



**BUILDING
PRODUCTIVE
RELATIONSHIPS IN
THE MANAWATU
DISTRICT COUNCIL
REGION**



**// ENCOURAGING
CHANGE**



2013-2015

*"If you want to go faster, go alone.
If you want to go further, go together"*

(An African proverb)

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I would also like to thank the following people; The manager and board members of Manawatu Community Trust for providing a place to work and the means of travelling around the district; Administration staff at the trust offices for a listening ear when frustrations occurred and IT support; and members of the advisory committee for their ideas and advice on community matters.

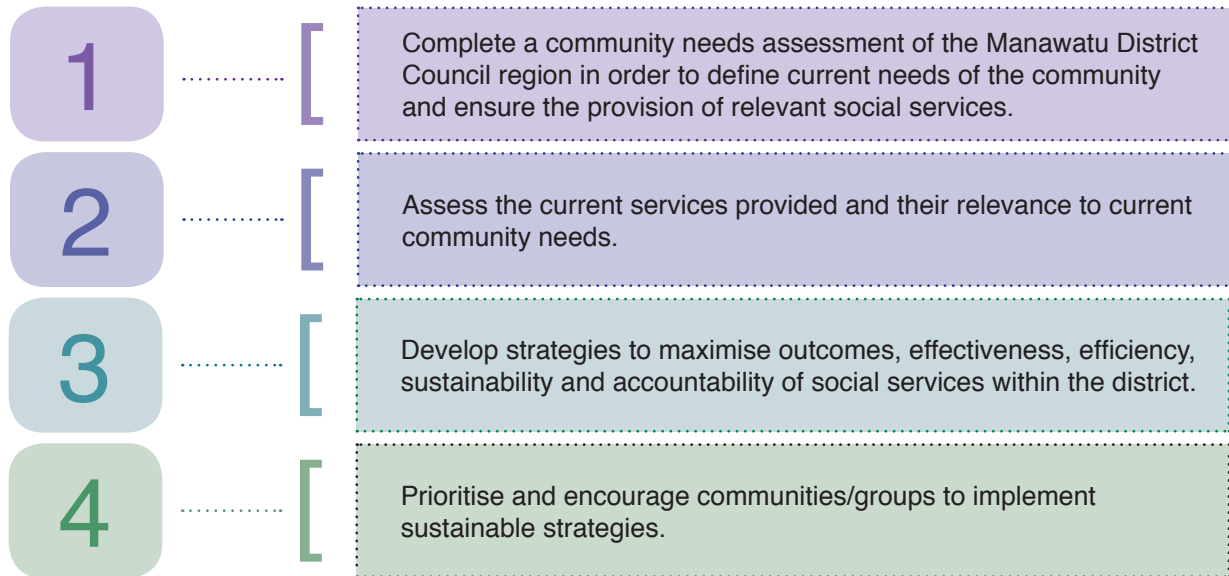
Lastly special thanks to all the people who participated in the project... it wouldn't have been possible without you. I really enjoyed meeting you all and the interesting discussions we had.

*Diane McIrvine (Researcher)
February 2016*



// Executive Summary

THE PRIMARY FOCUS OF THE PROJECT WAS TO:



The project was not designed to “fix” the issues identified but to work with agencies and communities to identify issues and strategies to use to best respond to them. Limitations of this assessment must be noted. This was a grass roots project that did not seek to find expert opinion. The researcher was only able to use what was made available at the time of data collection i.e. the people/agencies that were willing to participate. It must also be noted that communities and social service providers will not hold the same view of the strengths and challenges and opportunities as each other. A survey approach was used to explore what people saw as positive aspects of their community, what issues they had and suggestions for improvement in their village/town/region. The survey was supplemented by a written questionnaire focusing on social, health, and community services in the region. Sixty service provider groups that offer services to the region were interviewed using a written questionnaire to gather information as to what services were available for residents of the Manawatu District Council region. Secondly to gather their opinions on duplication of services, gaps in services, and what the issues were for their organisation and employees.

SUMMARY RECOMMENDATIONS

The close proximity to a city and national funding contract restraints has limited the number of service agencies that are able to provide their service from a base in the main town of the region or to offer outreach clinics. There is a “patch protection” mentality and a tendency to work in silos. No value is placed on networking meetings or time set aside to attend them. Collaborative relationships are pivotal in terms of effective integration of services and all services, health, social services, housing, justice and education need to come together to meet the needs of this community.

Alliances with the Māori providers in the region are crucial towards collaborating care and at present this is an area where a gap exists. Reciprocity among all organisations, and the exchange of resources between them would be of mutual benefit and facilitate partnerships whereby organisations can work together to achieve common goals. More emphasis is needed in mainstream services to provide culturally appropriate services. Making services more accessible to people in the region is reliant on external factors that have an impact e.g. provision of affordable and frequent public transport.

Recommendations

- 1) Improve inter – professional collaboration
- 2) The need for better provision of Health Services within the MDC region
- 3) Improve services to and for youth and families
- 4) Suggestions to support recommendation 1
- 5) Consideration of an Action Plan for implementation of all recommendations by the Advisory Committee

{ FOR FULL RECOMMENDATIONS SEE PAGES 45-46 }

//Forward

Sustainability is a factor in Community Development. The Bruntland Commission of the United Nations (1987) offers the most widely quoted definition in this regard:

“ Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs. ”

Durie (2006) states that:

“ An integrated approach is essential. Sectorial development, in which economic, social, environmental and cultural policies are developed in parallel rather than from a starting point, is inconsistent with indigenous world views where integration and holistic perspectives outweigh piecemeal approaches. ”

The Whanau Ora policy initiative aims to bring together the contributions from various sectors, such as community and social development, health, education, justice, and housing to enable a coherent approach to whanau/family support and development (Durie 2009). Huxham and Vangen cited in Quinney (2006) use the term “collaborative advantage” (p11) to describe agencies who work together to produce better outcomes.

Examples of current or past government interventions that have been identified as effective in supporting and cultivating sustainability are:

- Intersectorial government approaches
- Recognition of and respect for diversity
- Policies and processes that facilitate participation, empowerment, and resource sharing.
- Commitment to partnership
- Structures that nurture innovation; and
- Respect for community values

Dale and Newman (2008) and Moon (2000) assert that the long term viability of community organisations relies upon more than social capital. As well as having a unique social, environmental and economic make up, each community has a particular role and relationship with other communities in its region. They have local politics, local protocols for decision making (formal and informal), various personalities and their personal agendas. All these factors need to be taken into consideration, when working within communities- there isn't a “one size fits all model”.

//Background

In 2012, the Manawatu District Council (MDC) convened a representative group of social service agencies to discuss whether it was timely to review the provision and needs of the social services within the District. An application was made to the Community Development Scheme of the Department of Internal Affairs. This scheme provides grants to enable community groups to employ a community development project worker to facilitate the building of community capacity and the development of a strong, sustainable community.

Our application was successful and the region was granted funding for a three year period including the employment of a project worker hosted by the Manawatu Community Trust with guidance from an advisory group based in the wider community. The worker was appointed in January 2013.

//Method

The research brief was to investigate the social needs of the residents of the district and the availability of the social services within the Manawatu District Council (MDC) region to meet these needs. The emphasis was on identifying what is working well and any gaps and barriers to services from the perspective of the provider, the users and non-users of the social services.

The scope of the project was limited to social, community, health, and education services who agreed to participate. Intentionally excluded are providers of education in schools. Unintentionally excluded are the larger government organisations that made a choice not to participate. On another level there are the opinions of the residents of the thirteen towns and villages that participated in the project.

Two methods of data collection were used in this project:

Qualitative methods which are flexible and allow for spontaneity and adaptation of the interaction between the researcher and the participant. This method is exploratory and used when we don't know what to expect.

Quantitative methods which gather data that is more specific and conclusive. It also aids in gathering statistics and making comparisons.

These two methods complement each other.

When working with residents of the various communities within the MDC District, the data was collected using three (3) methods:

Randomised interviews of a cross section of people in the community to reflect the diversity of each village. Interviewing in this way was an attempt to get as much frank information as possible, free of the restraints of being heard by a wide audience in a focus group setting.

Focus groups
(pilot communities only)
which allow people to come together in open discussion.

Distribution of a **written survey** (with stamped return envelope) to a sample population in the community. This gives people time to reflect on their answers and to answer questions at their own pace without outside clarification or prompting.

The methodology and questions were devised in consultation with a research advisory group that consisted of representatives from the Manawatu District Council, the Manawatu Community Trust, Social Issues Network Council of Social Services (SINCOSS) Manawatu Inc and key community social service groups and individuals.

It was decided to use these three methods of data collection to triangulate the data, provide both qualitative and quantitative data covering a variety of perspectives. Individual interviewing gave the participants the opportunity to respond in greater detail than they would have with just focus groups. The researcher was also able to respond immediately to what the participants were saying by tailoring subsequent questions to information they had provided. Questions used were open ended and probing and the participants were able to respond in their own words.

// Resident Survey

Participants were sought in a variety of ways:

- Snowball method
- At Community Committee meetings
- A stall at a local supermarket
- Attending and participating in community events e.g. Matariki and a community breakfast
- Presentations to community groups e.g. Lions, and Women's Fellowship
- Local Media – The Feilding Herald a community newspaper
- Social Service Network Meetings
- Use of community notice boards
- Mail drops by rural posties
- “Riding the Buses”
- Provision of morning tea at Play Centres and Kindergartens.

Developing a written questionnaire, accessing relevant statistical data online from Manawatu District Council and Statistics NZ were quantitative methods used to gather data for the project. The written questionnaire was decisive and all the questions asked were identical and in the same order. This also allowed for a meaningful comparison of responses across the participants.

// Social Services Survey

This research targeted the social service sector of the MDC region. The overlap of health, social services and education is natural and part of the continuum which constitutes community and was identified as such in this instance. While the target groups were community residents and social services, many participants in the survey reflected on both health and education sectors in their responses, as well as other government agencies that they considered provided social services.

The residents were provided with a list of social services and asked which of these they were aware of or had used in the past twelve months. The agencies included on the list were compiled from the Social Issues Network Council of Social Services (SINCOSS) Directory, the Youth One Stop Shop (YOSS) Directory and the Manawatu Abuse Intervention Network (MAIN) Directory. However as the project evolved, many other agencies were mentioned /included.

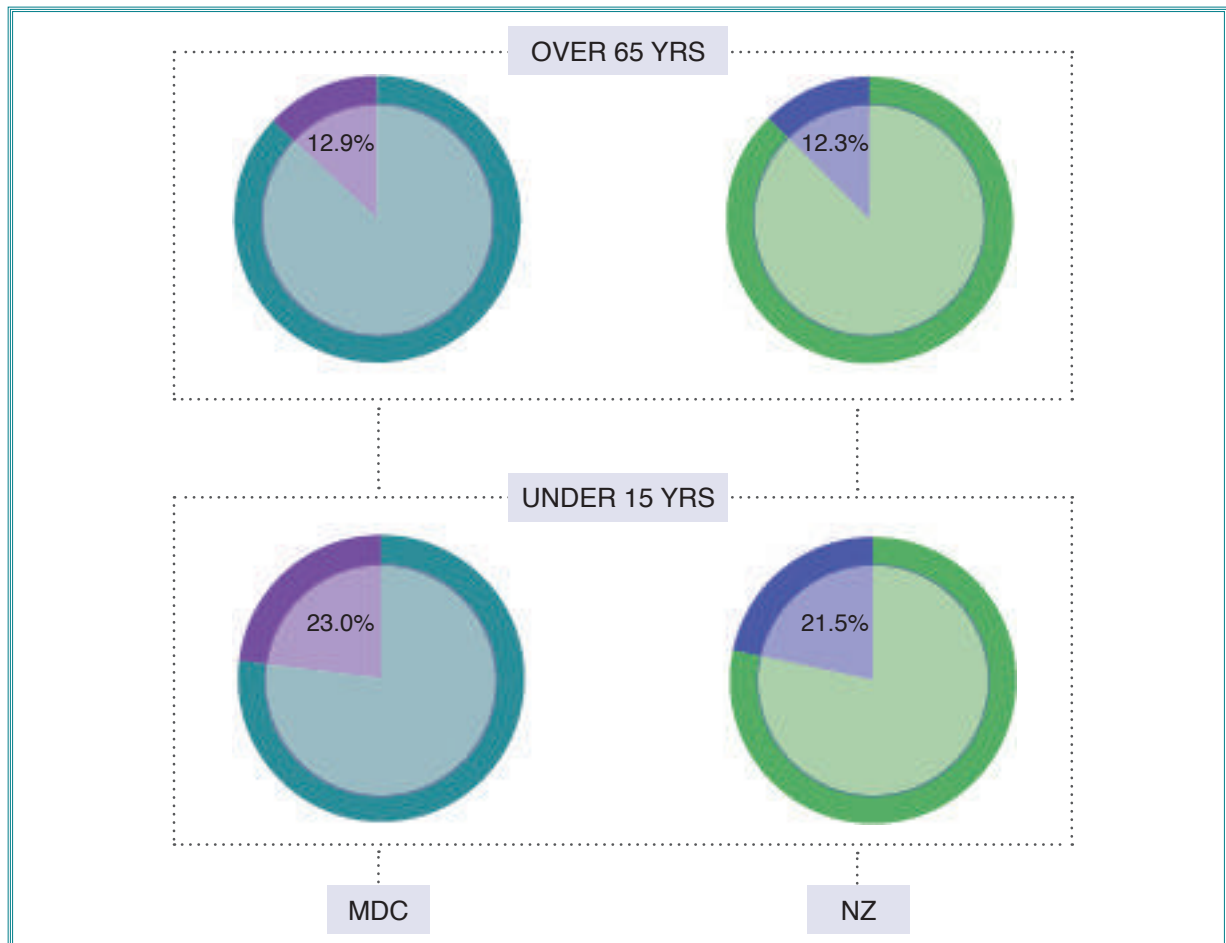
Participants were also asked if there were other social service agencies that they felt were providing services that were not listed. Questions were included in both the written and oral questionnaires to identify services that were not available, convenient or barriers to the use of services. Agencies were also asked to identify any gaps/ barriers in provision of services. Participants (written questionnaire) were also asked to rate their experience of using the service and comment on negative and positive aspects. Questions about social service coverage in the communities as well as ease of obtaining information were included in both questionnaires.

