

THE CAUSE COLLECTIVE **ANNUAL REPORT 2023**



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Contact Details

For more information please contact: **The Cause Collective** 15 Earl Richardson Ave, Wiri, Manukau PO Box 276002 Wiri, Auckland 3920 New Zealand

Ph: + 64 9 869–2433 Website www.thecausecollective.org.nz | Email info@thecausecollective.org.nz

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Tuia ki te rangi Tuia ki te whenua Tuia ki te moana Tuia ki te here tangata Ka rongo te pō Ka rongo te Ao

Kei ngā mate whakawehe rua i te whakaaro Haere koutou, e oki Hoki atu rā ki o maunga, ki o awa Ki tō Hawaiiki e karanga atu ana Te hono ki te ao wairua Tīhei Mauri Ora

Kia whakahōnore te Kīngi o te motu Pōtatau Te Wherowhero te tuawhitu Kia tau iho rā ngā manaakitanga ki runga ki a koe me te kāhui Ariki whānui Rire rire hau, paimaarire

> Ka titiro whakarunga ki ngā Maunga Rangatira Mātukutūreia, Mātukutūruru tēna kōrua Pōteretere ana nga wai o Te Puhinui Kia pari atu ngā tai ki te Mānukanuka o Huturoa Te Akitai, Te Ahiwaru, Waiohua tangata Tainui Waka Tēna rā koutou katoa

THE CHAIRMAN'S REPORT

At The Cause Collective nothing is as it was 12 months ago.

This financial year, revenues were \$34.2m with \$0.3m net operating surplus. Total assets were \$18.4m with \$9.4m net assets and a 1.9 current ratio.

In the year ending 30 June 2023 The Cause Collective (TCC) Board and Chief Executive Ms Rachel Enosa, working with the Alliance Health Plus (AH+) Primary Healthcare Organisation (PHO) Board and its Chief Executive Officer Mr Wayne Williams, identified and completed the prerequisites for integrating the two organisations' purposes, strategies, operations, finances, and staffing.

On 1 December 2022, twelve years after its establishment on 10 June 2010, AH+ integrated with social determinants start-up TCC (established in 2016) using the TCC name and brand. Doors then opened into a new TCC: one organisation, with one CEO, one Board, and one unifying technology platform.

In a previous Annual Report I wrote: "Our dream is for strong families, in strong communities, to live longer with greater fulfilment and more effective social participation. Our aim is to transform society particularly in the health and well-being of high-needs and Pasifika communities through superb, accessible, culturally responsive health care & social-care (delivered by an outstanding workforce in an outstanding organisation) coordinated, across any number of agencies and providers by our new community technology in the hands and homes of patients, users and consumers using our demand-side data and systems/ applications."

Computer scientist Dr Tobi Vaudrey has since joined TCC as Chief Information Officer. Dr Vaudrey leads the development of our new community technology platform in demand aggregation. This will be the first of the platforms for cultural models, advocacy and clinical leadership. In this approach we will enrol and enlist New Zealand's citizens, patients, and communities to become health resources. Our platforms will enable them to cooperate and participate jointly, with social determinants specialists and clinicians, to resolve the bottlenecks and constraints in the full inventory of the social, economic and clinical determinants for wellbeing and health. Dr Vaudrey is also our fourth cause and effect architect.

In November 2022, Labour Cabinet Minister Hon Aupito Su'a William Sio announced his retirement. In January 2023, Dame Jacinda Ardern resigned as New Zealand Prime Minister. These political explosions heralded the 14 October 2023 General Election which returned the National Party to government in coalition with ACT and NZ First.

Pre-election, National MP and incoming Health Minister Dr Shane Reti stated that PHOs will continue. This means that TCC's integrated stakeholders will benefit from the continuity advantage of ongoing PHO funding combined with the end-to-end services advantage of a single organisation working on both the socio-economic determinants of wellbeing and clinical determinants of health.

We give profound thanks to The Tindall Foundation, SkyCity Community Trust, Foundation North, and the Lotteries Commission, whose significant sponsorship enabled TCC to open its South Auckland Creative & Tech Hub (SACTH) in February 2023.

Thank you to the Lloyd Morrison Trust for a donation to purchase and fit-out a new Mercedes van for TCC's mobile health clinic: Te Iti Pounamu Hauora. Your faith in us is already being rewarded with increased South Auckland demand for mobile health service treatment, diagnosis, triage and referral. The new van guarantees reliable, safe operation.

Thank you to TCC CEO Ms Rachel Enosa. Your steadfast, far sighted leadership has navigated our vessels of wellbeing and healthcare quietly through the turbulence of changes in government, COVID-19, two relocations, organisational integration and community welfare.

Thank you once more to all the General Practices in the TCC clinical network. Thank you to all TCC staff. Thank you to Dr Hina Lutui, TCC Director of Clinical Governance. Thank you TCC Board Members: Ms Vicki Sykes; Reverend Paulo Ieli; Vice Chair Dr Pauline Kingi CNZM; Dr Siro Fuata'i (Founding Board Member); Chairman of Finance Audit & Risk Committee Mr Mohammed Khan; Chairman of Policy Committee Mr Luamanu (Lou) Maea Tu'u'u.

Thank you Rt Hon Chris Hipkins, outgoing Prime Minister, for your service to our country. Thank you Hon Aupito Su'a William Sio for being the best Minister of Pacific People in history with hugely increased funding and support. Thank you Te Whatu Ora CEO Ms Fepulea'i Margie Apa for your leadership of our country's health sector. Congratulations Ms Gerardine Clifford-Lidstone for your appointment as the Secretary and CEO of the Ministry of Pacific Peoples.

Congratulations to National Party leader Hon Christopher Luxon, ACT Party leader Mr David Seymour and NZ First Party leader Hon Winston Peters for your General Election results. Dr Reti, we look forward to seeing you, as promised by Hon Christopher Luxon 12 July 2023. We want to work with you and for you to transform society particularly in the health and wellbeing of underserved and Pasifika communities.

