Medical Centre - Palmerston North
- Youth One Stop Shop Health Service – YOSS

Provider	Kauri Health	The Palms	Ora Konnect Alliance	14 other General Practices
Number of Patients	20,903	17,003	15,796	38,730
Number of Māori Patients	2,493	3,336	4,281	4,375
Annual number of Consults by Nurses and GPs	140,614	76,269	65,811	157,844
Patients with High Health Needs	25%	39%	46%	25%
Patients with high or very high risk of hospital admission	5.9%	4.0%	8.1%	5.2%

**Please note:*

1. The total number of enrolled patients is higher than the population of Palmerston North as it includes people who reside in other areas but are enrolled in the city.
2. Enrolment numbers are as at September 2018.
3. Consults figures are for the period of October 2017 - September 2018.

Urgent Care Services

- The Palms Medical Centre and City Doctors White Cross provide urgent care services after hours on weekdays and in the weekends.
- St John provides ambulance services in the city.

Iwi/Māori Providers in the city:

These providers specialise in offering culturally appropriate care when working with whānau Māori and Whakawhanaungatanga (making meaningful connections) with their Māori clients/whānau.

- Best Care (Whakapai Hauora) Charitable Trust
- He Puna Hauora Incorporated
- Te Wakahuia O Manawatū Trust
- Mana o te Tangata Trust
- Whaioro Trust

Te Tihi o Ruahine Whānau Ora Alliance is also based in Palmerston North – an alliance of nine Iwi, Hapū, and Māori organisations who work collectively to deliver whānau-centred services based on the Te Ara Whānau Ora process.

Other health services in the city include:

- **Central PHO** provides primary health care services to the population. This includes: Long Term Condition Programmes, Acute Care Programmes, the Te Ara Rau mental wellbeing programme and Population Health Programmes such as the Pasifika Health Service.
- **MidCentral Health's Public Health Service** provide Health Promotion, Health Protection and Public Health Nursing services.
- **20 pharmacies** are within the Palmerston North city boundaries.
- **MedLab Central has two collection centres** - at Palmerston North Hospital and The Palms.
- **Radiology Services:** Broadway Radiology and Pacific Radiology both provide radiology services in the city. Manawatū Radiology also provides radiology services at The Palms complex.
- **13 dental practices** provide dental care in the city.
- **14 Rest Homes/Retirement Villages** cater for 707 residents.
- **Arohanui Hospice** provides specialist palliative care for people with a life-limiting illness, and support for their families.
- **Community Mental Health and Addiction support services** are provided by several agencies and community trusts in the city. These include: MASH Trust, ACROSS, Best Care Whakapai Hauora, Central PHO, Highbury Whānau Centre, Te Aroha Noa, Mana o Te Tangata Trust, Salvation Army, Supporting Families Manawatū and Whaioro Trust (employment).
- **Disability Support Services:** Enable NZ provide support for people with disabilities (birth to 65 years) and can link people to the right services and support. Several other agencies also provide disability support services in the city, such as MASH and IDEA Services.
- **District Nursing Services** provide home and clinic-based specialist nursing care.
- **In Home Care Services** are provided by several agencies in the city.
- **Crest Hospital** is a private hospital that provides medical and surgical care. Several **medical specialists** also provide services in the city.

Child and Youth health and wellbeing services:

- **Youth One Stop Shop (YOSS)** provides holistic support, counselling, health, information, advisory and referral services for youth aged between 10 and 24 years.
- **Child, Adolescent and Family Service (CAFS)** is a specialist mental health service for young people from birth to 18 years of age who are experiencing serious mental health difficulties or co-existing disorders (mental health and substance use).
- **School Based Health Services** are provided for decile 1 - 4 Secondary Schools, the Teen Parenting Unit and Alternative Education Providers in the city.
- **Child Health Services** are delivered by a variety of providers in Palmerston North, including: Pregnancy and Parenting Services, Well Child Services, Oral Health Services and Outreach Immunisation Services.
- **Active Families** and **Active Teens** programmes are run by Sport Manawātū to support children and their families and teenagers to live healthier lifestyles that include regular physical activity and healthy eating.