//The Manawatu District Council & the Communities Surveyed

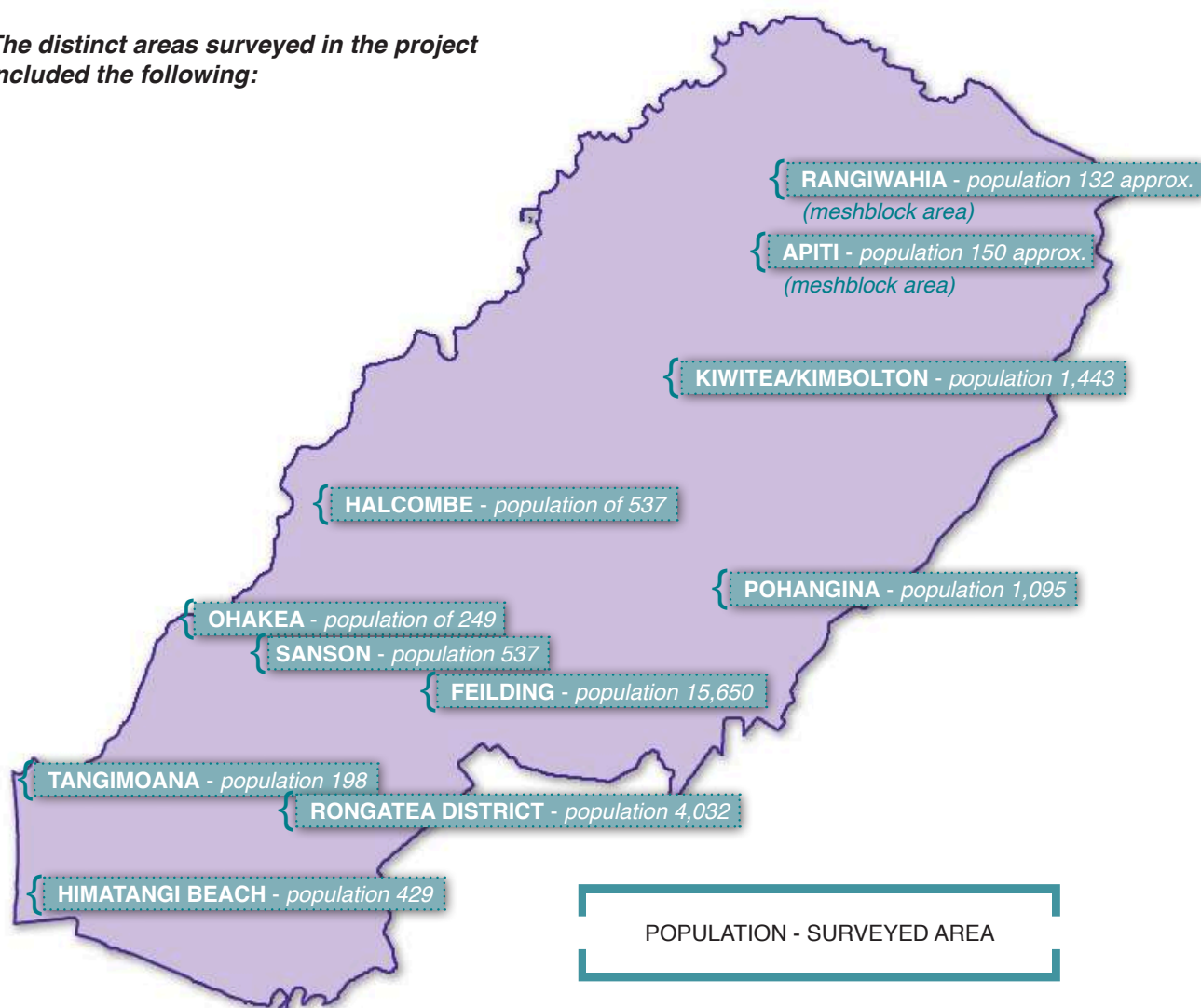
The MDC district is based on the town of Feilding and includes most of the area between the Manawatu River in the south and the Rangitikei river in the north; stretching from slightly south of the settlement of Himatangi in the south to just south of Mangaweka in the north; and from the Rangitikei River to the summits of the Ruahine ranges in the east. The district does not include the area around Foxton, Foxton Beach or the mouth of the Manawatu River. It also excludes the area around the city of Palmerston North. The district has an area of 2,2624 km sq.

Population	27,456
Total Dwellings	11,703
Māori Population	3,924
Median Income	\$28,500

The median age is 38 years. This compares with a median age of 35.9 years for New Zealand as a whole.



The distinct areas surveyed in the project included the following:



MDC COMMUNITY COMMITTEES

The Manawatu District Council consults with communities in its district as required by Section 92 (2) of the Local Government Act 2002. One method used is by way of community committees that have been established in most of the towns and villages. The purpose of these committees is to establish an advisory body in each community to assist the Council in its responsibilities to that community.

Community committees are seen as a link between the Council and the community whereby an exchange of information, opinions, proposals, recommendations and decisions can take place. In some communities a level of jurisdiction over Council facilities e.g. halls, cemetery or domain may be delegated to that community committee. Committees are elected by the public at large at public meetings arranged by the Council.

This project differs from the work of the Council and the community committees, however, committee meetings and reports often contained information relevant to both Council Services and Social Services and so were used where relevant to gather information for this project.

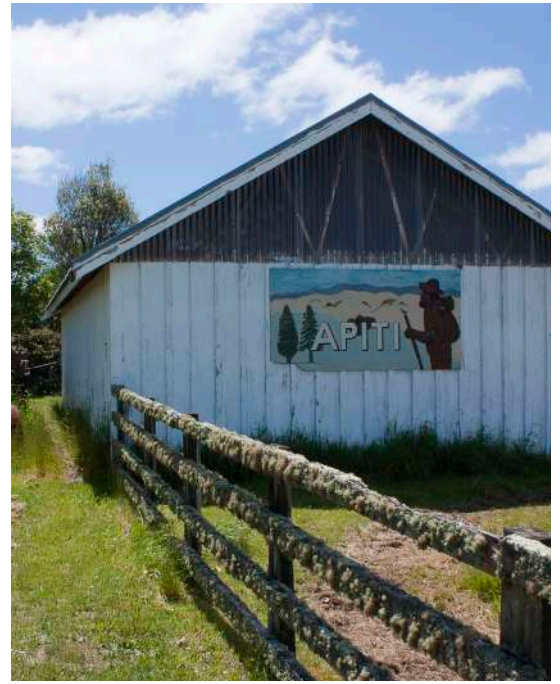
//The Results

People want to live in healthy communities where they feel they are valued, where there are prospects for their future and they are treated fairly. They also need access to the resources in their chosen community including care throughout the lifespan. This includes community organisations that can represent their interests and a community that works to promote engagement and dialogue between communities and agencies for themselves and their family/whanau.

COMMUNITY FEEDBACK

Communities are presented in alphabetical order. Initially presented is a summary of the **Strengths, Resources, Key Issues & Suggestions** that each community identified.





// APITI

Issues

The school is well resourced

The Apiti Bar and Grill has reopened and is offering community dinners*

Family ties bring younger people back to family farms

The Apiti Show Committee (formerly the Young Farmers Club)

**Note: The Apiti Bar has now closed due to non-renewal of its lease*

Resources

Community stalwarts who are good at what they do in the community

The Apiti Facebook pages- Buy Sell and Exchange and Apiti

RSA

The golf club

Community Committee

Issues

The number of families attending play centre has reduced due to the paperwork and bureaucracy involved with this organisation nowadays. Families have the option of using Little Ark pre-school in Kimbolton

Some community stalwarts are not open to change

No churches left in the village. Residents need to travel to Kimbolton for services

Employment opportunities are non-existent apart from milking cows

SUGGESTIONS

- All of the community needs to know when others need help and what it is they need
- A hard copy of the community page in the school newsletter should be available to everyone in the community
- The communication networks, both T.V. and internet are very intermittent (Feb 2015) and need upgrading



// FEILDING

Strengths

- Safe, people friendly
- The size of the town and amenities it offers
- The close proximity to a big city
- Conservative close knit community where a sense of belonging is fostered
- A great place to raise a family
- The choice of activities on offer, sporting, music etc
- The streets are clean and free from graffiti
- The growth of the town in recent years in relation to population, activities and services that are now available

Weaknesses

- No access to General Practitioners in the town (books are closed) *Note: Since late 2015 some G.P.'s are taking new patients*
- Lack of female G.P.'s 2015.
- Midwifery services - women are still often required to travel to Palmerston North for antenatal care and delivery
- There are no services in the region offering post natal physiotherapy services for women or pre-natal acupuncture services
- Ambulance call outs are less than satisfactory for residents of the Alexandra flats. This area has never been registered as an address and doesn't show up on GPS

Weaknesses

- Public transport in the town and the services offered between Palmerston North and Feilding. Weekends are the biggest issue as there are very few services on Saturday and less on Sunday
- The cost of public transport is prohibitive

Resources

- The education facilities in town from early childhood to the primary schools are supportive environments that offer choices
- Careers expo at the civic centre
- The Library
- The Toy Library
- The swimming pool
- Churches all 18 of them – most are involved in offering informal social services to parishoners and the wider community. This complements and enhances what is offered by the statutory agencies and voluntary organisations

Issues

The lack of available rental accommodation
Affordable rental accommodation

Issues

Lack of employment opportunities
No youth space or youth related activities
Subtle racism at the high school
Some youth commented on the lack of cohesion between local marae which they believe impacts on them
Areas in town that are “dead space” and could be put to better use e.g. the empty section next to the Salvation Army shop.
Access for those with disability aids/double pushchairs in many parts of town is difficult

SUGGESTIONS

- Upgrade of Feilding Holiday Park facilities including residential zoning
- More opportunities for employment
- More career advisors at the high school
- Advocates for those using the services of Community Link and Housing NZ
- A youth space/community house
- A café for youth to meet and socialise without alcohol
- A centre similar to youth One Stop Shop in Palmerston North
- Shops with teenage clothing
- A place with free wireless internet *Note: The library has now implemented this in 2015*
- A more immediate response from the CAT (Crisis Assessment Team) team for youth the same as it is for adults
- An arcade or indoor sports arena
- After hours medical services in Feilding
- A health centre with hospital services
- A bigger pool of volunteers in town with younger people becoming involved
- A larger swimming pool complex *Note: the upgrade is under construction 2016*
- Neighbourhood Support plays a big part in some communities. It would benefit others to take advantage of this great community service

All refugees who have been placed in the Manawatu are Nepali speaking.