Mr Uluomato'otua Saulaulu Aiono ONZM

Chairman



THE CHIEF EXECUTIVE'S REPORT

The world has changed and we must change with it.

Any organisation that is reverting back to what it did pre-COVID will be limited in its ability to address the challenges of today and take advantage of the opportunities of tomorrow.

On 1 December 2022 The Cause Collective integrated with our sister organisation Alliance Health Plus, the only Pacific Primary Healthcare Organisation (PHO) in Aotearoa New Zealand. This integration confirmed our position: that we are not an organisation going back to 'business as usual'. To do so would be to accept that the system level responses to pre-COVID problems are sufficient for what we are dealing with now. They are not.

We cannot go back to what we had before; we must look forward. To this end we are pleased to present our first Annual Report as an integrated entity, which includes our new PHO function and a greater focus on community. Our new organisational strategy includes new vision, mission and values statements, three new strategic goals, and a refreshed brand.

We have not added a PHO function to be just another arm of the business. Our intention is to fundamentally transform the way in which communities participate in primary and community care, with a particular focus on Pacific populations across Aotearoa and South Auckland communities. We have continued to provide practice network support services across our 44 medical centres with a combined enrolled population of 127,684 patients. TCC's mobile medical clinic, Te Iti Pounamu Hauora, has gone from strength to strength to meet the acute needs of 887 people in South Auckland who were disconnected from the primary healthcare system.

We have made significant strides to address the economic determinants of wellbeing with a particular focus on young people in South Auckland. We stood up our He Poutama Rangatahi programme – Get Ready Work Ready – which has already seen 43 young people graduate.

We also established the South Auckland Creative and Tech Hub prototype, where 16 Pacific youth completed the Grass Roots Tech programme. I would like to thank all of our service delivery partners who work alongside us to build youth confidence and skills for the current and future labour market, and acknowledge our philanthropic partners who believe in the vision.

I wish to acknowledge and thank all of the young people, churches and community groups that are involved in TCC's social infrastructure initiatives. These cohorts meet predominately on a voluntary basis and give their time to advance community aspiration. In particular I make mention of the Free Church of Tonga Favona, which has been a champion for micro-credentialing. A total of 242 micro-credentials have been achieved across our Pacific communities in the past 12 months. I also want to acknowledge our Nga Vaka o Kāiga Tapu Champions of Change who completed an 18-month co-design process with eight ethnic-specific communities. This culminated in a Champions of Change co-design fono held in September 2022 with 136 community champions and change agents. Prototypes from this work are now underway.

This work would not be possible without the support of our funders, provider networks, community leaders and philanthropic partners. We are grateful for the ongoing commitments and support made to our work. I also acknowledge our Board for their generosity of time and for the skillsets and wisdom they bring.

The Cause Collective is no stranger to change, and with the strength of our newly integrated entity we are firmly fixed on embracing the current wave to advance our new strategy, creating the conditions for Pacific peoples across Aotearoa and for South Auckland communities to thrive for generations to come.

Rachel Enosa

Chief Executive



OUR BOARD



Uluomato'otua (Ulu) Saulaulu Aiono - ONZM BSc, MBA Chairperson

Mr Aiono founded successful software technologies company COGITA in 1983. In 2011 he became an Officer of the New Zealand Order of Merit for services to business. He is the Rise up Trust Vice Chairman & Treasurer, Habitat for Humanity Greater Auckland Chairman and Finance Audit and Risk Committee Director, The Cause Collective Chairman, SensorFlo Chairman and Director of ViAGO NZ Ltd.



Dr Pauline Kingi – BA, LLB, LL.M. MInstD, NZIM Fellow Deputy Chairperson

Dr Kingi has worked for many years in the NZ Public Sector including a strategic role spanning 22 years as the Regional Director for the Auckland Regional Office Te Puni Kokiri, the Ministry of Māori Development. She has worked as a Council member of the new Council for NZ Healthcare Standards, at the request of the former Minister of Health, the Right Hon Helen Clarke and has been conferred with an Honorary Doctorate from Auckland University of Technology.



Dr Sirovai Fuata'i - MBChB (Otago), Dip Obs (Auckland), FRNZCGP

Dr Fuata'i has been a General Practitioner (GP) for more than 25 years in Counties Manukau and is the Director of Bader Drive Healthcare which has clinics in Māngere and Manurewa. He is also part of a GP collective that has set up new GP services at Cavendish Family Doctors, Cavendish Drive, Manukau.



Vicki Sykes – CMInstD, MSocP, Grad Dipl NFP Mgmt, LTh, Dip Tchg, BA

Vicki lives in Māngere and has extensive experience as a CEO and in governance across a range of human services and community sector organisations. She has also worked in education and for the Anglican Church. She works currently as a Director, Consultant, and Executive Coach. Her governance roles have included organisations in the community services, retirement, housing, and financial services areas.



Reverend Paulo Ieli - Diploma in Theology

Reverend Paulo leli currently serves as Parish presbyter for the Auckland Samoan St Johns Methodist Parish Ponsonby. He is also the Auckland Regional Superintendent overseeing the Ponsonby parish along with seven others in the region. Reverend leli is a strong advocate for community.



Mohammed (Mo) Khan – ACEA, NZCC, FNZIM, CMINSTD

Mo's career has involved extensive experience as a CEO / Managing Director, General Manager, and Company Director. His commercial experience is across broad sectors including fast moving consumer goods, consumer finance, numerous large retail sites, residential property development, utilities, and not-for-profit sectors.



Luamanu (Lou) Maea Tu'u'u - B.Bus, ACA, ACIS, NCB Accounting & Finance

Mr Maea is an experienced Board Member with a demonstrated history of working across non-profit health and community organisations, most recently with Habitat for Humanity. He is a member of Chartered Accountants Australia and New Zealand, and he is highly skilled in financial management and audit, programme evaluation, policy writing, systems improvement and more.

OUR PURPOSE

Pacific peoples and South Auckland communities living their **'best lives'** now, **achieving** their **aspirations** for **good health**, **social**, **economic**, and **environmental wellbeing** - while **contributing** to a **thriving Aotearoa** and preparing for the **generations to come**.