Other Wellbeing services:

- **Social Services** are provided by several organisations in the city, including: ACROSS, Methodist Social Services and Te Aroha Noa.
- **Health and Wellbeing Education and Support** programmes are run by many different organisations in the city. These range from programmes and support groups for people with specific health conditions to more general programmes providing healthy lifestyle advice, such as the Green Prescription Programme.
- **Whānau Support Groups** are also provided in the city to support parents and family members who are coping with a loved one with a health condition or disability.
- Many other **community organisations** exist in Palmerston North. They provide a variety of services, programmes and activities that have a positive impact on the wellbeing of residents.

Palmerston North Hospital

The base regional hospital in Palmerston North is a 350-bed secondary care hospital providing one of the largest trauma centres in New Zealand.

Services provided include:

- Emergency Department 24 hours a day, 7 days a week.
- Ambulatory Care/ Outpatient Clinic: provides facilities for surgical outpatient services and medical outpatient services.
- Inpatient wards cover a wide range of acute and elective specialist services.
- Regional Cancer Treatment Service, a tertiary service providing non-surgical oncological services to the lower central North Island.
- Mental Health and Addictions services, including inpatient services and an Acute Care Team: mobile service providing specialist assessment and treatment for people experiencing crisis/mental distress and addictions, 24 hours a day, 7 days a week.
- Women's health/maternity services include: gynaecology services, delivery of over 2000 babies a year and a Neonatal Unit providing intensive care for babies over 28 weeks and 1000 grams.

- Child Health Services include: a Children's Inpatient Ward, a Child Assessment Unit, Children's Outpatient Clinics and Child Development Services.
- Specialist healthy ageing and rehabilitation services.
- Radiology 5 days a week.
- MedLab – Laboratory Services.
- Te Whare Rapuora – a place for whānau/families to relax and seek cultural support and advice.

Palmerston North City residents visiting Palmerston North Hospital:			
21,081 Palmerston North residents presented to ED in 2017/18 and 5,006 were admitted			
Attendances at the Hospital by people from Palmerston North in 2017/18			
Service Area	Outpatient Clinics	Day Patient Admissions	Inpatient Admissions with overnight stay/s
Healthy Ageing and Rehabilitation	958	4	329
Acute and Elective	55,241	5,655	5,628
Cancer	6,232	336	192
Women's and Children's Health	6,659	1,032	2,718
Mental Health	683	11	338
Total	69,773	7,038	9,205

Te Pae Hauora o Ruahine o Tararua | MidCentral District Health Board (DHB)

MidCentral DHB is the organisation responsible for providing publicly-funded hospital and public health services for our population. The DHB has a vision to ensure people in the region experience quality living and healthy lives as they thrive in well communities.

The DHB is currently adopting an integrated service model, which organises services into seven clusters based on population groups and service areas. This arrangement links different levels of health care so a patient's journey between primary, specialist and hospital care is simple and seamless. It aims to increase consumers' involvement in health care at all levels, supporting them with wrap-around care to meet their personal needs and those of their family/whānau.

Clusters will be responsible for planning, commissioning and delivering services with partners from within health and from other sectors while also supporting greater clinician engagement and removing some of the layers of bureaucracy. The DHB aims to work as one team across our district to improve health equity for the communities it serves.

Kōrero Tahi | Community Engagement

- A three-month-long engagement process was undertaken to ensure residents had adequate time and opportunity to provide feedback and co-design the plan.
- Feedback was received from 1363 residents through a variety of mediums.
- Common themes of areas for improvement were identified using thematic analysis of the feedback.
- Five key Priority Areas and three main areas of focus under each Priority were identified from further engagement.

Feedback was received from across the Palmerston North City Council area.

529 surveys were completed and 834 people attended various workshops and forums.

Methods of engagement:

- Workshops with Service Providers
- Information distributed through networks
- Surveys left at community libraries
- Online survey with posters in various locations
- Workshops with community groups/organisations
- Option to email or phone Project Manager directly
- Open drop-in session
- Online survey
- MidCentral DHB Website
- Social media

We attended several meetings and engaged with many groups and people to seek further feedback, including:

- Ora Konnect Forum
- ARC Managers Forum
- 2 Green Prescription Classes
- Well Child Providers Forum
- Grey Power
- Parent to Parent Group (parents of children with disabilities)
- Youth Network (service providers)
- Te Aroha Noa community event
- Teen Parenting Unit at Freyberg
- WOSIDG
- Active Families Group
- Pasifika Talanoa
- REACH Roslyn
- YOSS staff
- Awesome Awapuni Soup Night
- Māori Service Providers Hui
- Pharmacy Network workshop
- Palmerston North Rotary
- A drop-in session open to general public
- Palmerston North Rebus Club
- Bunnythorpe Community Meeting
- Freyberg Student Council
- Youth Council representatives
- Linton Army Camp Wellbeing event
- Milson Rotary group
- Ashhurst Community Trust
- Wesley Methodist Friendship Group

Rapu Whakaaro | Seeking Answers

Ngā pātai | What we asked

The key questions we put to the community were:

- what works well in your community to keep people healthy and well?
- what are the key issues/challenges affecting the health and wellbeing of your community?
- what actions could be taken to improve the health and wellbeing of your community?

Below is a list of the strengths that were highlighted by the people of Palmerston North and the following pages summarise the key messages that came through in regards to the challenges faced and how improvements could be made.

Ngā Huapai | Strengths

The strengths that were highlighted most often included:

- Strong communities and community spirit
- Community groups and clubs
- Free GPs for U13 and Dental for U18
- A large number of great community services and support groups
- Outdoor community spaces and recreation areas, eg. walking tracks, parks and green spaces
- Community facilities, eg. theatres, libraries, Youth Space, sports grounds and pools
- Health Services – hospital in city, hospice, good GPs, Māori Service providers, low cost or free services that are offered
- Programmes and initiatives – Youth programmes, Green Prescriptions, Marae-based programmes and kaupapa Māori programmes
- Community Gardens
- Community events
- Family-friendly and easy to travel around

Youth that we engaged with also really appreciated the following youth-focused things:

- Free health services through YOSS
- Youth programmes, initiatives and academies running in the city
- Youth-focused community service providers
- Students support – Student Associations, school support groups, Teen Parenting Unit
- Sports – clubs and school

Ngā Whakaaro | Common Themes

With more than 1300 people engaging in this process, it is important to note that many different strengths and challenges were identified. The themes identified in the following pages were based on the most commonly stated issues and challenges for residents of Palmerston North.

WHAT PEOPLE SAID...

TE PAPAIDEA

"Unfriendly services or groups stop people from going back."

"It is great to have easy and affordable access to recreational places, spaces and activities."

"In Ashhurst it can be hard to access health providers. Nearest GP is 15km away and there is very little public transport."

"Many of our Pasifika people don't go to the doctor because language barriers mean they find it difficult to understand."

"More support is needed for those discharged from mental health services and also for families."

"Healthy food is expensive to buy while junk food is often cheap."

"We have some really strong community organisations that support sustainable, healthy living choices."

"Dealing regularly with health services for my mother, I find they do not communicate with each other or keep us updated. If we need answers we need to seek them out."

"It is really hard to get help with mental health issues."

"We use Child Health a lot. They go above and beyond to educate, support and find solutions."

"It costs a lot for adult appointments - usually more than our budget can manage."

"It is challenging knowing what is available to you - what you are entitled to."

"Poor housing conditions make our whānau unwell. We need warmer housing."

"Waiting times for doctor's appointments and operations are way too long."

"There are great community events in the city - good for mental health and community building."

"As the parent of a special needs child, it often seems there is a lack of understanding in health professionals about special needs people."

"Opportunities for connection with others, through things like community gardens and organised groups and activities are important."

MidCentral DHB

Wellcommunities



Whakahokinga Kōrero Common Themes

from our community
engagement

Improve our ability to get an appointment with General Practice teams.

Reduce the total cost of health care – especially for people and families under financial stress.

Reduce the waiting times for hospital-based services that cause so much stress for people.

Improve access to mental health services before people are at crisis point.

Support the families of people with mental health conditions too.

Improve the quality and affordability of housing in the city.

Ensure that older people and refugees within our communities aren't feeling isolated.

Reduce the impact of lack of transport to accessing services.

Help people to access and know how to prepare healthy food options.

Improve awareness of what support and services are available in the city.

Reduce the impact of drug and alcohol addictions on people and whānau.

Listen to us as partners in our own health care or as primary caregivers for our children.

Respect our values and cultures and respond to our needs.