There are sixteen families living in Feilding at present (2015).

Tutor and volunteer with learners from the informal language group



// FEILDING REFUGEE COMMUNITY

Specific resources in Feilding for the refugees

Free language tuition in Palmerston North for those aged 25-35 years

A formal language course in Feilding facilitated by English Language Partners for ten hours per week for the more mature person

An informal conversation group is held weekly at Literacy Feilding facilitated by English Language Partners

Namestay House - this cottage and garden has been gifted to the Nepalese people who use it as a community place of their own and manage a vegetable garden

Strengths as identified by the refugees

A nice clean town

We can walk everywhere

The doctors in town are good

The bank is easy to walk to

Being affiliated to a volunteer for six months is very helpful

We are able to do the same things socially here as at home e.g. cultural activities and festival

Key issues as identified by the refugees

Having to shop in Palmerston North for some foodstuffs

Reliant on the goodwill of people to provide transport to the market in Palmerston North where produce is cheaper

Language barrier at bank, doctor, and dentist

Parent teacher interviews are difficult and would be better if we had access to services of an interpreter

Not being able to approach teachers informally due to the language barrier. Inability of our children to sometimes understand teachers and then we are unable to help at home as well

Volunteers need to be available for longer than six months

We don't know how to find employment

What Service Agencies believe is needed in the CO :

The Manawatu community should understand the culture of the refugees

The main barriers are language and social skills

A cross cultural worker is employed twenty hours per week and this needs to be increased

Being able to access the appropriate health services without having to go through multiple assessments

Something to get the women out having fun not just the educational stuff

Transport is an issue to appointments, Saturday markets, and attending language school in Palmerston North These all need addressing

More volunteers for this refugee community

Manfeild Park should have a system in place to inform the refugee community of free events being held there

Perhaps the Makino pool could do as Freyberg pool does in Palmerston North and offer women's only swimming sessions

Education for earthquakes and floods

SUGGESTIONS

- More herbs and spices available in Feilding please
- More public transport at weekends
- Interpreters in schools



// HALCOMBE



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- The school and school bus service
- The relationship between the school & community
- The country lifestyle that is on offer
- The availability of employment at three meat works in nearby towns
- The pub

Reso□□ces

- The Halcombe Facebook page which has links to the school
- A local phone book which is published and distributed by the school
- The Playcentre
- A young vibrant community committee
- Three Marae
- The local shop/dairy
- The Fire Brigade

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- Lack of public transport services to Feilding
- No employment opportunities in the village
- Communication networks which work on one side of the village but not the other
- The fact that younger people do not stay in the district or new ones don't move into the district

SUGGESTIONS

- Build a Retirement Village in the town that would provide opportunity for employment and provide a rural setting for those who do not want to move to town
- The train service should stop on its way through the village providing a commuter service to Feilding and Palmerston North
- A café that is part of the pub would entice passing traffic to stop in the village
- The speed limit needs to be changed on one section of the main road to a 50km area with installation of sleeping policemen or small traffic islands and a cycle lane to Ferguson St to enable children to cycle to school



// HIMATANGI



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- The beach
- The small size of the community
- We never have a water shortage
- The cost of housing in Himatangi is very affordable
- A proactive community committee

Reso□□ces

- The Telecom tower
- The upgraded hall and facilities (2015)
- The continuation of the Health Clinic (even with reduced hours)
- A registered playgroup
- The beach newsletter

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- Transport
- Access to services in Palmerston North, Feilding and Foxton
- The absence of pavements- this is a safety issue for all age groups
- The lack of a school bus service for secondary school students- no service to Feilding or Palmerston North and no service from the village itself to the school in Foxton
- No support services for the older person living at the beach

SUGGESTIONS

- A public transport system to Foxton and Palmerston North particularly for older residents
- An improved secondary school bus service
- More child centred facilities in the village
- The installation of “sleeping policeman” at the entrance to the town as well as a reduction in the speed limit from 70km to 50km.
- The establishment of a community garden
- Many in the community believe that there is a gap in terms of “helping others” in the community particularly the older person. It was suggested a group be formed who would volunteer their services to others.



// KIMBOLTON

Strengths

The supportive nature of the community
The school
The swimming pool

Resources

The police station and resident constable
The café and the pub
The lawn bowling club
Little Ark- organic shop, Health Clinic and Hands on OSCAR approved education programme

Issues

Transport for some to Feilding
Overcrowding of the school bus that travels to Feilding

SUGGESTIONS

- A bus service out of the area twice weekly. The school vans could be used to do this providing revenue for the school at the same time as providing a community service
- A second school bus from Kimbolton to Feilding
- Swimming lessons available at the pool for a small cost
- A list of residents who are able to provide equipment e.g. diggers and tractors etc in the event of a disaster.
- The school newsletter mailed to all residents not just school families



// KIWITEA

Strengths

The supportive nature of the community
The school
The second school bus route

Resources

The school, the church and the hall (they are all on the same side of the main road)
Playgroup that meets three times a week

Issues

Younger family members leaving the district and not returning to take over the family farm

SUGGESTIONS

- All respondents very content with what is offered in their community



Examples

This Air Force community is very supportive
 We feel safe living on base
 The cost of living in this area is great

Resources

The defence Facebook page for dependents
 Cell phone and broadband coverage is good
 Welfare officer makes contact in good time for new families and provides a tour of the base and facilities and is a mine of information and support

Issues

Having to travel to Palmerston North for children's swimming lessons because the Makino pool in Feilding has no vacancies
 The long waiting list for kindergarten enrolments in Bulls
 Burglaries at the housing area in Bulls over holiday periods
 Not enough support for dependents at times
 Subsidised day care not available on base
 Rubbish bags not available to buy in Feilding or Palmerston North as collection is done by Rangitikei District Council
 Registering with a G.P in Feilding *Note: This is now possible as 2 GP's are accepting patients (2016)*
 No antenatal care on base for pregnant women

SUGGESTIONS

- A before and after school care facility on base
- Extra support for women when partner on overseas posting
- A children's gym on base sessions facilitated by the P.T. instructors
- Allow swimming instructors on base to provide lessons for dependents
- A crèche on base (even just for one day) where children could be left
- More equipment at the children's playground
- A clinic on base for new mothers
- Rent Sanson play centre on the days it was not being used by that community.
- A community garden and a house with a toy library and babysitting services



// POHANGINA VALLEY

Strengths

- The location – easy access to all health and social services
- The social side of the rural community which includes locals and visitors
- The walking and biking that is available
- There is internet connection

Issues

- No central meeting point for the community nowadays
- The huge distances that need to be covered to get anywhere often limits activities
- The lack of cell phone coverage for some

Resources

- Highland Home and Country Fayre are co-ordination and civil defence centres
- Two fire brigades
- The Ashhurst village newspaper is used to disseminate information for the valley
- Manawatu Rural Support Services monthly clinic
- The church services are held 2-3 times a month
- The community committee is a forward and proactive group
- The roads which are now in good repair compared to earlier years
- Awahou school and play group
- The pub

SUGGESTIONS

- Closer co-operation between Palmerston North City Council and Manawatu District Council in relation to library services and community facilities
- A Community Link liaison person to be available for home/residential visits to people particularly those with mental health issues



// RANGIWAHIA

Strengths

- A progressive cohesive community
- A strong community committee
- The play group
- The fundraising abilities of people in the district and the buy in from all the community
- Camper van site, playground, wetland, Ruapuna Park, Department of Conservation reserve and cycle way

Resources

- Two facebook pages: Rangiwahia and Friends of St Barnabas
- Fire brigade
- Meals for new mums
- Weekly rubbish collection
- WEA Rural Women
- Women in farming group

Issues

- Transient workers
- Funding to finish tar sealing an area of road in the district
- No cafes to support the cycleway
- Dissention between residents of Rangiwahia and Apiti

SUGGESTIONS

- Increase tourism aspects of the region to bring people to Rangiwahia



// RONGOTEA

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- The Rongotea Lions Club
- The Fire Brigade
- Recreation Centre
- Te Kawa Playcentre
- Geographical location of the village
- The churches and their support and community involvement
- A great community for the older person to live in

Reso□□ces

- Community Centre and Library
- The school
- The playcentre
- The Rongotea Lions Club
- All the sports clubs in the village (10plus)
- Local newsletter
- The churches
- The tavern

□e□ □ss□es

Nothing for new residents to get involved in – the events that happen in the village occur because they always have and the same people are always involved providing no opportunities for new people to make their mark

“We don’t befriend new townie families as they are transient and not as friendly as the people who have lived here for generations!”

Sports clubs only cater for primary school children and adults. Teenagers have nothing

The closure of the RSA and the disbanding of the Women’s Institute mean that people travel out of the district for socialising

The loss of free drivers for the elderly when the Women’s Institute disbanded

The relationship between the school and community is not as it was in the past. Families are now more time poor and not available

Families choosing to transport children to schools in Palmerston North for year 7 and year 8 rather than using the local school at this level

After living in the district for 20 years a person is still not considered a local

SUGGESTIONS

- UCOL to facilitate education sessions in the community centre as has happened in the past
- A public bus service to transport workers to Palmerston North as well as a bus to Feilding twice a week
- A car pool/bank
- Bank owned ATM machine
- A public telephone box
- Pushchair friendly footpaths
- Alterations to the cambers of the roads which would reduce flooding
- Cleaner tidier drains
- Improved broadband coverage after 4pm in the afternoons
- A recycling centre similar to the one in Himatangi
- An agency that facilitates Meals on Wheels
- After school activities for 13-18 year olds
- Keep the focus on keeping “Rongotea Beautiful”
- Community Committee needs to be more progressive and give encouragement to younger and newer people to take on the advocacy role in the community



// SANSON

Examples

Affordable housing

The experience of country life in a small community with close proximity to a larger centre

The school is small and the children form strong bonds

An excellent secondary school bus service to Feilding and Palmerston North

Good communication networks

Resources

The recycling centre

The school

Issues

Public transport

Children have to travel elsewhere to participate in sports teams

Lack of activities and a space for youth

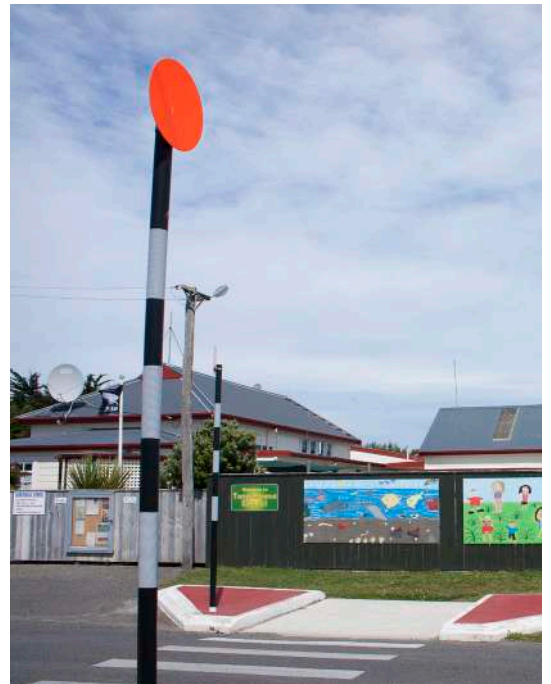
Due to the ageing farming population and the younger family members not returning to the farms in coming years there may not be the number of people in the town to maintain the school or to create the intergenerational social activities found in rural communities

SUGGESTIONS

- A drop in centre or visiting caravan available twice a week offering health services and medical checks for the older person. This could be offered by a nurse practitioner
- A venue for socialising other than people's homes
- A public bus service to Feilding
- A park or playground for children
- A community garden
- A pedestrian crossing on the main road



// TANGIMOANA



□□e□□s

- The microclimate and the beach
- The primary school and its “free” education
- The pedestrian crossing outside the school
- The establishment of the school vegetable garden which has fostered community relationships

Reso□□ces

- The beach, fishing and boating
- The school
- The school vegetable garden
- The village shop and café
- The library
- Superfast Broadband (for some residents only)
- The disaster plan information distributed to each household after the 2004 floods

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- The lack of public transport
- Closure of the nurse led health clinic
- Absence of social activities and support for the older resident
- The need for an upgrade of facilities for the younger generation
- Lack of vehicle access to the beach and the inability of people with mobility issues to walk along the beach

SUGGESTIONS

- Beautification and landscaping of recycling area
- New public toilets
- A cell phone transmitter to improve cell phone coverage
- Return of a nurse led health clinic



// WAITUNA WEST

Examples

The school and its newsletter which goes out to all people in the community

The postie is wonderful

The play centre

The community committee and its hall sub-committee has facilitated a more cohesive community

Community events hosted by the school e.g. The Brotherhood of Blokes Hunting Trip

Resources

The 12-15 acres of land at the school that generates an income from hens, pigs and bees

School newsletter

A new reliable water scheme

Weekly rubbish collection

Two operating churches

Manawatu Rural Support Workers

Issues

The need for a litter bin at Stormy Point

Affordable internet

No cell phone reception at the school and some other areas of the district

School bus only covers an area of 9 km it needs to become flexible as numbers of children change

Maintenance of the roads

SUGGESTIONS

- Submissions have been made to Manawatu District Council regarding all the issues mentioned for discussion at their long term planning meetings



□ UMM □ RY

Across the district it is evident from the findings that there is diversity of social and economic characteristics of the people living in the region however there were themes identified by residents in the communities that were the same or very similar.

