



Whānau Engagement Resource kete

Support to improve equitable
engagement for Hauora Wellness Plans

June 2025

Better Health Outcomes
through Great Primary Care

HAUORA PLAN WHĀNAU ENGAGEMENT

This kete has been created to support engagement with the disability/tāngata Whaikaha, Pacific and Māori communities with the Hauora Wellness Plan.

These resources have been developed in collaboration with the Tū Ora Disability advisor, Pacific cultural advisor and Indigenous Development Programme Manager.

Use these tips, templates and resources to support communication with whānau about Hauora Wellness Plans.

Reducing barriers to access

If there are barriers to accessing the hauora plan appointment, you may consider the following support.

Extended hours

Your practice may wish to consider utilising extended practice hours for hauora wellness plans.

Interpreting

For enrolled patients, you can access free interpreting services, either face-to-face or by phone.

- **Interpreting New Zealand**

04 384 2849 or 0508 468 377

request@interpret.org.nz

www.interpret.org.nz

- **iSign – Face to Face Interpreting**

0800 934 683 or text 3359

bookings@isign.co.nz

- **New Zealand Relay - Video Interpreting**

0800 487 7877

www.nzrelay.co.nz/bookinterpreter

Check out the interpreting guide on Te Puna for more information.

Transport

Check what your practice can offer patients for transport. Some may be able to provide taxi chits for patients in financial hardship.

The Tū Ora Pacific Navigation team may also be able to support in transport for pacific patients. See more below

Patient Record Review

Review the patient's history and relate the purpose of the communication to their conditions or medication support. i.e. This appointment can help you manage your asthma over winter.

Method of Communication

Choose the method of communication based on the person i.e. Phone might be preferable for older people or written communication (email or text) might be preferable for working persons or people with a disability.

General engagement tips

People focused communication

Get to know who you're speaking with, this could include:

- Use clear, simple language
- Avoid using health jargon
- Greeting patients in their language

- Check your system alerts for accessibility needs
- Consider alternative methods of communication to meet specific needs

Resources available

- Email and Phone Templates – Simple Language
- Hauora Plan Patient Information

PACIFIC ENGAGEMENT KETE

Pacific Greetings

Use our pacific greeting resource to greet your patients in their language.

Add these greetings and thank you to your email and phone templates.

Pacific Navigation Service

Tū Ora provides a free Pacific navigation service to help Pacific families access primary care and social services across Wellington and Wairarapa.

The team can help provide support at appointments, general interpreting of medical information and transportation.

To refer to the Pacific navigation team use the BPAC e-referral form from your PMS or contact Tū Ora 06 801 0308, pacific@tuora.org.nz

Fono Fale Model

The Fono Fale model has been developed by Pacific peoples and represents a pacific holistic world view.

- the fale (house) represents the *whole person*
- the pou (posts) represent the *physical, mental, spiritual and other dimensions of an individual.*
- the foundation represents *family.*
- *culture* is the roof that shelters the individual and family.
- the Fono Fale stands in a circle representing *environment, time and context.*

You could use the Fono Fale model to show the connection of areas of wellness to the wellness wheel in the hauora plan.



Figure 1: Image sourced from NZ Mental Health Foundation

Resources Available

- Pacific Greetings
- Fono Fale Model

MĀORI ENGAGEMENT KETE

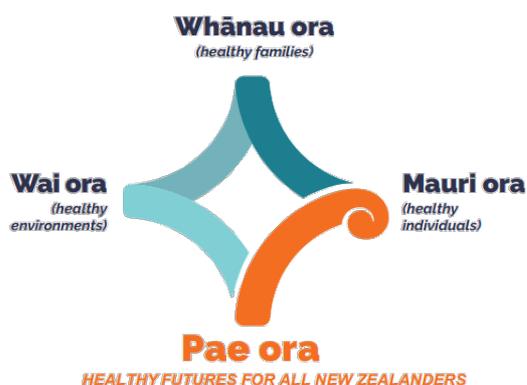
Pae Ora

Pae Ora is a Māori health model that recognises that your health is affected by everything that surrounds you; including your connection to the land, your relationships and the environments you live and work in.

It has three elements:

- Mauri Ora (healthy Individuals)
- Whānau Ora (healthy families)
- Wai Ora (healthy environments)

All elements are interconnected to strengthen the total wellbeing of a person.



Te Ara Pae Ora

Te Ara Pae Ora is a tool for whānau to self-determine their own wellness.

Te Ara Pae Ora uses Pae Ora to weave together the elements of wellbeing to guide and support a healthy flourishing future.

Te Ara Pae Ora has been developed by Tū ora. It is a free app; anyone can access the app or web portal to start their Pae Ora journey.