OUR MISSION

To **create the conditions** for Pacific peoples across Aotearoa and for South Auckland communities to **thrive for generations** to come.

OUR VALUES STATEMENT

We do what is **necessary** and **right**, with **truth** and **love**.

OUR STAR COMPASS

People, Place, Experience, Indigeneity.



OUR GOALS Where we are putting our focus



Healthy and thriving families, and communities



Building intergenerational wealth



Strengthening identity and wellbeing





healhy familes South Auckland He oranga whānau





HEALTHY FAMILIES SOUTH AUCKLAND

Youth mental health and wellbeing has become a new focus area for Healthy Families South Auckland (HFSA), driven by the ongoing significant impacts of COVID-19 on South Auckland communities.

The team has also spent some time during this year resetting the work in each HFSA initiative.

This is part of a constant practice to ensure initiative directions are reviewed and kept in play with societal conditions, and is especially important given that the residual impact of global and pandemic conditions has changed the landscape of things such as food systems/prices for South Aucklanders.

A contingent of seven from TCC attended the Healthy Families National Wānanga at Tuurangawaewae Marae in April. Visits to and from other Healthy Families sites are planned for the coming year to share learnings, initiatives, and to collaborate on similar kaupapa.



REDUCING ALCOHOL-RELATED HARM

The Cause Collective's HFSA team has continued to explore community designed solutions to reducing alcohol harm through ideation workshops.

Workshops were hosted first with members of local Māori communities followed by a joint workshop bringing all of the previous cohorts together.

Some suggested solutions that were shared from the joint workshop include:

- Māori: Using cultural pride as the basis for whānau safety by developing commonly understood behaviours when consuming alcohol.
- Young people: Offering youth viable alternatives to drinking alcohol as the central social occasion, for example, providing opportunities and venues for young people to pursue their interests whether they be creative, sporting and/or cultural.
- Neighbourhood: A 'non-stop connection' app that provides easy access to support services that may be needed, such as emergency housing, addiction professionals, or the nearest AA-type meeting.
- Sports: Celebrating positive community-focused behaviour within the sports club environment.
 This entails moving away from the "field-to-the-pub" narrative to one that is family oriented.

This process identified that rather than telling the community that they cannot drink (and why not), they need to be empowered and supported to consider the impact of alcohol in their lives (connect, socialise, celebrate), and included in the next stage of the journey: to co-design their own healthier and more socially responsible practices around alcohol.







LOCAL FOOD SYSTEMS

TCC's Food Systems kaupapa started from the need to support and amplify a transformation in South Auckland's approach to how food is viewed and practiced.

TCC's Healthy Families South Auckland kai movement during this past year brought together Papatuānuku Kōkiri Marae and Ganesh Raj of The Humble Yum Yum to deliver four cooking sessions with Marae staff and whānau, Falelalaga Village, and Tokaima'ananga Otara Methodist Parish Church.

Given the rising cost of living, the widespread availability of relatively cheap and convenient fast food, and the ongoing challenge of limited free time faced by communites, the kai movement was designed to achieve three goals:

- 1. Cook a meal for a whānau for \$20, in one pan, using accessible ingredients
- 2. Change behaviour when preparing and cooking kai
- 3. Highlight that along with providing sustenance, kai also served as a rongoa





Papatuānuku Kōkiri Marae was instrumental in this offering. They provided the kitchen, key kai ingredients such as the fish heads, frames and offal by way of their Kai Ika project and fresh vegetables such as kumara and peas grown in their organic maara.

Ganesh Raj was the main cook and facilitator, while the HFSA team provided backbone support.

Feedback from participants was overwhelmingly positive, with many saying that the connections made and reconnections strengthened through kai made the process of cooking more enjoyable.

> "COOKING WITH WHĀNAU ALLOWS FOR MORE MEANINGFUL CONVERSATION, WHERE THE MAURI OF KAI AND HOW IT WORKS AS A TAPU NEUTRALISER ADDS TO THAT SPACE."



CHURCH PLANT

The Church Plant team has focused this year on workshopping the best solutions for community-designed church exercise programmes.

The workshops focused on selecting leaders who could relate to the living conditions and cultural values of the community they would be working with; and designing programmes that ensured participants who lacked motivation to exercise were supported, considered fitness level, age, size, ability, and cost, and ensured a safe social, cultural and emotional environment.

An encouraging outcome of the Church Plant initiative has been the empowerment of church communities to determine their own motivations for physical activity, and the development of youth leadership skills.

The Church Plant objective is to encourage various ways of moving, in non-traditional locations, and at alternative times outside mainstream schedules.

"THE CHURCH PLANT OBJECTIVE IS TO Encourage various ways of moving."



The underlying idea is that by letting go of preconceived notions about movement, the essential elements that will motivate communities to engage in physical activity can be identified and used to empower people to choose the movement that best suits the individual needs.



STRENGTHENING SOCIAL INFRASTRUCTURE

The One Love team has been focusing on embedding and solidifying the social infrastructure developed in South Auckland neighbourhoods since the programme's inception.

The team continued to engage regularly with residents across Māngere, Takaanini, Wymondley, Ōtara, Te Wirihana (Wiri), Clover Park and the newly introduced area of Māngere Viscount.

Regular activities continued, such as the provision of donated pyjamas, blankets, oral healthcare and other items to local residents.

Free WIFI for six months to residents in Wymondley and Māngere through a partnership with Digital Inclusion Alliance Aotearoa was also continued.





COMMUNITY ADVOCACY AND ENGAGEMENT

In response to concerns raised by Mangere residents regarding Auckland Transport's design to install cement barriers on Friesian Drive, the One Love team facilitated a platform for community voices to be heard. The result was successful, with Auckland Transport halting their plans to instead engage in constructive dialogue with the community. This demonstrates the power of community participation in shaping future street plans.

RESPONSE TO AUCKLAND FLOODS

Following the devastation to many homes in Māngere due to the Auckland flooding event, the One Love team was able to use established relationships to support those most affected. Rubbish bins were provided to aid cleanup efforts, and residents were connected to essential services to address immediate needs.