Common themes were:

- The importance/value of the local school
- Transport
- Access to appropriate health services
- Provision of services for the older person
- The need for youth spaces and activities
- The value of the community committees

Some of these themes are discussed further in the following section which is presented in alphabetical order.

//COMMUNITY SERVICES

This section integrates the information gathered from the participating communities as well as the information from managers and staff of the participating social service agencies. Thematic analysis was used to collate this information. This is where key themes in the data have been identified in each group and then the comments combined and discussed. Each of the themes has captured something important in the data that links back to the purpose of the research. The experiences, meanings and the reality of all the participants have been reported in the themes which are presented in alphabetical order.

Barriers to Access and Collaboration

Whittington cited in Quinney (2006) defines collaboration as “an active process of partnership in action”. It is a collegial, supportive way of working which allows people to achieve impacts and outcomes that couldn’t be achieved if they were working in isolation.

An integral part of teamwork is the roles and skills of each team member. One issue raised in the literature concerns the roles and skills of staff. The understanding one has of their role as well as the role of others within a team is usually defined by the set of skills one has. When skills overlap role negotiation is needed to prevent conflict (MacDonald et al 2010) and collaborative practices between team members and the different service agencies needs to occur. Providers need to be challenged to think about the way they work with each other.

A competitive contracting environment has contributed to a protective mentality among providers. This “patch protection” is often overcome by communicating effectively. Cumming (2011) identified patch protection as a barrier to integrating services. This statement reflects what is often happening in the communities in this region. Ehrhardt & Coulton (2013) have identified inter-agency collaboration as a key contributor to successful outcomes. They also say genuine collaboration however takes a significant amount of time and hard work and relies on transparent communication and common agency values and goals.

As defined in the Concise Oxford Dictionary a barrier is:

“ Something that causes difficulty or an obstacle that prevents movement. ”

Barriers that were identified in this region included:

- Limited funding resources.
- Overlapping of services in some areas of service delivery.
- A lack of reciprocal awareness of mainstream and Māori providers concerning diversity and services offered.
- A silo approach to service delivery among providers rather than collaborating.
- A “closed book” attitude.
- Issues around entry criteria for services “passing the buck” or “setting the bar too high”.
- A lack of trust was another barrier identified in this research. Trust between collaborating stakeholders was affected by a lack of knowledge of the skills and resources of the other service providers.
- A commitment from management to recognise the value of networking also needs to be evident in order for collaboration between professionals and the different service providers to occur and for the provision of a comprehensive approach.

When differences in service provision, provider roles and gaps in services are communicated effectively among providers it can influence attitudes, ideas and behaviours towards collaboration.

The fragmentation of the networking groups in the region would benefit greatly from them communicating effectively. More efficient use of resources and cost effectiveness may also result.

Service provider attitudes towards clients are equally important in determining standards of delivery of service and subsequent outcomes.

Respondents related situations of “negative attitudes” “stereotyping” and feelings of “disempowerment or powerlessness”. Comments included:



I don't go there if I can help it, they judge me without knowing me



Their attitude towards me makes me feel small. I am worthless



My clients need an advocate when they have to approach this service



Whether it is service provider to service provider or service provider to client, positive relationships are based on sets of values consisting of trust, honesty, integrity, support and mutual respect for each other.

Some of the more known and visible barriers to access of services for communities highlighted in other sections revolve around geographical location of services and providers, public transport availability and accessibility, financial constraints, social service and health literacy, being informed (being told what to expect from services), and for indigenous people the lack of face to face contact that is valued by them.

Belonging

No matter where a person lives “belonging” to the community or a group such as family or friends often reflects the quality of life a person has. Many of the services provided to residents in the Manawatu District Council region aim to enhance the quality of life of the residents whether they are for health, sport or any other purpose and each community may address ‘belongingness’ differently.

Some rural communities foster this belonging by providing opportunities for people to join in garden clubs, bowling clubs and church groups. Those rural communities that extend over many kilometres often have a greater sense of community than those villages that are more compact.

An example of one such community (Pohangina) disseminates its information via a monthly newsletter that is published in a nearby newspaper. This community also has a garden club that currently has 72 members. They meet once a month and do voluntary work in the community. This year (2015) they are hosting a Pink Ribbon Event

The comment relating to their Community Committee stated:

“ Our Committee is very forward thinking, proactive and has a comprehensive community plan. ”

Community Committees are still a work in progress in some areas. How a person integrates into a new community, often depends on the community not the person.

Attitudes such as:

“ We don’t befriend new townie families as they are usually transient and not as friendly as the people who have lived here for generations. ”

...do not foster inclusiveness or belonging. **Along the same lines a resident in another village said:**

“ On the face of it I love Anzac day, the fireworks and the gala day – there appears to be great community spirit, however there is an element that these events happen because they always have and this leads to the comment that there is nothing for new residents to really get involved in to become part of the community. ”

For rural communities the school often provides a focal point. One school (Waituna West) distributes its newsletters to everyone in the community so everyone is aware of news and events. Another is seeking to do the same.

In 2015 many rural farming family members were seeking off farm employment. Families that choose to live rurally for the lifestyle also commute to main centres for employment. This results in time poor adults who are unavailable for school led community activities. A term that was repeated more than once was “Rooster” which refers to a person who lives rurally, works away from the area and comes home to sleep!

One suggestion made to encourage a sense of community cohesion and belonging was to establish community gardens. In some places these are underway and the benefits are four fold:

- The desired sense of community and belongingness
- Forging intergenerational relationships (an issue raised by some communities as lacking)
- The creation of jobs
- Sharing of horticultural knowledge and skills

Communities want to provide opportunities for the next generation to become productive members of the community. Youth commented that for them to feel more a part of the community more youth related activities are needed. The main concern was the absence of designated youth space. Older residents took this one step further and suggested a Youth Academy, where relevant learning, mentoring and practical opportunities would be available for those who did not have access to these. The social aspect of the space is also important. This is just another way for a community to develop talent while fostering a sense of belonging.

A diverse group of young people spoke about the lack of cohesion amongst the marae of the region.

“ This affects us and the way we feel about ourselves ”

Another group spoke of the subtle racism that they felt is present at the secondary school and how this leads to feeling excluded.

People who voluntarily help others in need therefore creating a sense of community and belonging were thought to be missing in many communities often leaving people to rely on formal services that are over stretched. This creates a sense of isolation and no belonging for individuals and families.

Federated Farmers advocate for farmers: they are the voice of New Zealand farmers however they also provide support for the farmer and his family by identifying those in need and addressing this need. One of their strong links is with the Manawatu Rural Support Trust, an organisation set up to assist rural people to respond and recover from adverse events. Both of the above organisations foster a sense of community and belonging for people involved with them.

Perhaps what we have learnt from this research is that there are two dimensions of a community the relational and the territorial. The nature and quality of relationships in a community are all important and play a big role. Not all communities in the Manawatu District Council region demonstrate in practice the relational aspect of community. Comments from residents suggest that there is a lack of meaningful relationships that have been formed by people and the opportunity for everyone to contribute in some way to that community. Inclusion is also evident in the clubs and social groups that are formed, people are invited to come in and the community thrives on diversity and celebrates the differences of people in it. The territorial aspect refers for example to a neighbourhood, however most times proximity or shared territory cannot by itself constitute a community- the relational aspect is also essential.

Good communication is necessary for our society, as it is only through exchange of ideas and co-operation that a society can grow and develop. It is significant in that it facilitates the transfer of ideas and is needed for interacting within our communities, education and much more.

In our world today the influence of communication has surpassed all previous levels, new internet and phone technologies have increased in type, number and speed.

The Manawatu District Council region is primarily a rural area with resulting patchy cell phone coverage. One village Halcombe has coverage on one side and not the other side, another Pohangina has none, however residents use wireless transmitters through “Whats App”. Himitangi residents worked together with a Telecom company and as a result a new transmitter was installed in the community. The other beach community Tangimoana is still in need of a transmitter to receive good cell phone coverage

One of the rural schools (Halcombe) publishes and distributes a hard copy telephone book to all the residents in its community. Schools all have newsletters to communicate their information. Some communities have Facebook pages with links to their schools. The use of this type of social media was identified as an important tool for communication and also as a means of information gathering. One of the Well Child Providers (health providers who offer services for well children) uses this as a means of communicating with clients and in turn clients communicate with each other making links and establishing a network of support. Perhaps more services could follow this example.

Communication between providers of similar services was highlighted as an area for improvement as these links are crucial to the wellbeing of people in the community.

Factors hindering communication included:

“Some of us use different reporting tools and as well as clients falling through the gaps we are unaware of what each service is doing”

“There is too much patch protection and not enough referring to more appropriate services”

“A gap in knowledge of the services available in the community”

“The value of networking and network meetings is not appreciated”

Effective communication within the provider community is an issue for concern. Effective communication is underpinned by certain practiced values such as trust, respect, support among group members and consistency with information. Understanding and acknowledging different views are also important. This all contributes to collective decision making which facilitates collaboration among service providers. Collaboration allows providers to work in a co-operative way which helps in achieving common goals in service delivery. Communicating with others whether formally or informally was seen as a difficult issue for some residents. People indicated they wanted their voice to be heard and would like help at times with this. Suggestions were made by provider agencies and community members alike to establish an Advocacy service in the town of Feilding or at least a pool of advocates that could be accessed by residents on an as needed basis.

A community information centre was identified as one of the best ways to communicate with residents and organisations. One identified issue was; knowing what help/services were available to them, what might help them in their situation, and where to access this service and any other associated information. A physical location was seen as important as online information. The provider community as well as the regional communities agreed on this. The established Community Committees provide communication links with local government for their community, as well as local newsletters, newspapers and the rural post. All of the above examples indicate the importance of all styles and types of communication, the old and new for residents in the Manawatu District Council region.

Education is seen as a means of gaining employment and increasing income in today's society. The World Health Organisation (2011) states "education enhances people's capacity to be employed and have fulfilling lives". In any society young people need to have a positive engagement with the education system... this is often influenced/ linked to parental education levels and to a person's social economic status (SES).

In the Manawatu District Council region residents commented on the supportive environments of the thirteen plus early childhood facilities, twelve primary and one intermediate school. One new resident to the town of Feilding was concerned that there would not be enough activities (educational or otherwise) for her pre-school children she was however overwhelmed by the selection.

One village (Himitangi) stated that they are experiencing a baby boom and would like more child centred facilities in their village over the next 3-5 years. It was noted that the region was fortunate to have a Kohanga Reo with an extensive waiting list (evidencing the need for it and what it offers) and the newly established Kura-a-Iwi.

Many thought there was a need for a second public secondary school in the region to provide a choice of school as at present there is only Feilding High School. Also available is the Catholic Māori Boys Boarding School Hato Paora at Cheltenham near Feilding.

Education can be formal or informal. A youth guarantee scheme targeting 16-19 year olds who have minimal unit standards is very well supported in Feilding. Many service providers (eight) commented on the need for an Alternative Education facility in Feilding rather than having to transport students to Palmerston North. This would mean that the community is meeting the needs of its youth in its region as formal school qualifications are required to continue study, training post school and/or for entry level jobs.

English Language Partners offer a programme 10 hours per week for anyone wanting to learn English which works very well for members of the Bhutanese refugee community. Alongside this is an informal conversational language group which meets on a weekly basis too.