Help families create safe and nurturing environments for children to grow up in.

Look at ways to improve the system to maximise providers ability to give people the help that they need.

Reduce inequity in education and employment opportunities.

Ngā Ratonga | What service providers said...

“The common issues for people and whānau we work with are...”

- Housing – quality, cost and availability
- Financial strains/poverty
- Mental health and addictions to drugs and alcohol
- Lack of transport
- Lack of knowledge about services and how to access them
- Waiting times for health services
- Communication barriers – for refugees and between services

Other key issues for whānau...

Māori health and social service providers identified further key issues facing whānau in the city as:

- Demand for Iwi/Māori providers exceeds supply - need to be able to grow services and ensure sustainability
- Organised crime/gangs
- Family harm
- Education (including life skills, learning, formal education systems and health literacy)
- Unemployment
- Frontline staff who are not welcoming and/or lack cultural competencies creating barriers to services

Top issues for rangatahi...

The Youth Service Provider Network felt the top five issues for youth in our city were:

- Increasing gangs
- Drugs
- Housing – available and safe
- Mental Health
- Hopelessness – with regard to accommodation and jobs

Te Reo o Rangatahi

What the youth said...

- *Provide better access to mental health support for young people.*
- *Give us more education around mental health within schools – particularly from people with personal experience who know how to talk to youth.*
- *Teach us how to eat well and where to get help for different areas of health and wellbeing.*
- *Provide us with strategies to deal with stress and anxiety (and teach our parents how to deal with distressed young people).*
- *Listen to us and value our opinion (despite our young age).*
- *Ensure there are positive role models and safe places to go for the young people in each community.*
- *Ensure confidentiality and our privacy are priorities when we use health services - this is really important to us.*
- *Alcohol and drugs affect our wellbeing – teach us to be safe and how to look after mates who are under the influence.*

He tāutu huarahi | Identifying Priorities

Priority areas were identified through a second round of engagement.

We went back out to the Palmerston North community with the common themes identified after the initial engagement and asked:

- 1) what are the top five priorities?
- 2) within these priority areas, what should we focus on first?

The top five identified priorities through this process were:

Access to Health Care

Easy access to Health Care when people need it.

Mental Health and Addiction

Improved Mental Health and Addiction support for communities within Palmerston North.

Better Communication and Connection

A city that has quality communications and connections between health services, people, whānau and communities.

Building Healthy Whānau and Communities

A city where people and whānau feel safe and are supported to make healthy choices and stay well.

Wider determinants of health and wellbeing

A city where residents have a good quality of life and everybody has the opportunity to achieve equitable health and wellbeing outcomes.

It is interesting to note that in developing Health and Wellbeing Plans for other localities within the MidCentral District area (Manawātū District, Horowhenua District, Tararua District and Ōtaki) the identified main priority areas were similar, however, there were differences in the focus areas within these priority areas.

Part 2 | Mahia te Mahi | Plan of Action

So, what can we do?

The following pages summarise the five identified priority areas for Palmerston North and the plan of actions for each priority area. The plan takes a one to five year approach and focuses on how health and its partners can work together to make improvements within these priority areas.

Updates to the Plan of Action

Additional actions will continue to be added to the plan as they are developed. An updated Plan of Action and a dashboard report of progress can be found in the 'Locality Planning' section of the MidCentral DHB website, www.midcentraldhb.govt.nz.

Community Priority: Access to Health Care

Common things heard from Palmerston North residents:

"It is stressful having a long waiting time for specialist appointments or surgery at the hospital."

"It takes two weeks to get an appointment with a doctor who knows me."

"There aren't any health services in our local community. It is hard to get to health services if you don't have a car."

"I avoid going to the doctor or dentist because it's a big chunk out of our wages."

"YOSS provides a great free serv for young peop like me but ofte is a long wait to an appointmen"

What the community wants to focus on first?

People being able to get help when they need it

Improve people's ability to access General Practice teams in a timely manner.
Reduce barriers to access.

Improving people's access to hospital and specialist care

Provide more people-focused systems.
Provide easier access to specialists where appropriate.

Improving access for specific population groups

Provide targeted services for those in our community who are most likely to have high health needs.
Ensure our rangatahi are being reached by services.