NZ CENSUS ENGAGEMENT

The One Love team actively supported residents in Wiri, Māngere Viscount, and Clover Park to complete their Census NZ forms. Outreach efforts were conducted, which included information sessions about the importance of the census for these communities, as well as assistance to fill out the actual form. This initiative aimed to ensure that every resident's voice was heard and represented in the census data, enabling informed decision-making and resource allocation for the community.



BACK-2-SCHOOL SUPPORT

The One Love Back-2-School event in Māngere provided 100 packs for children returning to school for the year. The packs included essential supplies, and children were offered haircuts and free health checks. School shoes were also delivered to those who needed them in Wymondley.

PACIFIC NAVIGATORS





PACIFIC NAVIGATORS

This past year has come with many changes to the Pacific Navigator service. Under Alliance Health Plus the navigators sat in the Pacific Equity Team on 'the other side' of the PHO, dealing with all Pacific contracts and liaising with Pacific Providers.

The Pacific Navigators now sit in a different building as part of a larger team called the People & Practice Team, working alongside the Healthy Families initiatives as well as seeing where work can be intergrated with other initiatives at The Cause Collective.

HVAZ PROGRAMME

TCC's Healthy Village Action Zone (HVAZ) churches continued to work on their wellbeing over the year as the landscape changed from lockdowns to living with COVID-19 in communities.

HVAZ churches began shifting from COVID-19 vaccination events to Health Days, which offer attendees a health check by Practice Nurses onsite and support from various health providers and educators.Fa'amalo lava le galulue mo se mea lelei, and thank you to all HVAZ Churches for working for the betterment of Pacific people.

INTEGRATED SERVICES AGREEMENT (ISA)

Pacific providers Baderdrive Doctors, South Seas Healthcare and Langimalie Clinics (Tongan Health Society) continued to deliver the ISA to families identified as very high needs and residing in a high deprivation area.

As at 30 June, 2023, these three providers collectively exceeded the target set by Te Whatu Ora, looking after 286 families and their needs.







COVID-19 EDUCATION SESSIONS

COVID-19 feels like it is a past memory with everyone more comfortable with the use of a RAT test and isolating to recover.

However due to demand from the community, TCC's community navigators and clinicians have continued to hold Pacific ethnic-specific education sessions about the ongoing affects of COVID-19 throughout the year.

The Cause Collective has launched a new nation-wide health promotion campaign to target Rheumatic Fever, utilising the familiar messaging Stop Sore Throats Hurting Hearts.

The social campaign targets Pasifika community hot spots across Aotearoa New Zealand in an engaging and educational media and radio strategy.

The campaign focuses on educating parents and young people about Rheumatic Fever – the key risk factors, signs, symptoms and prevention, as well as providing them with the tools and information they need to help stop Rheumatic Fever from hurting them and their families.

The Cause Collective's People and Practice Team continued to support the community, with education sessions delivered to multiple churches across South and Central Auckland.

TCC was also involved in a Rheumatic Fever co-design project with Thinkspace Ltd and partners which involved working with families to research the lived experiences of Rheumatic Fever.





A NOTE FROM TCC'S Clinical director

In 2022 we saw the last remnants of the COVID-19 lockdowns on Primary Care. Omicron came along with all of its new variants, but with the vaccines we started to say goodbye to lockdowns and moved into the new "BAU" for general practice with a combination of face-to-face and virtual consults. For some, a new way of working has become the norm.

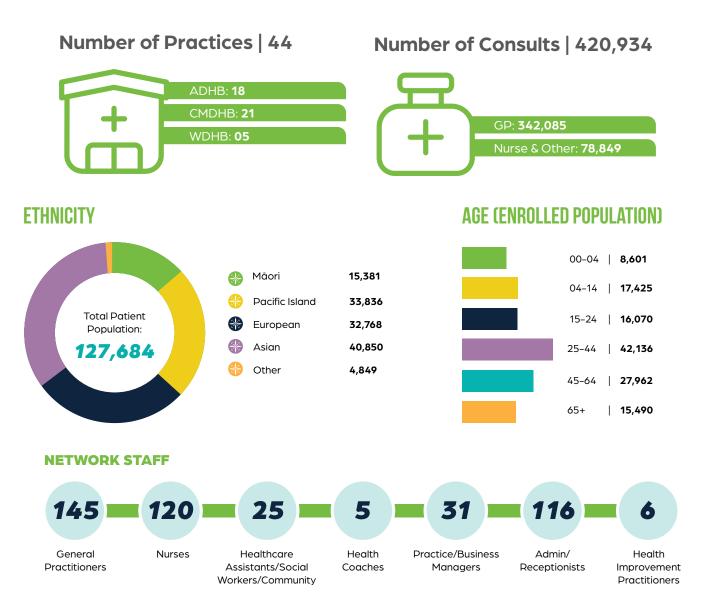
The change from the previous health structure to the new Te Whatu Ora and Te Aka Whai Ora came in full swing but so far there has been little impact on Primary Care as we await the formation of localities across the motu. Until then we continue to push through, with workforce shortages in both Primary and Secondary Care, and international travel bringing with it an onslaught of viral illness not seen for the last three years.

The PHO Practice Network Team has settled well into The Cause Collective and continues to support clinics in various activities from Cornerstone updates, clinical targets, providing information on new programmes and the discontinuation of others, and clinical support while at the same time working with the community team to deliver health messages relating to Rheumatic Fever and Diabetes.

The PHO continues to be part of the Pacific Research Collective – a partnership with The University of Auckland researchers who, along with the Pacific Peoples Health Advisory Group (PPHAG) made up of members of the Pacific community in South Auckland, co-designed two health research questions, one on Gout and the other on Rheumatic Fever.

Dr Hinamaha Lutui

NETWORK SNAPSHOT





2022 / 2023 HIGHLIGHTS

After a three year hiatus due to COVID-19, two in-person Practice Management and Administration training events were held. Topics included customer service, enrolment and claiming updates following integration with The Cause Collective, reporting, Patient Experience Survey, funding sources, and more.