Literacy Feilding provide one on one or small group tutoring to help people improve their reading, writing, maths and computing skills. They also offer many other services to people in their community e.g. driver licence study assistance and curriculum vitae writing. All their services are free.

Employment

Agri-Business and services underpin the economy in the wider region and the town of Feilding. The Feilding Business Expansion and Retention Programme Report (2014) provides this information and the opinions of 101 businesses that participated representing ten sectors in the community. The town of Feilding has been described as a thriving community being the most vibrant country town in NZ servicing the regional rural sector (B.E.A.R 2014).

They reported that:

“ Many young people might be surprised to find the range of business opportunities that exist in the rural economy, especially information technology, engineering, financial, support services, home supplies and trades that agriculture offers. ”

The research findings suggest that people believe that employment prospects in the region are limited to farming, the meat works, and agricultural related industries.

Twenty six respondents said:

“ We love living here but we have no employment here. ”

Younger people commented:

“ Employment opportunities are non - existent, it is even impossible to get part time work while still at school or in tertiary education. ”

One did however say:

“ Some of my friends have more than one part time job and maybe if they were shared around we could all have work. ”

One provider reinforced the views of the younger people saying:

“ There are gaps and barriers around where our young people go when they have finished school. ”

The BEAR report (2014) identified that 52% of businesses said they did not expect any change in the number of people they employ in the next two years, 44% expected to increase their number of employees and 4% expected a decrease in the next two years.

The overall picture painted by the region's residents reflected the following:

“All my life I wanted to farm and I have always been able to get employment in this area”

“Well as I am on a benefit it is often not worth it for me to get casual or part time work, I don't mind losing part of the benefit but casual work leaves me feeling vulnerable and with a less dependable source of income”

Another resident said:

“I was able to get casual work in the off season of the meat works and I am happy with that.”

Younger members of the community were often less positive:

“Yeah I thought about UCOL to get a qualification but then I would have debt from my loan and who says I would get a job around here. It's hard to ask parents for fares to get there it puts pressure on their budget and then what if I don't pass the course.”

Other factors that have made it difficult for residents to gain employment in the region include:

- a criminal record (often from when they were younger)
- the cost of maintaining a vehicle and fuel costs
- limited public transport services

For those individuals with particular requirements resulting from learning difficulties, physical disability or emotional and behavioural difficulties, supported employment programmes are available in the region. The organisations that support these people made the suggestion that there could be a wider range of support and more of it is required to meet the needs of this specific community. Social stigma, uncertainty and unfamiliarity that surrounds disability means that people with impairments are classified as “others”. This leads to social isolation and marginalisation which impacts all aspects of life.

Health

The healthcare system in New Zealand has changed significantly in recent decades. From being an essentially fully public system we now have a mixed public-private system for delivering healthcare. NZ has 20 District Health Boards (DHB's) and they oversee 46 Primary Health Organisations (PHO'S). The mandate of the PHO's is to focus on and analyse local needs and the development of locally driven population health strategies. Their focus is on the health of communities.

So what is health? As defined by the World Health Organisation (WHO) health is:

“ A state of complete physical, mental and social wellbeing
not merely the absence of disease ”

Time and time again access to mental health services arose as a significant and persistent issue in many of the communities surveyed. Research shows that mental illness and substance use disorders are common. Stigma surrounds those with a mental health condition at any age and impacts on a person's quality of life. In the Manawatu District Council region mental health services are provided by Mid Central District Health Board and some Iwi providers. The Crisis, Assessment and Treatment Team (CAT Team) comes under the umbrella of Mid Central Health Services.

The following quotes identified a number of access issues identified by other service providers:

“ Services are not effective or at times appropriate, and often people were not able to be treated because they don't meet criteria! ”

“ Comprehensive assessment is often not done and the issue is passed off as something else removed from the mental health sphere ”

“ It's an alcohol and drug problem ”

Alongside acute mental health services non-government agencies (NGO's) offer a range of support services for families, clients and the community. Offering support to families/whanau with a member who has a mental illness, Supporting Families in Mental Illness is a non-government organisation based in Palmerston North that provides information, education advocacy, public education and peer support for all those whose lives are affected by mental illness. Staff travel and offer a weekly clinic in Feilding and would be pleased to accept referrals from other mental health services as they are one of the few services who do not have a waiting list (2015).

Evidence in our region suggests that there are high numbers of children and young people with poor mental health. Adding to the burden of caring for an unwell young person there is no acute facility for young people and they are sent outside the region for treatment. Māori health providers mentioned comorbidity (the simultaneous appearance of two or more mental health or physical illnesses) as being very common and although one provider is able to offer services in mental health others do not have contracts and are not able to fully meet the needs of clients.

St Dominic's a residential facility that provides care for adults with mental health issues is situated on the outskirts of Feilding. It is a privately owned facility that receives DHB funding and also offers emergency mental health respite care to anyone who needs it.

The centre offers a wide range of programmes as mental health issues are varied. In this instance drug and alcohol are seen as mental health issues. The range of online support groups Lifeline, Samaritans, and Youth Line are also available however the aforementioned services are the only

services along with DHB mental health staff located at Feilding Health Care formerly known as Clevely Health Centre that are directly accessible within the MDC community. Providers of some other community services were of the opinion that mental health services in the region were not meeting the needs of the community at all levels of service provision (primary or secondary care). Thoughts ranged from areas where growth could be improving access to the access itself.



The public health service could pick up more mental health clients particularly the children as they are the primary focus of their service



We didn't meet the criteria for the service and just got pushed around between services with no positive outcomes for our family member



The 2014 report (www.midcentraldhb.org.nz) from the review of mental health services in the region identified a lack of connectedness between mental health providers and their maintenance of a silo approach (a lack of collaboration and standardisation between the services) as opposed to identifying as part of wider health services. People have been falling through the gaps due to the above and the exclusion of the community teams when a person is discharged from an inpatient unit.

The report stated:

“ There is a lack of proactive collaborative planning to address service delivery challenges ”

As this is a predominantly rural region Federated Farmers have in 2015 had a travelling road show focusing on depression and suicide. The show is aptly named “Life's a Bitch” or “Black Dog”.

The Ministry of Health cited a number of service innovations such as first care contact providers (mainly GP services) having virtual appointments by phone or email; the use of high definition links in rural areas where patients have greater access to health care without a lengthy wait; electronically shared patient records; and Integrated family Health Centre setups (Fernandez 2015). As Mid-Central DHB was not a participant in the project there is no information available to indicate if any of the above service innovations are in place for this rural region. The Better, Sooner, More Convenient Healthcare initiative introduced in 2009, facilitated the creation of Integrated Family Healthcare Centres. The initiative's aim is to tackle an ageing population, doctor shortages and to reduce the demands placed on hospital

and to reduce the demands placed on hospital services by making secondary care more accessible.

Due to the rural nature of the region health services are centralised in the town of Feilding. A new integrated family health centre that is owned by Manawatu Community Trust will be completed in early 2016. This will attract more general practitioners, male and female to the town addressing the shortage that exists presently (2015) and enable people to have access with choice of a health care provider. Eventually there may be after hour's services. This will also assist with better collaboration between the health and social services sector. A wider variety of services will all be available in the same geographical location.

The International Conference on Primary Health Care (1978) affirmed that :

“ Health was not merely the absence of disease but a state of complete physical, mental and social wellbeing. Health care should be accessible, affordable, and appropriate for the individual/family/community ”

Examples of services that provide accessible,affordable and appropriate health care for individuals, families and communities would include:

- The Marion Kennedy Centre who although based in Palmerston North offer satellite programmes in Feilding. Their focus is persons with Alzheimers/Dementia and their families.

**“ For every one person with Dementia
there are seven others affected ”**

- The Cancer Society aims to lessen the impact of cancer on individuals and their families as well as being involved in research, health promotion, transport services and providing an advocacy service. They have field officers in some of the outlying areas but not Feilding. They are available for people from the time of diagnosis and their continuation on their cancer journey. Support groups are established throughout the region with one in Feilding. The society has one problem and that is getting people to know they are there for them as they cannot approach the person, it has to be the other way around.

These two examples are by no means the only services.

The closure of one health service in the village of Tangimoana and reduction of hours in another in Himatangi in 2011 impacted on many members in both these communities. Those most affected were the elderly and families with young children. The financial burden of travel costs has meant some people have had to move from their homes.

**“ I have to have blood tests weekly and the cost of
travel is expensive and I am not as young as I was once and
really don't like driving all the time. We have just sold
our home and have bought in Foxton ”**

The year 2000 saw the release and implementation of the NZ Health Care Strategy which identified the direction of health services for populations, targeting health inequalities. It also identified that to do this government departments and agencies needed to work collaboratively across the sectors as well as engaging the community. As identified in other areas collaboration across services could/ should be improved in the health arena too and factors such as transport, financial constraints, geographical location and health literacy all contribute to how people are able to access services.

Home Ownership



The Feilding Business Expansion and Retention Programme Report (2014) found that house prices in the region have been static since the housing market crash in 2008. In 2014 sales were at the same level as 2011.

Rental Accommodation

Rental housing in the region is generally older houses which often are of poor quality. Information gathered from participants indicated that they needed more affordable and appropriate housing. One person commented on the lack of more expensive family homes to rent.

“ We came to Feilding for the lifestyle we wanted for our children and my partner commutes to Massey University each day. We have been unable to find a nice house to rent even though we are willing to pay \$300.00 - \$350.00 per week, most are substandard ”

There are permanent residents who have made the Feilding Holiday Park their home. All residents who were interviewed were of the opinion that all facilities needed upgrading and believed a change in zoning to residential for the area where the facility is situated would help. Many of the people there had no other options for a home.

“ We live here because there was no other place we could afford or that was available in our price range ”

“ I have mental health issues and no one would have me as a flatmate so I had to come here ”

“ I was turned away from the only other accommodation I could afford even though I know they had vacancies ”

Other Avenues

The Housing Advice Centre which helps people to find a home to rent or that offers private board or is seeking a flatmate is situated in Palmerston North. They very rarely have information on what is available in Feilding or the wider Manawatu District Council region their manager said. They do have enquires from people needing a home in this region but are unable to help.

Emergency housing can sometimes be found by contacting the Housing Advice Centre however not in the MDC region. One service provider has been known to pay for motel accommodation for someone in need in Feilding.

Housing New Zealand

Housing New Zealand owns one hundred and sixty-one properties in the Manawatu District Council region. Some of the houses do need refurbishing however due to cost this will not be done which in turn means there are reduced numbers of houses available. From April 2014 Housing New Zealand has passed the responsibility for eligibility assessment of their housing to the Ministry of Social Development (Community Link Offices).

Social Housing

The Manawatu Community Trust, a registered charitable trust established by the Manawatu District Council in 2008 as a council controlled organisation, has as its mission the promotion and provision of housing and wellbeing services that are relevant and meet the long term needs in the community. They provide modern, healthy, sustainable homes of good quality for the elderly and disabled residents of the Manawatu District. At present (2015) the trust has a stock of 205 one bedroom units of which forty would be suitable for an individual with a physical disability. In November 2015 the trust had no available flats for rent and had a waiting list. The demand for this type of housing has increased from prior years and is from people across the lifespan.

Assisted Living

Residential housing for individuals with special needs is provided by IDEA Services and NZ CARE in the town of Feilding.

It is established in research that young people who rent are more likely to have an increased risk of mental health problems as well as antisocial behaviours (James and Saville- Smith2010).

Safe secure affordable housing is a basic human need as described by Abraham Maslow (1954) it is one of his most basic levels of need. Decent safe, secure, affordable housing is also a major factor for good health and wellbeing.



Māori Services in the MDC Region

When searching the literature for a definition of what a Māori provider is, most comments related to the health field and those that mention social services talk about how important it is to see these services and their delivery through a Māori world view.

The Ministry of Health says:

“ Māori health providers tend to deliver health and disability services to predominantly Māori clients, although certainly not exclusive to Māori clients. What distinguishes the service is the kaupapa and the delivery framework which is distinctly Māori ”

A paper prepared for the National Health Committee by Dr Sue Crengle (July 1999 Māori Primary Care Services) outlines the following in relation to Māori providers -

Key features of Māori primary care services are:

- Provided by Māori for Māori
- Governed and operated by Māori organisations or groups.
- The fundamental principles that guide the philosophy and the development of the services are Māori.
- Māori cultural values, beliefs and practices (Tikanga Māori) are used in the development and delivery of the services
- Utilise (where possible) Māori staff
- Provide services that are high quality, affordable, accessible and acceptable to clients.