Resources Available

- Te Ara Pae Ora Poster
- Te Ara Pae Ora Pamphlet

WHAIKAHA / DISABILITY ENGAGEMENT KETE

Method of communication

Consider sending written communication to prepare for or to summarise a verbal conversation. This will help to improve the person's understanding of the information.

This could involve:

- sending a text or email to prepare a patient for a follow-up phone call
- sending the easy read "What is a Hauora Plan" information to the patient before the appointment, so they know what to expect at the appointment.

Capturing accessibility needs

If you have made contact, use the opportunity to ask if there is anything the person would like the practice team to know about their needs.

This could include:

- specific needs when they attend their appointments i.e. low sensory waiting space, interpreting services

- Best ways to contact them in the future

Disability Cards

Offer a Tū Ora disability card to patients who are Deaf or hard of hearing or those with invisible disabilities.

Resources Available

- Easy Read – What is a hauora plan

APPENDIX

The following resources are available to download from the Hauora Wellness Plan folder in Te Puna Resources.

- Pacific Greetings Resource
- Easy Read – What is a hauora plan
- Te Ara Pae Ora Poster
- Te Ara Pae Ora Pamphlet
- Hauora Plan Patient Information
- Fono Fale Model
- Email and Phone Templates – Simple Language

PACIFIC GREETINGS

Cook Island

Kia Orana

Fiji

Ni sa bula/Namaste

Kiribati

Ko na mauri

Nuie

Fakaalofa lahi atu

Papua New Guinea

Gude/Hai

Rotuma

Noa'ia 'e mauri

Samoa

Talofa lava

Tokelau

Fakafeiloaki (Greetings)
Tālofa Ni/Māloi Ni (Hello)

Tonga

Mālō e lelei

Tuvalu

Talofa

Vanuatu

Halo

PACIFIC THANK YOU

Cook Island

Meitaki Maata

Fiji

Vinaka

Nuie

Fakaaue/Oue tulou

Papua New Guinea

Tangkiu

Samoa

Fa'afetai lava

Tokelau

Fakefetai lahi lele

Tonga

Malo 'Aupito

Tuvalu

Fakafetai lasi

Vanuatu

Tanhkyu

Easy Read
information



What is a Hauora plan?

What is Hauora?

Hauora is a Māori word that means how healthy you are feeling in your:



- body



- mind

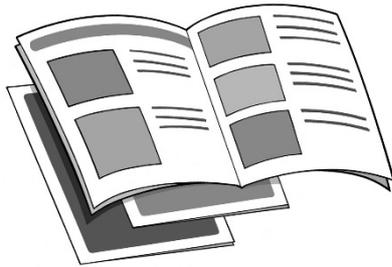


- relationships with other people



- places that you go.

What is a Hauora plan?

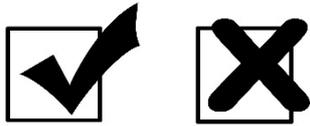


A Hauora plan is a way to tell other people:

- about your health
- how you are feeling
- about any goals you have
- what help you need in everyday life



You do not have to put everything about your health in your Hauora plan.



You can choose what to put in it.



It can be good to take your Hauora plan with you when you have a health appointment.



You can also take your plan home.



You do not have to show your Hauora plan to other people.



You can choose who you want to show it to.

Where can I get a Hauora plan?



You can get a Hauora plan from your medical centre.



You can get a plan from your:

- doctor
- nurse
- health improvement practitioner.



A health improvement practitioner is a person who can help you feel more happy and healthy.



These people can help you fill out your Hauora plan.

TE ARA PAE ORA



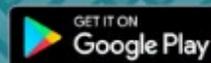
Supporting you and your whānau to create a pathway to a healthy future

Te Ara Pae Ora is a free hauora health and wellness app for you, your whānau and your support network.



Find hauora support, Share your kōrero and Connect with services to help support your hauora.

Find out more!



www.tearapaeora.nz

Developed by Tū Ora Compass Health



Continuing your hauora plan with Te Ara Pae Ora

Your pocket kaiāwhina

Your health is affected by everything that surrounds you.

Te Ara Pae Ora guides you to weave all areas of your hauora together using the Māori holistic health concept, Pae Ora.

Pae Ora

Healthy flourishing futures for all New Zealanders

Mauri Ora
Your Individual wellness

- Wairua Spirituality
- Hinengaro Mental Health
- Lifestyle Choices
- Tinana Physical Health

Whānau Ora
Your relationships and connections

- Whānau Family
- Pūtea Financial

Wai Ora
Your surroundings and environments

- Mahi Work
- Whare Housing

Karawhiua!

Download the app today



Contact us

For support or more information

<https://tearapaeora.nz>
help@tearapaeora.org.nz

If you need urgent support, phone **111** in an emergency, contact your GP, call Healthline on **0800 543 354** or call or text **1737** to talk to a trained counsellor.