Fifteen practices have been supported to offer the Integrated Primary Mental Health and Addiction Service (IPMHAS) model of care. Each of these practices now has a Health Improvement Practitioner and / or Health Coach available in-house to support patients with mild / moderate wellbeing issues and long term health conditions that are not being well managed by the patient.

All practices are now offering extended consult and wellness support. There is considerable pressure on the funding for this GP / Nurse-initiated response to mild / moderate mental health conditions and many feel that this funding should increase to enable access to a wider group of patients.

Workforce issues remain a major area of concern in Primary Care, and The Cause Collective PHO has invested significant effort into assisting nurses within the network to upskill, particularly along the Nurse Practitioner pathway. The Clinical Nurse Lead has also been working with interested clinics to help them understand the potential roles of Nurse Practitioners in their extended models of care. The Community Diabetes Nurse Specialist Service has gone from strength to strength. The service provides support to practices with high volumes of Māori and / or Pacific people with diabetes. The outcomes seen by this model of care, both in-practice and in-community, have been highly commended by secondary care services.



Along with recognition at practice level by Manatū Hauora, the PHO was also given three individual and one whole of organisation award by the Prime Minister for efforts during the COVID-19 pandemic.

Strong focus on support and interventions to support practices with backlogs with claiming, particularly around COVID-19 Care in the Community and immunisations.

Multiple initiatives were undertaken to support practices to increase performance against Manatū Hauora targets, including a community CVRA project. Utilised the PHO's Cost of Care Wizard to support practices to look at an umbrella view of their practice and patient population to assess the cost of care per patient, continuity of care, and models of care to improve for efficiency.

Assisted in the full establishment of the Refugee and Migrant Services satellite clinic alongside Auckland City Doctors. This was to assist the clinic in providing healthcare services to the vulnerable group of people that came to New Zealand as part of the Ministry's Afghanistan Evacuee Project.

The Cause Collective PHO displayed expertise in setting up new practices, with a lot of work going in to help establish multiple practices from scratch during the year, including setting up Te Iti Pounamu Hauora as its own clinic.



A successful end to 2022 with the PHO Awards dinner where one practice took away five top performance awards. Despite COVID-19 restrictions, practices were able to be innovative to achieve against health targets, and the event was a great show piece for the organisation.

"TCC Practice Advisors are valuable members to GP practices. Their continuous support and valuable quidance is irreplaceable. They are the backbone to GPpractices in ensuring we are up to date with the constant changes thrown our way by Te Whatu Ora and ensuring that GP practices have a voice and say with the ongoing initiatives. The support we have received has only made it possible for us to do what we do every day for our patient care and wider communities."





HEALS ON WHEELS

A philanthropic donation has enabled The Cause Collective to purchase a brand new van to utilise for Te Iti Pounamu Hauora.

The mobile healthcare unit, led by Specialist GP Juliet Tay and Nurse Practitioner Beccy Fenn alongside two healthcare assistants, has been operating out of a rented campervan since its inception in February 2022.

Te Iti Pounamu Hauora has been working to capacity across the year providing free health services to people characterised as 'disenfranchised', 'hard-to-reach', 'unenrolled', or 'unknown' to the primary healthcare system.

Catering to the heart of the South Auckland communities of Manurewa and Māngere, the mobile service has been able to remove many of the barriers prohibiting these populations from seeking and



accessing health care, including workforce issues, wait times, winter ailments, cost, transport, trust, health literacy, and fear.

These efforts are boosted by collaboration with community agencies that are connecting their mahi with Te Iti Pounamu Hauora to provide a full-picture health and wellbeing service, rather than wellbeing in isolation.

The team have seen conditions such as hypertension, diabetes, cardiovascular disease, respiratory conditions, skin infections, and long-term mental health issues which are either undiagnosed or untreated, raising subsequent red flags for the future of healthcare and the untold cost to an already pressured healthcare system, let alone the detrimental effects on the persons' health. 84%

of people seen identify as Māori or Pacific and are located in the Māngere / Manurewa location.

Approximately one quarter of the patients seen who were not engaged with their GP have reconnected to a GP practice to support their on-going health needs.

78%

of people enrolled with a GP had not visited their GP in over a year but needed acute services from the team.

The majority of the presenting concerns are Cardiac Disease, Mental Health LTC, other Long Term Conditions, and Diabetes.

Majority of health services delivered by the service relate to acute management of Long Term Conditions.

25 – 44

of the people seen are known to use ED as their main health provider. Based on the cost of approximately \$1,500 per ED visit, access to this service could be saving secondary care services up to \$612,000 per annum.

year-olds typically do not visit a GP, however the van was able to provide required services to 356 people in this age group.



SELF-MANAGEMENT EDUCATION HUGE DRAWCARD FOR COMMUNITY

The Cause Collective PHO has launched a pilot programme to trial the effectiveness of a community church-based approach to self-management of long term conditions for Pacific people and families.

The pilot has a focus on diabetes, and is delivered to Pacific churches or Pacific community groups in their own spaces.

The nurse-led programme has been delivered to 75 people across three church groups so far, with support at different stages from a dietitian, GP, data analyst, and various cultural supporters.

The most interesting find so far has been the level of attendance by family members of those with diabetes, who wish to understand the significant role they play in the wellbeing of their loved ones.

There has also been strong interest from these family members to gain knowledge not only for those in the family with diabetes currently, but also to help prevent younger family members from getting diabetes in the first place.