Two philosophical approaches frame the service:

- Positive Māori development
- The use of a Māori model of health and wellbeing

Demography:

- Serve predominantly but not exclusively Māori clients
- Have higher numbers of young people and fewer elderly on their registers
- Have a high proportion of clients in the lower socio-economic group

Description of Māori primary care services:

- Variable size: small providers delivering one or two programmes to large providers delivering a wide range of services and programmes.
- Some providers have preferred provider status with funders, others do not have this status
- Size of client base varies from hundreds to thousands

Location - Variable

Services/Programmes - Dependent on need in community

Methods of delivery of services - Dependent on location and staffing

Staffing:

- Staffed with a wide range of people
- Community health workers/Kaiawhina essential
- Workforce development is essential.

For Māori it is the culture that makes the difference, relationships will always come first and are fundamental to the culture.

The use of Māori models of health namely Te Whare Tapa Wha – Mason Durie; Te Wheke – Rose Pere; and Te Pae Mahutonga – Mason Durie are based on key philosophies underpinning Māori services in primary care.

The Māori cultural processes that are used as a basis for developing and delivering contemporary health and social services that support self-sufficiency and Māori control are crucial to the success of these provider organisations.

There are two Māori providers based in the town of Feilding, one has a local genesis and the other does not. This is important to know because iwi have a place to provide services to support not only iwi members but those within their region. Sometimes this is not possible but where they can it is important that support is

provided in any form that is required. One of the key reasons is that iwi will always remain in their region as other providers and local governments come and go. There are other iwi providers who are based outside the region (mostly in Palmerston North city) who do travel to offer services to clients in their own homes in the MDC region.

Māori provider services identified that for their people access issues were a key factor and to that end they use a range of strategies to address this including extensive mobile services and outreach clinics, free or low cost health care and the employment of primarily Māori staff who are more likely to have access to Māori in the community. There is also inclusion of the community in the planning and delivery of services.

Services provided in the MDC region-

Te Runanga O Raukawa Incorporated:

- Toiora Whānau Social Services including Rongo a Whare, Domestic Violence Women's Education.
- Whānau/Tamariki Ora Well Child Services
- Mother and Pepe support/Toa Haputanga
- Immunisation Services
- Car Seat rental and layby scheme
- Whakapiki Hauroa/ Nga Oranga O te Rae- Adult Mental Health Services
- Alcohol and Drug Support
- Child Adolescent and Family Support
- Day Activities – group activities to promote socialisation for individuals 17 years and older who have a mental health diagnosis.
- Whiti Ora – smoking cessation programmes
- Community based Respiratory Nurse
- Disease State Management
- Cancer Control Co-ordinator
- Māori Disability Support Service – includes advocacy and liaison
- Podiatry – a monthly clinic in Feilding

Whānau Ataahua Beautiful Families Trust:

- Social Work
- Counselling
- Wahine Ātaahuua programme
- Budgeting advice
- Whānau ora facilitation.
- Mediation and support for families

One of the providers situated outside the MDC region that travels and visit clients in their homes are Te Wāka Huia.

Services they bring are:

- Whānau Care and Support
- Whānau Ora Navigation
- TOAM – smoking cessation
- Immunisation Outreach Service
- Cancer Navigation
- Disease State Management Nurse
- Respiratory Nurse.

Clients are able to choose their provider from the above services and what fits best with them. There are two other Māori providers, Whakapai Hauora Charitable Trust who provide alcohol and drug services in the region and He Puna Hauora who were not interviewed. Both of these have their base in Palmerston North.

Whānau Ora Navigation Services:

The Te Tihi Alliance provides Whānau Ora services to this area. Whānau Ora is based on the cultural foundation of collectivism in terms of its approach to wellness. Seven navigators who report to a Whānau Ora navigation service manager (based at the Central PHO) provide support in this region. All referrals from community agencies and others should be directed to this manager. Whānau Ora aims to enable Māori whānau to be empowered and confident in living healthy lifestyles, participating fully in the MDC region and society in general, to be economically secure and successfully involved in wealth creation. Whānau Ora seeks to promote cohesive, resilient and nurturing whānau.

In parallel with the development of a system of Māori service providers there have been initiatives to improve Māori access to mainstream services e.g. cultural safety.

When interviewed some mainstream providers made comment that they were unaware of the services provided by Māori in the MDC region and that Māori did not network/refer to mainstream or attend networking meetings. Some Māori on the other hand commented that mainstream providers were themselves the barrier often unconsciously by the western framework which dictates their practice.

It was suggested that Māori invisibility to non-Māori providers was due to the fact that they are so busy (limited people with skills and so much to do). Māori providers are working on survival time because although their contracts are the same as mainstream providers Māori go above and beyond the contract. Māori feel accountable to their indigenous roots and feel they are continually critiqued from outside mainstream. Networking was not considered valuable.

More agency collaboration with Māori to foster improved measures of positive Māori development could provide further insight into the local Māori community. **As Sir Mason Durie commented:**

“ Māori need mainstream providers more so for secondary and tertiary services – their forte is primary care ”

The research evidence suggests that there are issues with transportation across the region.

No matter where a person lives an integrated bus network is designed to ensure there is a network in each region that offers multiple travel opportunities to individuals. This ensures all residents have direct and frequent service to the regional centres. Transit systems allow people to more easily find employment, get to work and in some cases go from being a benefit recipient to a wage earner.

Comments made by project participants in the beach communities would reinforce the above statements. In both of these communities the absence of transport to main centres was forcing the more mature resident to move from their home – often homes of a lifetime. Many were of an age where they were no longer in a situation to be granted a driver's licence or they were experiencing a loss of confidence in their driving abilities particularly at junctions that led onto main state highways. One younger resident did offer to transport residents to shop for groceries and to attend appointments if it coincided with what she was doing. This was limited to the seats available in her car.

The more rural areas to the north faced similar issues. Comments were centred around the younger person, who chooses not to stay in the area due to the absence of employment, lack of finances to support car ownership or driver licence fees. This along with the absence of a public transport network to the service centres of Feilding and Palmerston North restricts mobility of residents.

Halcombe has a main trunk railway that runs through the town and a suggestion was made that the train could stop to collect commuters on its way through to Feilding.

A Kimbolton resident thought that using the school vans twice a week to transport residents from the village to Feilding for a fee would provide revenue for the school and at the same time provide a public transport system for the community.

In another village the closure of the Women's Institute led to the loss of a "free community taxi service" as these members had provided transport for many people in the village. Similar to some other villages, residents believed a public transport system to Feilding.... just twice a week would benefit their community.

Other comments from residents in this same village were:

Living in a rural area a person expects to travel and provide their own transport

Even if there was public transport I wouldn't use it as friends and neighbours help me out and I don't have to walk at the other end

Within the town of Feilding fifteen people made the comment that they would like more public bus services/routes on both sides of the town as at present what is offered is not meeting the needs of the residents who would use it. Concern was raised by twenty participants re transport to and from the new health centre from all other areas in the town. For some residents this is "out of town" and unless more services are provided using the services offered at this facility would be challenging. (Update: Horizons Regional Council has reviewed the services and will be offering new routes and timetables to address the above issues from March 2016).

SUMMARY

In the Manawatu District Council region residents' opportunities, choices and access to services are shaped by the social and economic conditions of the region and its ruralness. This chapter has discussed the opinions and ideas of some of those residents and what is not so desirable and what would make it better for their overall wellbeing throughout the lifespan.

//Where To From Here?

“ If you want to go faster, go alone.
If you want to go further, go together. ”

(An African proverb)

This section provides a list of gaps identified by residents and services. It then summarises the key issues and suggestions that arose through the research process and makes a number of recommendations for consideration.

Central to these issues, we need to keep in mind the varied geography of the Manawatu District with its town, many unique villages and rural environs. The centralisation of many services in Palmerston North and access to these services was an issue for many residents, particularly in rural areas. It is also an issue for some of the providers, as they do not have the funding or staff capacity to provide home visits or set up outreach clinics.

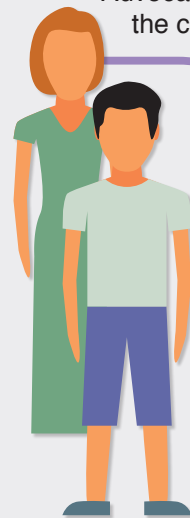
Of the 60 services interviewed (including Churches), 29 have a base in Feilding. Of those in Palmerston North, 27 said they would travel to clients in the Manawatu region. Therefore, not all services would be accessible to residents in the district.



Identified Gaps

There is no service in the MDC region for children who have been sexually abused.

Abuse and Rape Crisis Services and (ARCS) do offer services in Palmerston North however not many referrals are received from this region and there is a concern that the issues are present but not being dealt with.



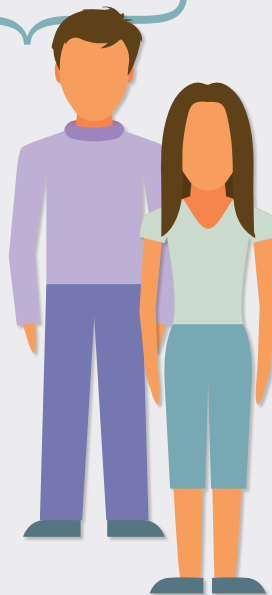
A need has been identified for an independent Advocacy Service in the community.

Absence of a teen parent unit. The unit that is situated at Freyberg high School in Palmerston North has some young women from Feilding attending. The principal said they do have enquiries from people in the MDC region however not many enrol and attend. Whether the distance, travel costs, and an infrequent bus service play a role in this is unknown.

Limited employment in the region in particular for school leavers.

Residents in the region would like a choice of healthcare provider and women would like the option of a female G.P. At present there are two female G.P.'s who work part time.

Their books are closed.

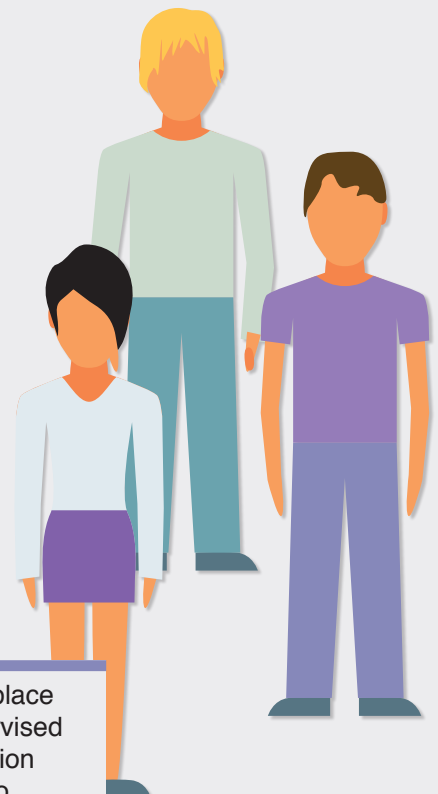


Inter-collaboration and communication between agencies.

Funding gaps in the following: Services for children under one year of age; Young parents who need to gain their full drivers licence.

An insufficient pool of volunteers that can be called on to assist across the community.

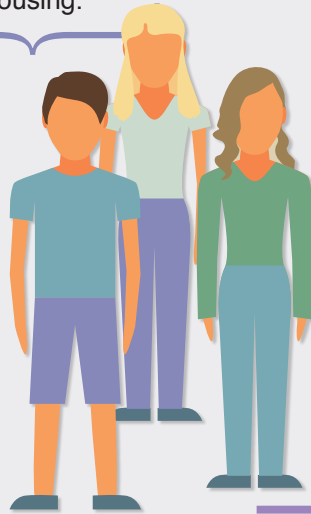
A lack of a 24 hour healthcare service in Feilding.



There is no appropriate place for families to have Supervised Access in the MDC region families must travel to Palmerston North.

Emergency housing.

Appropriate and affordable housing.



When children are receiving services of the Child Development Unit and reach the age of 16 years of age they are referred directly into Adult Services.

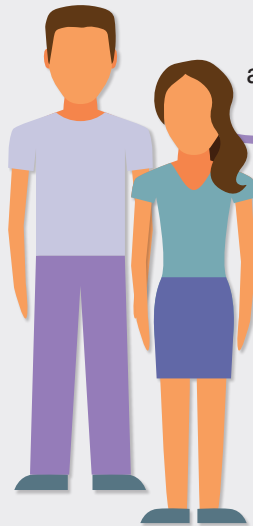
It was identified there needs to be a transition service for these young people and their families. .