What health and its partners will do over the next 1 to 5 years

Help people to have better access to health services

- People in need will be able to get appointments easier through new systems, which includes GP triaging.
- General Practices will increase provision of consults over the phone or online, which will save people time and travel costs.
- Many practices will offer the use of an online tool to get repeat prescriptions, make appointments and receive test results.
- People will be more aware of how to access the right health service to get the help they need. The "Right Choice" campaign will help this.
- The potential to develop a fixed oral health clinic in Highbury is being investigated. This would give more children access to oral health services close to where they live.
- Improved language assistance services will be provided through a coordinated approach to training interpreters.
- Community Service Card holders will be able to visit a General Practice team member for \$18.50 from 1 December 2018.

Providing more people-focused systems

- People's circumstances (such as family/whānau responsibilities) will be taken into account by more flexible hospital booking systems.
- People will be provided with options of a consult over the phone or online where appropriate for follow-up specialist appointments. This will be piloted with some hospital specialist areas first.
- Where appropriate, people will be provided with a telephone follow-up after surgery so they do not need to come back in to the hospital.
- Young people with long-term conditions will be better prepared to move to adult health services through a Transition Programme being implemented.
- A review of outpatient gynaecology services will be undertaken to make these services more person-centred.

Providing targeted service

- The Ora Kconnect Pharmacy Project will help to reduce barriers to accessing medications/prescriptions for the communities of the South Western suburbs.
- Residents of Highbury will receive more coordinated care through alignment between local General Practice Teams and District Nursing Services.

Focusing on young people/rangatahi

- Children aged Under 14 will be able to access GP services at no cost (previously Under 13).
- More children aged 0 – 12 will be attending scheduled oral health examinations through a remedial action plan being carried out.
- The number of children with dental problems at age five will be reduced as high-risk children take part in a pilot fluoride application programme.
- A School-Based Health Service will be established at Awatapu College, in addition to those already in place.
- Through the 'Enabling Good Lives' project, children under 8 years old will have better access to support services.

Community Priority: Mental Health and Addiction

Common things heard from Palmerston North residents:

"As families we need to be included and then given more support once our whānau member has been discharged."

"We want more education around mental health in schools - particularly from people with personal experience and who know how to talk to youth."

"There seems to be a huge demand on mental health services. I know others (working poor) who have had to pay to seek private treatment due to huge wait times for an appointment."

"Addictions to drugs and/or alcohol are affecting the wellbeing of too many people in our community."

What does the community want us to focus on first?

People being able to access help when they need it

Increase knowledge of mental health and addiction support available in communities so that it is easier to find and access.

Reducing the impact of drug and alcohol addiction

Provide better support for young people around substance use.
Provide more education and harm reduction information out in the community.

Enhancing youth resilience

Provide youth-friendly mental health and addiction services.

Supporting whānau of people with mental health conditions

Increase support for the families/whānau of people with mental health conditions.

What health and its partners will do to improve these areas over the next 1 to 5 years

Providing services in more accessible ways

- Access to services will be improved as recommendations from the National Mental Health Inquiry are implemented.
- Service users and consumers will be represented in future planning of services to ensure services are people-focused.
- A Suicide Prevention Local Response team will be in place. This will involve local agencies working collectively as one team to better support the community.

Increase visibility and awareness of services and resources

- Mental Health and Addiction Services will be more visible in our community as the DHB develop a relevant and modern communications strategy.
- An online directory of Mental Health and Addiction Services will be promoted – helping people to know about the services available.

Better supporting young people

- Bridging the gap training will be provided for people working alongside young people so that they are better equipped to address issues relating to alcohol and other substance abuse.

Providing more information out in the community

- Alcohol and drug resources will be widely available. A coordinated and multimedia approach will be taken in distributing them.
- Harm reduction education around alcohol and drug use will be provided for community groups and tertiary students.
- Bars and liquor stores will be less likely to sell alcohol to people under 18 through Public Health Regulatory Activities.

Youth Development

- The Mates and Dates programme will be available at local secondary schools – helping youth to build healthy relationships.
- LGBTI youth will be better supported by service providers who are being offered training around gender and sexual diversity.
- The resilience and wellbeing of children will be improved as the Healthy Women, Children and Youth cluster at the DHB makes "a child's First 1000 Days" a prime focus and develops actions in this area.