OUR TCC PRACTICE NETWORK FAMILY

Clevedon Road Medical Centre Fellbrook Medical Centre Langinalie Otahuhu Avondale Family Health Centre Jellicoe Health Hub Rozebank Road Medical Services 🔊 Newsham Park Medical Centre Life Doctors Bynamic Family Doctors South Seas Healthcare Grafton Medical Centre Waitakere-I Medical Centre Bishop Medical Centre Integrated Medical Clendon Family Health Centre The Airport Doctor Auckland City Boctors Langinalie Onehunga & Southpoint Family Doctors Otahuhu Family Medical Centre Fowick Medical Practice We Care Family Health Centre New Al-Dawa Medical And Dental Centre & Puleekohe South Doctors Victoria Park Medical Suttes Queen Street Medical Centre The Wood Street Doctors Flat Bush Medical Centre Sandhu Doctors E Greenstone Family Clinic Wainker Health Centre Langimalie Pannure Kelston Mall Medical Centre Selwyn House Medical Centre Rozehill Christian Medical Centre Lifeline Medical Centre Otahuhu I









COMMUNITY ACTIVATIONS

TCC's Do Good Feel Good team backboned multiple community activations in collaboration with key community stakeholders over the year.

The focus was on sport and movement and mobilising young South Aucklanders through different creative initiatives.

8200	PEOPLE REACHED VIA SOCIALS
700	ATTENDED PROJEKT FEEL GOOD
130	ENGAGED IN DGFG CONNECTION
100+	TOOK PART IN COMMUNITY TAG RUNS

"Absolutely loved last night. So glad I ended up going, my sister and I had such a memorable night...So beyond blessed to have been exposed to and introduced to the beautiful programme of Do Good Feel Good. Thank you for creating a place for youth to have that space".



2022 / 2023 HIGHLIGHTS

Delivered Projekt Feel Good, an annual hip- hop and street dance event, where young people can connect and learn through workshops, dance battles, talanoa, street dance exhibitions, an entrepreneurial market, kai, and a beat making battle.

Hosted over 20 Community Tag runs at Walter Massey Park, Māngere.



Held twelve Container Trainings at David Lange park as a way of activating the containers placed in parks by mobilising communities to move, and to encourage young people to have a go at leading training.

Formed two indoor social netball teams to compete in the Action Indoor Netball Social Tournament held in Manukau every week for eight weeks. Held Battle of the SKWADZ at the Māngere Recreational Centre where 40 young people actively participated in a day of connecting through sports and creative activities.



Hosted Aloha Night - a pop up event for young people to paint a moment in their lives that had the most impact on them.

Held a Community Slam at the Ōtāhuhu recreation centre and featured a combination of creative technology activities, as well as a dance competition, chant battles, a co-design challenge around youth wellbeing, and a multi-sports tournament.







MATANGI FOU

Matangi Fou (New Winds) is an initiative that partners Pacific communities and business leaders with TCC to deliver a set of breakthrough initiatives to support the **Future of Work**.

These initiatives aim to create conditions for transformation in the labour market for Pacific workers and their families.

TCC is the community partner in the Ministry of Business, Innovation and Employment (MBIE) Auckland Pacific Skills Shift initiative – Alo Vaka.



YOUNG ENTREPRENEURS AND EMERGING CAREERS PROGRAMME:

The young entrepreneurs and emerging careers programme (BOSS – Bridging Opportunities Skills and Success) was piloted in late 2022 with cohorts from the Do Good Feel Good youth movement and a group of senior students from Tangaroa College.

The programme was subsequently refined to be delivered as a two-part skills stack, across six modules.

The development of an integrated youth recruitment plan is underway to expand the reach of BOSS as part of a streamlined approach to TCC's youth offerings.



"TCC's approach to micro-credentialing will be grounded in our `learn by doing' strategic priority."

MICRO-CREDENTIALING

Demand for micro-credential programmes continued strongly through 2022/23 with a total of 242 micro-credentials delivered.

This included 99 digital literacy (Future Ready – Life Online) and 102 financial literacy (Future Ready – Money Confidence) micro-credentials delivered to community and church cohorts.

A further 41 financial literacy micro-credentials were delivered to two youth cohorts, as part of the He Poutama Rangatahi Get Ready Work Ready programme for 18 to 24 year-old NEETs.

There has been excellent uptake of this opportunity by the Free Church of Tonga (FCOT) Favona, largely due to centralised coordination for five churches from the Favona based Rev Ifalame.

FCOT Favona has emerged as the exemplar for a church operating as a community learning hub, with five cohorts achieving 69 micro-credentials.

An independent Micro-credentialing Gap Analysis and TCC Micro-credentialing Implementation Plan were also completed this year.

SYSTEMS STAKEHOLDERS & BUSINESS PARTNERS CoP / INDUSTRY THOUGHT LEADERS







GET READY WORK READY

This year The Cause Collective launched its He Poutama Rangatahi programme Get Ready, Work Ready (GRWR).

GRWR empowers Pacific rangatahi in Auckland aged 18-24, who are not currently employed or studying, with the necessary skills to enter the workforce or into further education or training.

During this financial year 43 rangatahi took part in the programme and learnt essential skills such as CV building, interview preparation, dealing with stress, First Aid, driver license, wellbeing, confidence, and effective communication.

THREE STAGE FOCUS

- 1. Holistic Focus Building strong relationships and understanding the importance of identity and culture in one's working life.
- 2. Work Ready Focus building confidence to be 'Work Ready'.
- **3. Community Business Focus** Community service and employment placement.

By 2030 Pacific people will make up 1/3 of the Auckland workforce. The Cause Collective is passionate about ensuring that the workforce is fit-for- purpose and that our young Pacific people have an opportunity to progress into any part of the workforce, rather than the low wage low skill part that has been traditionally our domain.





"IT'S NOT JUST ABOUT WORK EDUCATION BUT LIFE IN GENERAL, LEARNING ABOUT MONEY, LEARNING ABOUT SAVING STUFF THAT WE'RE NOT REALLY TAUGHT IN SCHOOL" - JAZZMYNE KAILAHI-FULU.







CREATIVE BUTH AUCKLAND CREATIVE BUTH AUCKLAND CREATIVE CREATE - GROW



SOUTH AUCKLAND CREATIVE AND TECH HUB

The South Auckland Creative and Tech Hub (SACTH) prototype was established and operational thanks to support from philanthropic partners Sky City Community Trust, Foundation North, Lotto New Zealand, The Tindall Foundation, GameTan, and Media Design School.