A base for the Volunteer Resource Centre in MDC so they can bring their services to residents.



A local information booklet outlining services for the older person in the region.

For Kaumatua/Kuia another disease state management nurse and a disability support worker are needed.



Support and resources for foster parents and Home for Life caregivers was identified as inadequate.

Funding for Super Grans to be able to offer the same services in the MDC region as are available in Palmerston North.

More connectivity in the provision of services for those with mental health issues.

A children's Asthma Nurse who would provide support and education to families.

New Zealand has the second highest rates of asthma in the world next to the U.K (Asthma foundation NZ).



Quality day respite services in the rest homes in the MDC region.

The use of technology needs to be embraced by some services and organisations.

//Recommendations

The wider Manawatu region contains a wide range of services, some with well-qualified professional staff as well as voluntary staff. However, one of the key findings of this research was the general lack (inadequacy) of knowledge and collaboration across and between services. Many services were unaware of other groups operating similar services. This often leads to duplication of services and gaps can appear across services.

RECOMMENDATION 1

Improve inter-professional collaboration:

- All service providers need to be challenged to think how they work with each other, through shared clients or referral networks.
- Effective partnerships need to be promoted and working relationships strengthened.
- Effective communication facilitated between providers of similar services to effectively meet the needs of the clients they engage with.
- Communication between organisations, communities and other service providers could to be improved.

Suggestions:

- Create opportunities for providers to get to know each other, perhaps through free or low cost education/professional development sessions. This would also have the effect of strengthening workforce capacity. This has been trialled during this research project and had both a positive response and positive outcomes.
- Develop inter-professional collaboration between providers and social services, both government and non-government organisations as well as churches and schools. Rivalry between professional groups is negative and stifles innovative practice opportunities.
- Investigate the feasibility of a regional interagency network.
- Develop interagency teams across specific interest/work areas: e.g. ageing, education, disability, children, etc.
- The establishment of a community focussed information centre in Feilding, perhaps at the health centre, library or independently in the central business district.
- More use of social media and other technologies to transform service delivery e.g. websites, Facebook, texting etc. This would also improve access to information for clients.
- Ensure there is regular communication between people in the various communities and service providers. One example would be community health committees that help doctors and nurses appreciate community health concerns and also help the community to appreciate limitations on health personnel. Regular dialogue is an exercise in matching realistic expectations.
- Create opportunities for self-directed care.

RECOMMENDATION 2

Both residents and services commented on the need for better provision of health services within the Manawatu District area. In particular, they mentioned:

- Better accessibility to G.P. services with an option to change G.P.s
- More female G.P.s
- Improved mental health services across all age groups.
- Better referrals between the health and social services.

It is noted that the development of the new integrated health centre was a step in the right direction.

RECOMMENDATION 3

Recommendation 3: **Recommendation 3**

- Create a youth space that feels safe for everyone.
- Develop a foster parent support agency similar to the one in Waikato.
- Create a paid coordinator position to support grandparents supporting grandchildren.
- Create a teen parent education unit for those unable to attend the unit in Palmerston North.
- More and improved access and ongoing support for people with a disability in the community.
- An emergency housing facility. There is a wide need for this by families / people who have lost their homes, pregnant teens, women and families unable to live independently and in need of support.
- Funded assistance with driver licensing in particular for teen parents but other groups would also use this service.

RECOMMENDATION 4

The following three suggestions would support all of the above recommendations:

- Improve the public transport system from Palmerston North to Feilding and also to the villages in the region.
- The establishment of an advocacy service to assist residents to find and attend a service appropriate to their needs. This combined with the establishment of a community based information centre would go a long way toward helping resolve many of the above issues.
- Maori providers put value on further professional education. They provide opportunities and funding for their employees to achieve this. Other mainstream providers might consider something similar.

Over the course of the project information has been gathered from the people on the ground – residents in the communities and agencies who provide services in the Manawatu District Council region. The information is a “snapshot” of the strengths of the communities and agencies and what might make the region a better place to live in terms of social and other services. What needs to be done with the information and how it is done will be the next step in an on-going process of developing cycles of change and positive momentum in the region. One suggestion would be the formation of a panel comprising representatives from a cross section of service agencies.

RECOMMENDATION 5

This group would then develop an action plan that has:

- Everyone on the same page i.e. shared visions and goals that are realistic and achievable
- A co-ordinated and collaborative approach
- Strategic actions based on best practice and evidence

A trial of the plan could be implemented by two of the providers who are willing to “give it a go”

SUMMARY

Some needs, problems and deficiencies of agencies and the communities they provide services to have been identified in this research. Community services need to take up the challenge and use these findings to benefit their clients.

Using the capacities and assets they have, working collaboratively with other services in the community and using evaluation to understand the impact and effect of this would be the initial phase of best use of the available resources in the MDC region.

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Participating Agencies:

Abuse and Rape Crisis
Across Social Services
Activate Church Feilding
Age Concern
Alzheimers Manawatu
Apiti Playcentre
Barnados
Birthright
Brain Injury Central Districts
Cancer Society
CAP Christians Against Poverty
CCS Disability Action
Dalcam
Electoral Office of the National M.P.
Enable NZ NASC
English Language Partners
Federated Farmers
Feilding and Districts Youth Board
Feilding Bible Chapel
Feilding Kindergarten
Feilding Playcentre
Heart Kids Manawatu
Housing Advice Centre Palmerston North
Housing NZ
I Can
Idea Services Manager Feilding
Lifepoint Church
Literacy feilding
Manawatu Community Trust
Manawatu District Council
Manchester House Social Services –
• After School Activity programme co-ordinator
• CEO
• Family Support Social Worker
• Senior Support Social Worker
• Manawatu Rural Support Workers
• Budget Advisor
• Counsellor
• Diversional Therapist
• Foodbank co-ordinator
Maori Woman's Welfare league Palmerston North
Midcentral District Health Board –
• Child Development Unit
• Community midwives Feilding
Neighbourhood Support
New Zealand Red Cross - Refugee Services
North Street Playcentre
NZ police
Ohakea Playgroup
Ohakea Welfare Officer,
Palmerston North Refugee Services
Palmerston North Women's Refuge
Plunket
• Well Child Services manager
• Community Support team manager
Rongotea playcentre
Rongotea Uniting Church
Sanson Playcentre
Strengthening Families facilitator Feilding
Supporting Families in Mental Illness
Supergrans Manawatu
Te Manawa Services
Te Runanga O Raukawa
• Smoking Cessation co-ordinator
• Social Worker
• Toiora Whanau Social Services manager
• Tamariki Ora nurse
Te Tihi Alliance –
• Whānau ora navigator
Te Wākahuia
The Foundation for the Blind
The Open Home Foundation
The Salvation Army Community Ministries
The Salvation Army Education and Employment
The Volunteer resource Centre Palmerston North
Whakāpai Hauora –
• Mental Health Services staff
• Health Services Manager
Whānau Ataahua
Young at Heart

The following section uses material gathered from the interviews with service providers. It lists the services that are available to residents in the Manawatu District Council region. Services have been categorised in age groups and presented in a matrix form that indicates:

- The service provider
- Where the service is available
- If the service will/is able to travel to the client
- Whether the service was invited to participate or declined the invitation

CHILDREN UNDER 5 YEARS OF AGE

	AGENCIES	RESOURCES	AVAILABLE IN FEEDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
RESOURCES					
	Birthright	*	*	*	
	Mamaternity		*		
	Toy Library		*	*	
	Plunket	*	*		
	MCDHB Community Midwives		*	*	
	Lead Maternity Carers	*	*	*	Dependent on village
	Salvation Army (foodbank)	*	*		
	Te Runanga O Raukawa		*	*	
	Manchester House		*	*	
	Feilding Bible Chapel (foodbank)		*		
	Lifepoint Church		*		
	Child Development Unit	*	*	*	
	Activate Church		*	*	
	Young at Heart		*		
	Parent to Parent	*		*	*



CHILDREN UNDER 5 YEARS OF AGE

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
SUPPORT GROUPS				
Across Social Services - Post Natal Support Group	*		*	
Parent to Parent	*		*	
Kids with Arthritis	*		*	*
HEALTH				
Lead Maternity Carers	*	*	* Sometimes	*
MCDHB Community Midwives		*	*	
Plunket- Social services	*	*	* Some areas	
Te Runanga O Raukawa-Tamariki Ora	*	*	*	
Plunket Well Child Team	*	*	*	Dependent on contract
Child Development Service	*		*	
Whakapai Hauroa	*		*	
Te Waakahuia	*		*	
Young at Heart		*	*	
Arthritis NZ	*		*	*
RESPITE CARE				
Across Social Services	*		*	
The Open Home Foundation	*		*	
CCS Disability	*		*	

CHILDREN UNDER 5 YEARS OF AGE

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
SOCIAL SERVICES				
Plunket	*	*	*	
Across Social Services	*		*	
Open Home Foundation	*		*	
Manchester House Social Services		*	*	
Te Runanga O Raukawa	*	*	*	
Salvation Army	*	*		
Supergrans	*	*	*	
Whanau Ataahua		*	*	
Young at Heart		*		
Strengthening Families	*	*	*	
Barnados	*		*	
GROUP PROGRAMMES				
Abuse and Rape Crisis	*			
SUPERVISED CONTACT				
Across Social Services	*			
Barnados	*			

CHILDREN UNDER 5 YEARS OF AGE

	AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
PARENTING PROGRAMMES					
	Across Social Services	*	*		
	Abuse and Rape Crisis	*			
	Plunket	*			
EDUCATION					
	Plunket	*			

CHILDREN UNDER 5 YEARS OF AGE

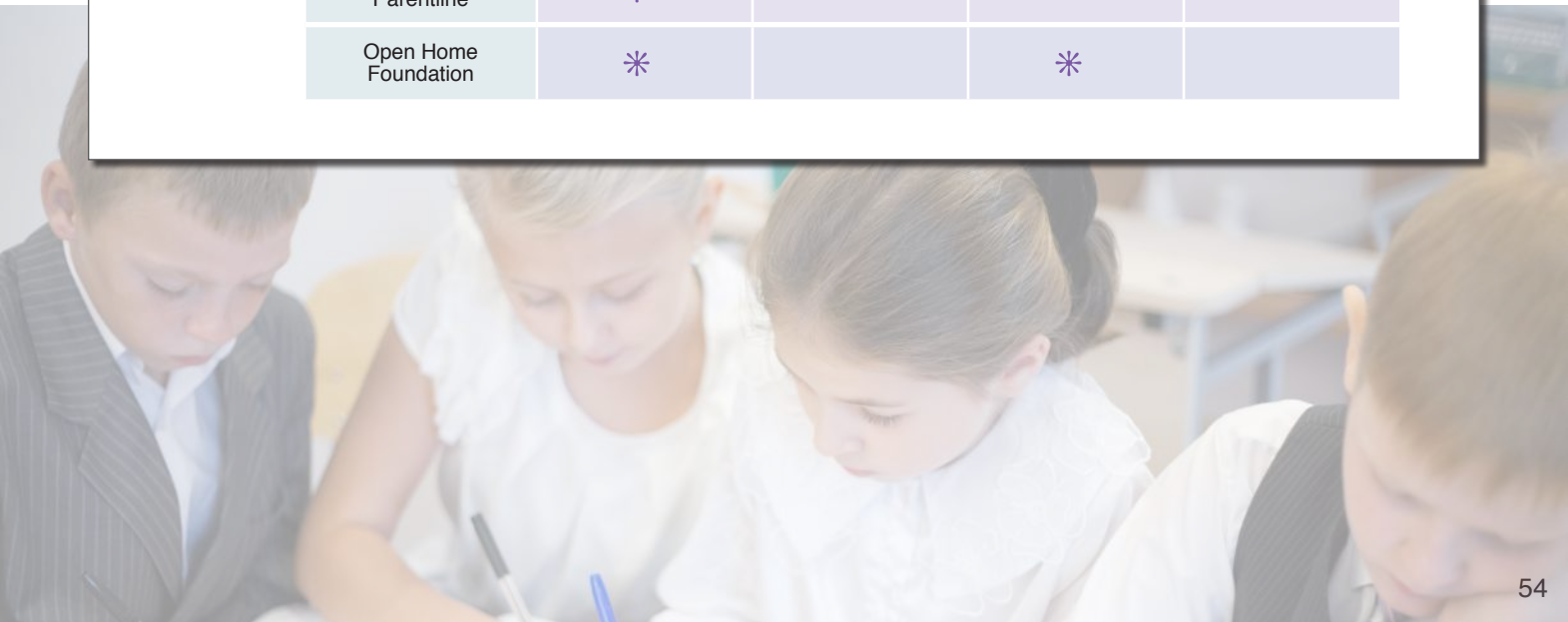
	AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
SOCIAL WORK					
	Manchester House Social Services		*	*	
	START	*		*	
	Across Social Services	*		*	
	The Open Home Foundation	*		*	
	Whakapai Hauora	*		*	
	Te Runanga O Raukawa	*	*	*	
	Whanau Ataahua		*	*	
	Te Manawa Services		*	*	
HOUSING					
	Housing Advice Centre	*			
	Camellia House (emergency housing)	*			