Te Ara Pae Ora was developed by Tū Ora, Compass Health in partnership with local organisations. For the wider Wellington Region.

TE ARA PAE ORA

Continue your Hauora Wellness Journey with the Te Ara Pae Ora app.

Hauora Plan

Te Ara Pae Ora is a free hauora health and wellness app for you, your whānau and your support network.

Connect to your Hauora Plan with the Te Ara Pae Ora app to continue your wellness journey.



How can Te Ara Pae Ora help me?

Continue your journey

Keep track of the goals and actions you set in your hauora plan.

Update your progress to share with your health team at your next appointment.

Find hauora support

Find information and links about services, events, organisations and resources across all areas of your hauora (health and wellbeing)

Share your kōrero

Use Te Ara Pae Ora to write your Kōrero (what matters to you) whenever you wish

Invite

Invite your support people to view your hauora plan to support you in your goals

How do I access my Hauora Plan?

1. **Download** the 'Te Ara Pae Ora' app or visit www.tearapaeora.nz
2. **Register** using the e-mail address used for your Hauora plan
3. You will receive an email to **activate** your account
4. Add your own secure password

Mīharo! - Now you can login to view and update your hauora plan.

Need help?

Visit our website for more information and support

<https://tearapaeora.nz>

What is a hauora plan?

A **hauora plan** is a way to look after your health and wellbeing.

It helps you:

- Think about what matters most to you and your whānau
- Make a simple plan to stay well
- Work together with your health team in a way that works for you

We use a tool called the **wellness wheel** to guide your plan

What happens at a Hauora Plan appointment?

Your appointment is free and takes between 30 - 60minutes.

At the appointment, we'll talk about:

- What most important to you and your whānau
- Your goals (like getting more sleep, managing stress, or connecting with others)
- Support people or services who can help you
- Steps you can take to feel better or stay well
- What to do when you're not feeling great

You can choose what you want to share

We will also look at your medical history and you can ask any questions you have about your health or medications.

Who will help me with my hauora plan?

Someone from our medical centre will help you to complete your hauora plan. This might be a nurse, a doctor or a health improvement practitioner (*This is someone who supports your mental health and wellbeing.*)

You may bring a whānau support person to your appointment

Where is my hauora plan information stored?

Your hauora plan will be entered onto a secure system called, Te Ara Pae Ora.

Your privacy is important to us.

You can read more about how we keep your information safe at www.tearapaeora.nz

What happens after your appointment?

- You can take a printed copy of your hauora plan home
- or you can see and update your plan from the Te Ara Pae Ora app.

We'll contact you in about 12months for a follow-up appointment.

What is hauora?

Hauora means your health and wellbeing.

This includes how well you feel in your:

- Tinana (body)
- Hinengaro (mind)
- Wairua (spirit)
- Whānau ora (relationships)
- Wai ora (surroundings)

For more information, contact your medical centre



Fono Fale Model



Figure 2: Sourced from Mental Health Foundation, <https://mentalhealth.org.nz/social-action-grants/pacific-approach>

Email Template – Simple language

Subject: Hauora (Health and Wellbeing) Appointment Invitation

[insert greeting] (hello),

We would like to invite you to a free **one-hour** Hauora (health and wellbeing) appointment.

This appointment is free to help you and your whānau/aiga (family) stay healthy over winter. It is a chance to talk about what matters most to your health.

What will happen at the appointment?

- You will meet with our [Select which applies] Nurse / Health Improvement Practitioner.
- You will have a general health check.
- You can choose to talk about your health and ask any questions about your medicines, health or wellbeing.

You can bring a whānau/aiga (family) support person with you if you like.

How to book:

Please email  [insert email] or call our reception on  [phone number] to make your Hauora wellness appointment.

[insert thank you] (Thank you)

Phone Script – Simple language

[insert greeting], it's [Name] here from [Medical Centre],

I'm calling you to let you know that we're offering free health checks to ensure people keep well over winter. It's a free **one-hour** appointment with our Nurse/ Health Practitioner.

Can we book a time for you to come in for this appointment?

The appointment will include a general health check, looking at your [insert condition] and medicines, we can talk to you about what support you might need and answer any questions you might have. The nurse/health practitioner will also work with you to set a health plan to make sure that you are well and up to date with your health checks.

(If yes)

Great – I can book this in for now. [Offer appointments available]

We look forward to seeing you on [confirm appointment time and date].

[You may wish to follow up the phone call with an email or text with more information]

(If no – offer more information)

Other questions to consider:

- Would you like to bring a support person?
- Do you have any needs when you attend the appointment? i.e. separate waiting space, translator etc
- Do you need help to attend your appointment? – *See reducing barriers to access*
- What are the best ways to contact you in the future?