Supporting whānau

- Support for families will be increased as the DHB implements the "Supporting Parents, Healthy Children" approach.

Community Priority: Better Communication and Connections

Common things heard from Palmerston North residents:

"Dealing regularly with health services for my mother, it is clear that they do not communicate with each other."

"We want health services provided by people who listen to us and respect our values and culture."

"Some groups in our community, particularly Pasifika people and refugees, avoid health services because they struggle with language barriers."

"Communication from the hospital is often not very people friendly; it can be difficult to understand what you need to do."

"It is challenging knowing what is available to you – what you are entitled to."

What does the community want us to focus on first?

Providing people and whānau focused services

Ensure service improvements are people-focused.
Provide communications so that people feel well informed when coming to hospital.

Raising awareness of what services are available and how to access them

Support the sharing of knowledge and resources across communities - to increase awareness and empower people.

Health working together as one team and all sectors involved in wellbeing working together

Improve the ability of health services and other sector agencies to work together in supporting people's health and wellbeing.

What health and its partners do and how will it make a difference over the next 1 to 5 years?

People-Friendly Communication

- Community members and the Consumer Council will be involved in the redesign of correspondence to ensure communications are clear and friendly.
- People will receive more relevant information when attending a hospital appointment, including parking information.
- People will be able to access the new PN Hospital Navigation App through increased promotion of the app. The app helps people to navigate their way around the hospital.

People-focused services

- Palmerston North residents will have more opportunities to provide feedback (which will be used to constantly improve health services) and to be involved in the design of new services. The Consumer Council will be involved in the design of this.
- The scheduling of people's first specialist appointment will be more efficient due to a new digital system being implemented.
- The DHB's planning of future services will take into consideration the information gathered from the Palmerston North Health and Wellbeing Plan.

Knowledge Sharing

- People will be more up to date with what's happening in the community by ensuring communication is distributed through: local newspaper, social media channels, community committees and other key groups.
- Opportunities to work with other health agencies to increase awareness of what's available in the community will be sought.

People feel more informed

- Communications from the DHB will be sent out to community groups and providers on a more regular basis, with opportunities for people to provide suggestions and feedback.
- At least one public forum will be held per year to provide information to Palmerston North residents and receive feedback regarding areas of priority.

Improve people's experience of health care

- People will be better supported by health providers who can access the information they need via improved IT systems.
- People and whānau will have a more connected health journey as digital communication and cooperation between service providers increases.

Connected services improving wellbeing

- A health and wellbeing group will be developed for the city, or connection made to an existing group, where all members work together on a common agenda to improve health and wellbeing.
- Services for older people will be more coordinated through the "Excellence in Homecare" project providing a more joined up system.
- The DHB is working collaboratively with government agencies to develop a wrap-around service for children and families who will benefit from early intervention from service providers to avoid reaching crisis point.

Community Priority: Building Healthy Whānau and Communities

Common things heard from Palmerston North residents:

"Having easy access to affordable recreational places, spaces and activities is great as it helps me to be active."

"We need to support our rangatahi to make good choices, eat well, be active and be connected to the community."

"It would be great to see more opportunities for isolated individuals to get involved in social and physical activities."

"It is hard for young people to reach their potential if they are growing up in unhealthy environments."

What does the community want us to focus on first?

Provide local initiatives that help people and whānau make good lifestyle choices

Provide community initiatives so people can stay active, eat well, be safe and be connected to their community.

Supporting our young people to adopt healthy lifestyles

Develop healthy young people by supporting children and youth/rangatahi to make good lifestyle choices.

Supporting quality living and wellbeing for priority population groups in our community

Supporting population groups likely to have higher health needs to live well in our communities.

What health and its partners do and how will it make a difference over the next 1 to 5 years?

Increasing healthy eating and active living

- People will be more aware of the benefits of physical activity and healthy eating as physical activity and nutrition resources and information are distributed through a variety of local channels.
- More people will be supported to make healthy lifestyle choices as they go through the Green Prescription programme.

Creating a healthy and well community

- A training programme for screening patients for family violence will be offered to all general practice teams. They will be better able to support people to talk about and seek help for family violence.
- Older people will be more aware of different types of support, services and community activities available through an annual Ageing Expo.
- Older adults will be assisted to maintain their strength and balance and remain independent through in-home strength and balance exercise support. Community groups will also be supported to provide strength and balance classes for older people.