5-12 YEAR OLDS

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
COUNSELLING				
Abuse and Rape Crisis	*			
Across Social Services	*	*	*	
Whanau Ataahua		*		
Manchester House Social Services		*		
Te Manawa		*		
Child Development Unit	*	*	*	
Te Runanga O Raukawa	*	*	*	
Child and Family Service	*			
FOSTER CARE				
Across Social Services	*	*	*	
Open Home Foundation	*	*	*	
GROUP PROGRAMMES				
Abuse and Rape Crisis	*			
Across Social Services	*			
SOCIAL SERVICES				
Abuse and Rape Crisis	*		*	
Open Home Foundation	*			
Across Social Services	*		*	
Plunket- Community Services	*		*	
Whanau Ataahua			*	
Manchester House Social Services		*		
Child Development Unit			*	
Te Runanga O Raukawa		*	*	
Te Manawa		*	*	

5-12 YEAR OLDS

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
PSYCHOLOGIST				
Child Development Unit	*	*	*	
SUPERVISED CONTACT				
Barnados	*			
Across Social Services	*			
EDUCATION				
Supergrans	*	*	*	
Family Planning	*		*	
Truancy Services		*	*	
SPELADD	*			
Women's Refuge	*			
Idea Services	*	*	*	
GROUP PROGRAMMES				
Abuse and Rape Crisis	*			
Across Social Services	*		*	
PARENTING				
Across Social Services	*		*	
Parentline	*			
Open Home Foundation	*		*	



YOUTH 13-18 YEAR OLDS

RESOURCES

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEILDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Cancer Society-Canteen	*		*	
CCS Disability Action Manawatu	*		*	
Citizens Advice Bureau	*			*
Feilding Information Centre		*		*
Community Birth Services	*		*	*
Creative Sounds (The Stomach)	*			*
Enable NZ	*		*	
Family Planning Health Promotion	*		*	*
Feilding Community Link		*		*
Hearing Association	*	*	*	
Mamaternity Charitable Trust		*		
Methodist Social Services	*			*
PN Street Van Inc	*			*
Road Safety at Literacy Feilding			*	
Manchester House Social Services		*	*	
Youthline	*	*		*
Whanau Ataahua		*	*	
Activate Church	*	*	*	
Salvation Army	*	*		

GROUP PROGRAMMES

Abuse and Rape Crisis Support	*			
Family Planning Health Promotion	*		*	*
Feilding and Districts Youth Board		*	*	
Highbury Whanau Centre- Alternative Education prog	*			*
Horizon Education Pre- Employment Programme	*			*
Idea Services	*	*	*	
Kelvin Grove Alternative Education Programme	*		* Will pick up	

YOUTH 13-18 YEAR OLDS

SUPPORT GROUPS cont'd

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Te Runanga O Raukawa	*	*	*	
Teen Parent Unit	*			*
Manawatu Rural Support		*	*	
Feilding and Districts Youth Board		*	*	
Activate Church		*	*	
Victim Support	*	*	*	*
The Pregnancy Centre	*			
Manawatu Multicultural Centre	*			

HEALTH

Child Development Unit MCDHB	*		*	
Abuse and Rape Crisis	*			
Youth One Stop Shop	*			*
Public Health Nurses	*	*	*	*
Community mental Health	*	*	*	*
Community Midwives MCDHB		*	*	
Independent mid-wives	*	*		*

RESPIRE

MASH- Child and Youth Crisis	*			*
Across Social Services	*			
The Open Home Foundation	*			

COUNSELLING

Abuse and Rape Crisis	*			
Whanau Ataahua		*	*	
Te Manawa Services		*	*	
Manchester House Social Services		*	*	
School Counsellors		*		*

EMPLOYMENT

Idea Services	*	*		
Volunteer Resource Centre	*		*	

SUPERVISED ACCESS

Across Social Services	*			
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YOUTH 13-18 YEAR OLDS

SOCIAL WORK

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Manchester House Social Services			*	
START	*		*	
Across Social Services	*		*	
The Open Home Foundation	*		*	
Whakapai Hauora	*		*	
Te Runanga O Raukawa	*	*	*	
Whanau Ataahua		*	*	
Te Manawa Services		*	*	

HOUSING

Housing Advice Centre	*			
Camellia House (emergency housing)	*			



ADULTS

24 HOUR SERVICES

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEILDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Alcoholics Anonymous	*	*		
Al Anon	*	*		
City Doctors	*			
CYFS	*			
Mental Health Emergency Team	*			
Methadone Services	*			
Police- Feilding		*		
Healthline	*	*		
Manawatu Abuse and Rape Crisis Support	*			
Maori Women's Refuge	*			
Salvation Army Helpline	*	*		
Samaritans	*	*		
Radius Medical-The Palms	*			
Victim Support	*	*		
Parentline Manawatu	*			

ACCOMMODATION AND HOUSING

Camellia House	*			*
Manawatu Community Shelter	*			*
Housing Advice Centre	*			
Housing NZ	*			
Manawatu Tenants Union	*			*
MASH	*	*		*
McAloon House	*			*
North Lodge	*			
Salvation Army Hostels				*

ADULTS

ADDICTION SERVICES

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
AA	*	*	*	
Al Anon	*			*
Alcohol and Drug Services (MCDHB> 18yrs)	*			*
DHDP Needle Exchange	*			*
DPYK- Drug Proofing Your Kids	*			*
Fetal Alcohol Support Trust	Communication for this organisation is email.			
MASH	*	*	*	
Narcotics Anonymous	*	*		*
PN Street Van Inc.	*		*	*
Salvation Army	*	*		
Te Runanga O Raukawa	*	*	*	
Te Whanau Manaaki O Manawatu	*		*	*
Whakapai Hauora	*	*	*	

ADVICE AND ADVOCACY SERVICES

Central Region Advocacy Services	*			*
Citizens Advice Bureau	*			*
Christians Against Poverty (CAP)		*	*	
Hearing Association	*		*	
Manawatu Community Law Centre	*			*
Manawatu District Council		*	*	
Manawatu District Neighbourhood Support		*	*	
Manawatu home budgeting Service (SA)	*	*		
Manawatu Gay Rights and Lesbian Association	*			*
MASH Trust	*	*	*	
Te Manawa Services		*	*	
Age Concern Manawatu Inc	*		*	
Whanau Ataahua		*		

ADULTS

ADVICE AND ADVOCACY SERVICES cont'd

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Manawatu Rural Support Service		*	*	
Manawatu Multicultural centre	*			
Manawatu Multiple Birth Club	*			*
Manawatu Foster Care Association	*			*
Prostate Cancer Foundation NZ – Manawatu Branch	*		*	*
Supporting Families in Mental Illness	*	*	*	

COUNSELLING AND SOCIAL WORK

Across Social Services	*		*	
Child Adolescent and Family Mental Health Services	*			*
Manawatu Abuse and Rape Crisis Support	*			
Manawatu Relationship Services	*			*
Manchester House Social Services		*	*	
Manline	*	*		*
Methodist Social Services	*			*
Salvation Army Counselling	*	*		
Te Manawa		*		
Wellstop	*			*
Womens Health Collective	*			*
Vision Church		*		
Whanau Ataahua		*		*



ADULTS

IMPAIRMENT SERVICE

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Advocacy Network Services Trust				
Arthritis NZ – Feilding Support Group		*		
Amputee Society of Manawatu	*			*
Blind- Royal NZ Foundation	*	*	*	*
Brain Injury Association	*		*	
Deaf Aotearoa NZ	*		*	*
Enable NZ	*		*	
Idea Services	*	*	*	
Manawatu Autism Support Association	*			*
The Stewart Centre	*			*
Options in Community Living	*			*
Parent to Parent	*		*	*
Phoenix Incorporated	*		*	*
Workbridge	*		*	
CCs Disability Action Manawatu/ Horowhenua	*		*	
Disabled Persons Assembly	*		*	*
Riding for Disabled		*		*
Family Planning – specific programme for people with a disability.	*			*
Order of St John	*	*	*	

HEALTH

Community Mental health	*	*	*	*
Cancer Society	*		*	
Family Planning – menopause workshops	*	*	*	*
Public Health Services	*	*	*	*
Across Social Services	*	*	*	
Sexual Health Services (MCDHB)	*			*
Te Runanga O Raukawa	*	*	*	
Te Wakahuia Health And Wellbeing mobile health services	*		*	

ADULTS

HEALTH cont'd

AGENCIES	AVAILABLE IN PALMERSTON NORTH	AVAILABLE IN FEIDING	TRAVEL	DECLINED TO PARTICIPATE/NOT INTERVIEWED
Womens Health Collective	*			*
Feilding Health Care – Podiatry, Mental Health Services, Diabetes Clinic, District Nurses G.P.s		*	*	*
Community Birth Services	*		*	*
Mamaternity		*		
Plunket Society	*	*	*	
Te Manawa Services Central Districts		*	*	
Stroke Foundation	*			*
Dalcam Services		*		
Community Midwives	*	*		

PARENTING

Barnados NZ Family Support Service	*		*	
Open Home Foundation	*		*	
Parentline	*	*		
Parent to Parent Manawatu	*			*
Palmerston North YMCA Inc.	*			*
Te Manawa Services		*	*	
La Leche League	*			*

SUPPORT AND RESOURCES

Whanau Ataahua		*	*	
The Marion Kennedy Centre	*	*	*	
Community Link	*	*		*
Lifepoint church		*	*	
Activate church	*	*	*	
Manawatu Rural Support		*	*	
Information Centre-Feilding and Districts		*		*
Manchester house Social Services		*	*	

EDUCATION

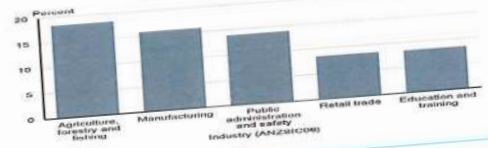
Age Concern	*		*	
Marion Kennedy Centre	*	*	*	
Literacy Feilding		*	*	

QuickStats about Manawatu District

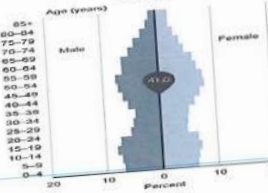
2013 CENSUS



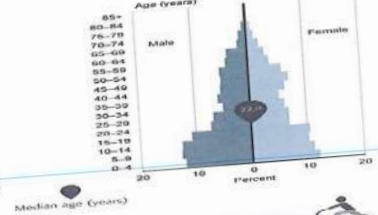
Top five industries in Manawatu District
By employee count
For year ended February 2013



Age and sex of people
Manawatu District
2013 Census



Age and sex of Māori
Manawatu District
2013 Census



How Manawatu District compares with the national average

Individuals			
Major ethnic groups			
	European	89.3%	vs 74.0%
	Māori	14.8%	vs 14.9%
	Pacific peoples	1.6%	vs 7.4%
	Asian	1.8%	vs 11.8%
	Middle Eastern/ Latin American/ African	0.3%	vs 1.2%
	Other	2.7%	vs 1.7%

Percent born overseas	10.4%	vs	25.2%
Percent of people with a formal qualification*	72.1%	vs	79.1%
Median income*	\$28,400	vs	\$28,500

Households			
Percent of households that own their dwelling*	71.2%	vs	64.8%
Median weekly rent	\$200	vs	\$280
Percent of households with internet access	73.7%	vs	76.8%

This poster summarises results from 2013 Census QuickStats about a place. All results exclude responses that cannot be classified (eg 'not stated', 'response unidentifiable', 'response outside scope'). The data has been statistically rounded to protect confidentiality.

Source: Statistics New Zealand
Visit our website for more information
www.stats.govt.nz/2013Census