A six-week Grass Roots Tech (GRT) programme was co-designed with Media Design School (MDS), to introduce young people to all of the key elements of MDS' level 4 Digital Creativity programme.

Two cohorts totalling 20 learners undertook the GRT programme, with 16 successfully completing and six progressing to the level 4 MDS programme.

Sufficient funding has been secured to scale up SACTH, which will include an expanded number of partners and programmes. Younger children have also had an opportunity to experience SACTH, with a weekly 'Game Club' evening, school holiday programmes and mobile hub visits to schools and One Love neighbourhoods.

OUR PARTNERS











FOUNDATION NORTH



"COMBINING OUR APPROACH TO THE CREATIVE AND TECHNOLOGY SECTORS IS ONE WAY WE WILL ENCOURAGE MORE PACIFIC YOUNG PEOPLE TO EXPLORE DIGITAL CAREER PATHWAYS. WITH PACIFIC PEOPLE REPRESENTING ONLY 2.8% OF THE CURRENT DIGITAL WORKFORCE, THIS IS KEY TO ENSURING MORE OF OUR YOUNG PEOPLE ARE GIVEN THE OPPORTUNITY TO FULLY PARTICIPATE IN THE FUTURE OF WORK"

- PETER CORDTZ, TCC COMMUNITY ECONOMIC DEVELOPMENT







PASTORAL CARE 🗞



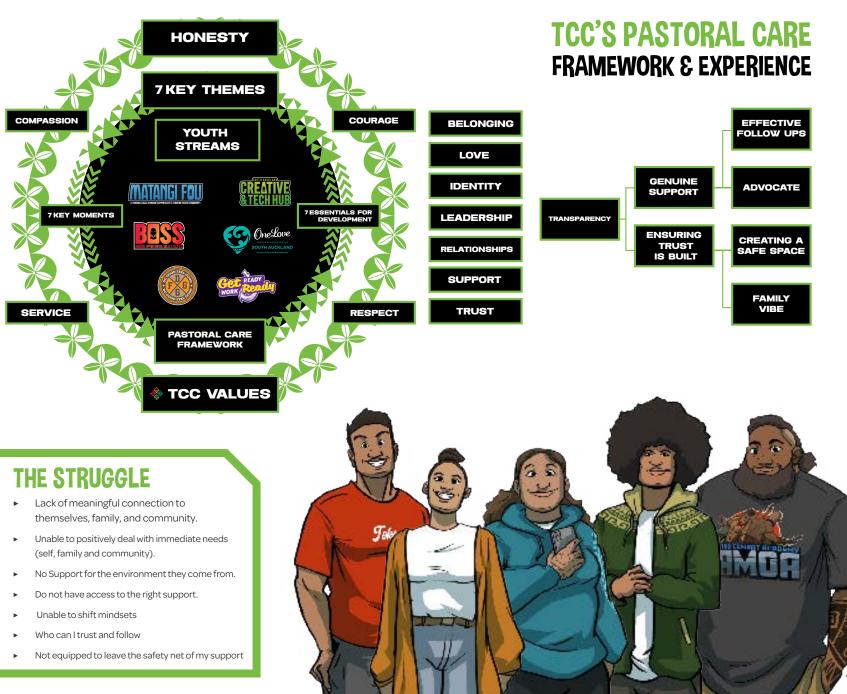
PASTORAL CARE

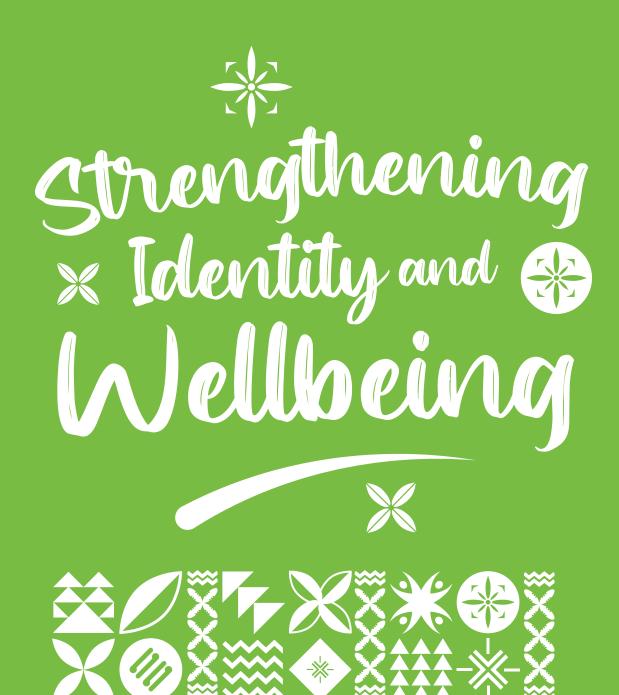
A key factor in ensuring successful progression through and beyond TCC's youth programmes (including BOSS, SACTH and GRWR) is the support provided by the TCC pastoral care team.

To ensure the needs of young people are understood and we have the right capabilities in place to meet those needs, a client experience journey mapping exercise was undertaken.

This resulted in a service blueprint, which guided development of the TCC Pastoral Care Framework. The first two pastoral care workers were recruited by June.

Recruitment will be ongoing to build the capability to meet the expanding needs of the youth programmes. The youth workstreams are also being supported by our existing team of Do Good Feel Good Youth Mobilisers.









PASIFIKA CHURCH MINSISTERS' COLLECTIVE



PASIFIKA CHURCH COMMUNITY BUILDING

The Pasifika Church Ministers' Collective was convened in March 2021 during the COVID-19 pandemic to support the encouragement and mobilisation of Pacific communities to get vaccinated.

The collective has continued to meet since, taking on a new aim to reimagine the role of churches in an ever-changing society as well as develop a framework for church ministers' wellbeing.

In April 2023 the ministers embarked on a three-day retreat where a framework for wellbeing was created and interfaith relationships were built and strengthened.



2022 / 2023 HIGHLIGHTS

Supported church ministers to build capability to navigate systems by connecting them to agencies and organisations that can help support the wellbeing of Pacific families and communities to thrive.