Developing healthy young people

- More children and teens will be supported to make healthy lifestyle choices as they go through the Active Families and Active Teens programmes.
- Schools will be encouraged to be a "Health Promoting School" where they partner with their community to make positive steps to improve the health and wellbeing of students.
- Overweight children and their parents will receive support and advice from health professionals to make healthy lifestyle changes. The BOOST team will recommend appropriate options for the child and their family.
- The wellbeing of children in the city will be improved as "the first 1000 days of a child's life" is a focus area within the DHB and actions are developed in this area.
- Children in the city will be encouraged to ride bikes to be active through the Bikes in Schools programme.
- More young people will be guided towards reaching their potential as the Fusion - Rangatahi Ora programme expands to incorporate intermediate-aged children.

Supporting disabled people to live the lives they want

- The Enabling Good Lives approach will give people with disabilities and their families' greater choice and control over their lives and supports.

Supporting communities

- Whānau and families living in Housing NZ homes will be offered the opportunity to improve wellbeing and work towards their goals and aspirations through participating in the *Kāinga Whānau Ora* initiative.

Supporting our Pasifika Community

- The Pasifika Health Service will support Pasifika people and families to make good decisions about their Health and Wellbeing.

Supporting Māori whānau in the city

- The wellbeing of Māori in the community will be improved as the Tāne Ora Alliance (TOA) pilot programme is adapted and delivered to wāhine Māori and their whānau. This programme encompasses all aspects of health – including physical, mental, spiritual and cultural.

Community Priority: Wider determinants of Health and Wellbeing

Common things heard from Palmerston North residents:

"Safe walking routes and cycle paths help people to be physically active."

"Local community services, community groups and living in supportive communities all play a role in keeping people healthy and well."

"The cost and accessibility of rental housing and living in damp and/or cold homes has a real impact on the health and wellbeing of people in our community."

"Money worries cause me a lot of stress. The cost of everything seems to be increasing and I am struggling to have money left for food and warmth."

What does the community want us to focus on first?

Play a role in tackling wider determinants of health and wellbeing

Work alongside others to improve factors that can have an impact on health and wellbeing.
Link people to things that may have a positive effect on their wellbeing.

Reduce inequities in education and employment opportunities

Increase education and employment opportunities for priority populations.

Improve housing and infrastructure to support quality living

Ensure people have access to good quality housing.
Develop infrastructure in the city to support people to have a good standard of living.

What health and its partners do and how will it make a difference over the next 1 to 5 years?

Have an impact in a variety of areas to improve people's wellbeing

- People will be more aware of the financial support that is available to them and how to access it, through workshops run in partnership with other organisations.
- The District Health Board will advocate, where appropriate, for positive changes in areas outside of health that have a fundamental impact on people's health and wellbeing within the city.
- People working with older adults in the community will be kept up to date with the different types of support, services and community activities available for older adults through an annual workshop. They will then be able to link the people they are working with to relevant things in the community.
- The District Health Board will develop and maintain strategic relationships with other sectors and play a more active leadership role in connecting community groups and services; as collectively we can have a greater impact on the wellbeing of community members.
- Families in Housing NZ homes will be linked with key health services through a pilot programme being run by Child Health and Housing NZ.