Implemented within church communities some of the offerings that The Cause Collective has that support the upskilling of families and communities, such as Matangi Fou's micro-credentialing programme, Sport and Movement's Church Plant initiative, and the Nga Vaka Champions of Change work.

Provided opportunities for ministers from different ethnicities and denominations to connect, collaborate, and work together towards a common goal.

Established a forum whereby church ministers can share and support each other mentally and spiritually on the challenges of their work.

Successfully supported national campaigns through the engagement and mobilisation of Pacific church communities to support and participate in initiatives such as COVID-19 Vaccinations and Census 2023.



TESTIMONIALS

"It's a blessing to be part of this collective as it is a great opportunity for us to come together and work on matters that can help us in our ministries but also our church communities."

- Rev Atu Lagi

"I always look forward to our sessions as I am learning a lot and it's great to be part of a group that has heart to help our Pasefika people."

- Ps Paora Teaukura

"I feel inspired and motivated being part of this Collective as I believe that the work we are doing is truly something that is God driven. It reinforces for me my calling as a servant of Christ!"

- Rev Ifalame Teisi







NGA VAKA O KĀIGA TAPU

The highlight of this year was a Design Fono that brought together 136 community champions and change agents to co-design community-led solutions to family violence.

The event, which was held in Māngere, took place after 47 engagement sessions with eight ethnic-specific communities held between April 2021 and November 2022.

The Fono allowed the team to observe the application of indigenous prevention solutions in action through robust discussion.

The outcomes from the Fono will undergo further refinement to develop a comprehensive twelve-month action plan to address violence and strengthen the wellbeing of Pacific families.

This plan will be designed to support and empower the eight ethnic-specific communities, with The Cause Collective providing essential support and backbone services to facilitate its implementation within the respective communities. "Honestly, I was expecting to be a little ashamed because of my lack of knowledge towards understanding. I'd like to give huge thanks to Saane. She opened me to a new perspective of how life could work for me if I understand to learn my values, who I am, and what my worth is."

WORKFORCE CULTURAL CAPABILITY BUILDING PROGRAMME

To ensure accessibility and reach of a wider audience, the Nga Vaka o Kāiga Tapu capability building programme is now offered through a blended approach of both online and face-to-face teaching methods.

This approach allows participants to engage with the content in a manner that suits their preferences and needs, enhancing the impact and effectiveness of the capability building programme.

In 2022-2023, 226 participants completed the Nga Vaka ethnic-specific cultural capability building programmes.

NGA VAKA FOR YOUNG PEOPLE

A newly developed programme aimed at Pacific young people between the ages of 18-30 has launched.

The Nga Vaka capability programme for Pacific young people aims to strengthen their cultural identity and wellbeing.

This is about the opportunity for young people to explore who they are, the different worlds they navigate and the importance of understanding 'Vā' in the context of healthy relationships.

A total of 69 young people completed the programme in the first year of delivery.

COMMUNITY CAPABILITY BUILDING PROGRAMME

A Nga Vaka o Kāiga Tapu community capability building programme is now on offer in ethnic-specific languages to churches and communities based on their cultural frameworks.

Communities had expressed the need to enhance Pacific capacity and capability to support their aspirations to bring about change through leading their own solutions addressing their unique challenges.

The focus on the training strengthens the skills and abilities of communities to effectively support family and community-level change.

Between 2022-2023, the training has been delivered to five of the eight ethnic communities and seen 124 participants attend and complete the Nga Vaka training from the Tokelau, Tongan, Samoan, Cook Islands and Niue communities.



CORPORATE SERVICES 🗞



CORPORATE SERVICES

2022/23 was a year of change for the The Cause Collective's Corporate Team.

New staff members Sheradyn and Banson were welcomed into the roles of Accounts Payable and Corporate Accountant respectively, as well as incorporating existing TCC IT Specialist Fred and Office Support Manager Angeline into the team.

The transition from two separate entities into one, presented a myriad of accounting, contracting and IT challenges that the team dealt with admirably and with minimal disruption to the organisation or the General Practice network.

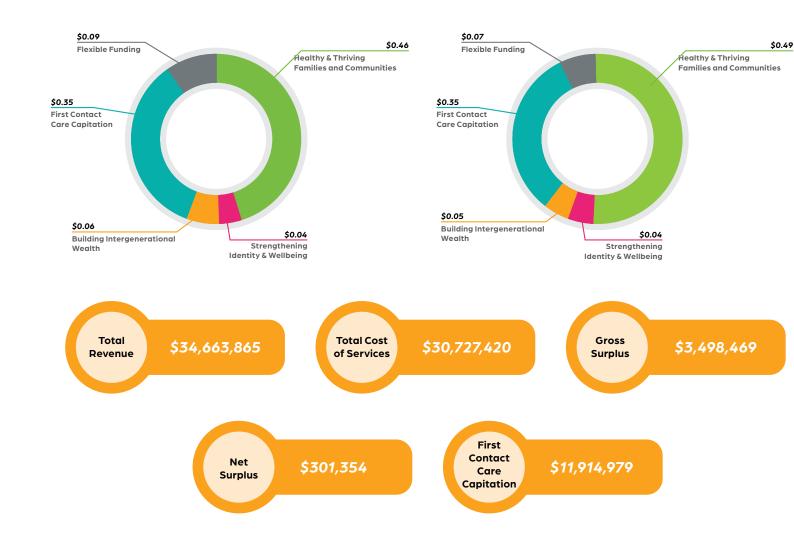
As well as the usual BAU, many hundreds of individual payments were made to the community related to COVID-19 activity, rheumatic fever, and self-management education funding.

The team continued to provide valuable support to a range of projects being delivered within the organisation including the Nutrition and Physical Activity Guidelines work, and the Rheumatic Fever Education and Awareness Campaign.

Finance and Contracting have also been included within the TCC induction programme, being required learning for new members of the organisation.

FINANCIAL SUMMARY ANALYSIS

REVENUE ANALYSIS BY EACH DOLLAR RECIEVED



EXPENDITURE ANALYSIS BY EACH DOLLAR SPENT