Reducing inequities in education and employment

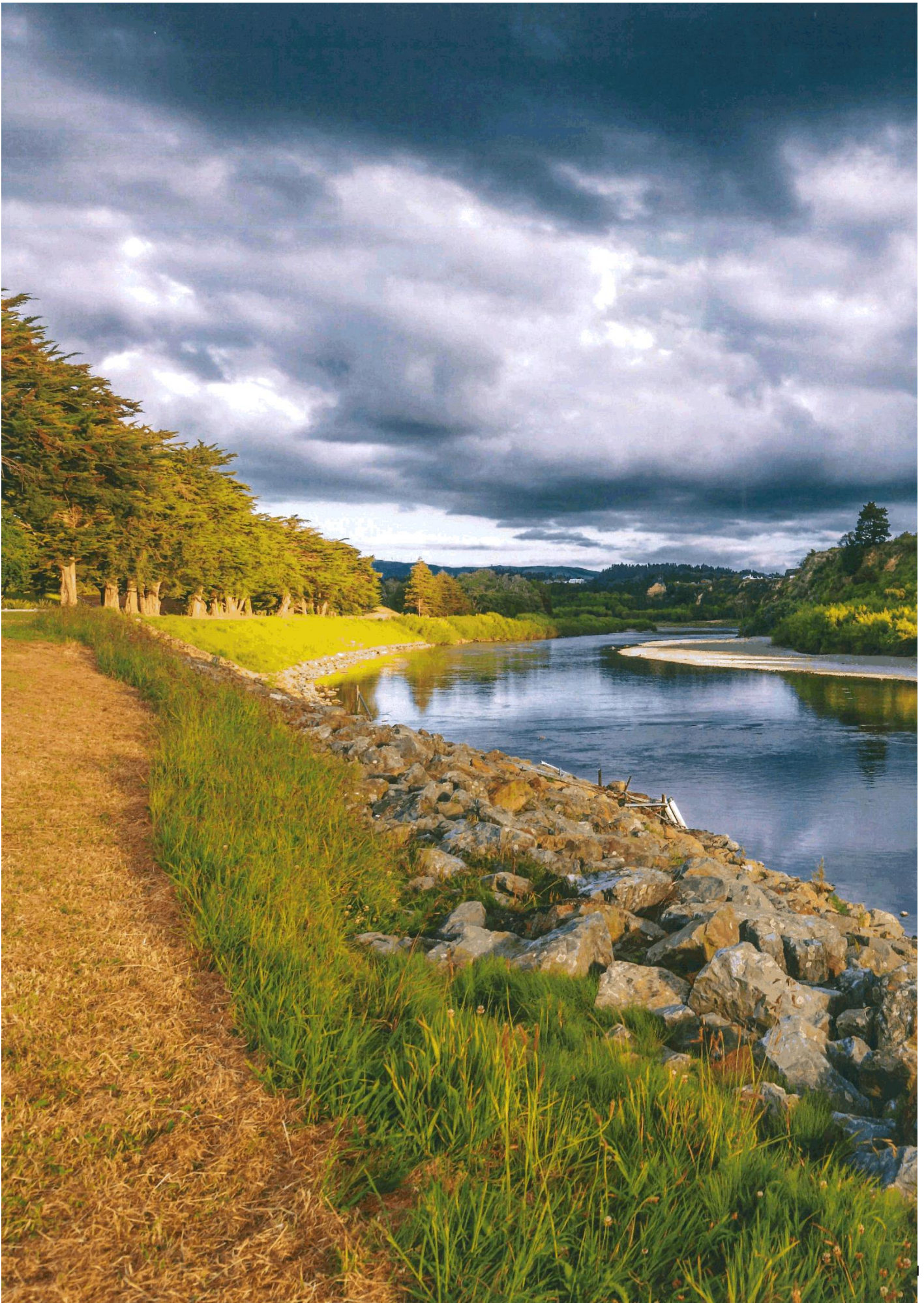
- Young Māori school pupils will be supported on their journey studying science through to university, and ultimately the workforce, through participating in the Pūhoro STEM Academy. Health workforce practitioners run workshops as part of the programme to give the participants insight into health-related careers.
- Young Pasifika people will be supported to study science, technology, engineering and maths subjects through the Amanaki STEM Academy.
- Young people will gain access and exposure to a sustainable programme that will develop technology education and skills through Ora Kōnnect and Fūsiōn Hangarau.
- More people in the city will have digital connectivity through a digital inclusion programme run by DIGITS and supported by Palmerston North City Council.

Ensuring people have access to good quality housing

- PNCC will identify Council and Government land to be used for affordable housing and will develop additional social housing units.
- Upgrades and minor fixes will be made to social housing to increase the efficiency and health of current housing units.
- Kainga Whānau Ora will advocate for all whānau involved in the project being provided with good quality housing.
- More affordable housing will be available to city residents as it is built through the Te Ara Mauwhare project.

Providing strong infrastructure

- Better interconnections across the city, including to Linton Military Camp, Massey University and Food HQ will be provided via a downstream bridge being built by the City Council.
- Bunnythorpe residents will have more access to community activities through a new community facility being developed that will be a hub for the community.





Mehemea he pātai, whakapā mai ki a mātou

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