



# Staying connected



Kia ora

It's great to be writing this and be able to say winter is finally over. It's been a tough grind on the back of some really challenging years in the COVID-19 response. It's easy to forget how much progress we have made. You have all done a fantastic job in delivering care to our community through these times.

Of course, moving into spring, I know demand continues to be high. We're still seeing winter viruses continue and we still have a lot of vacancies. The good news is that COVID-19 numbers are on the decline, and it didn't rain for three days in a row!

I really can't say enough what a massive team effort it's been to get us through winter and through the last two and half years. Our teams have worked incredibly hard, been prepared to work differently, and supported each other through it all.

We've been looking at the winter initiatives that have worked well and are incorporating them into our business as usual and escalation processes. You can

read more about our winter response on pages 8 to 11.

As we come out of the busy winter, we're resetting planned care. There's been a phenomenal amount of work done by our teams to get patients booked for surgery or assessment. As we do this, we are focusing on Te Tiriti o Waitangi and equity for our community.

In July, we became part of a new health system, Te Whatu Ora, which aims to unify and simplify the health system across Aotearoa. Working in partnership with Te Aka Whai Ora | Māori Health Authority, we'll be honouring Te Tiriti o Waitangi and moving to a much more equitable system.

It's normal for us all to feel a bit uncertain during times of change. It's worth remembering that the work we've been doing over the last couple of years has set us up to move forward with confidence.

Some great examples are our work around equity, our understanding of Te Tiriti in action, the introduction of the Māori Health leads for each Directorate and our regional response to COVID-19.

The conversations we are having helps all of us to shift our thinking and decision making. Ultimately, we will start to see better health outcomes for our community.

Ngā mihi

*Mike*

Michael Shepherd  
Interim District Director

*On the cover:* Sally Geary with on-screen Shortland Street nurses Nicole Whippy, who plays Kasey Mason and Marianne Infante, who plays Madonna Diez

# Patient applause



From the bottom of my heart – thank you NICU team. Your hard work and calmness under pressure is outstanding and I appreciate all you've done for my family."

*A grateful whānau member*



I would like to say a big thank you and show my gratitude to all of the incredible medical staff that assisted me when I presented with chest pain. From the initial interaction with the triage nurse, the service and treatment I received was nothing short of outstanding, caring and professional.

The various nurses in Ward 34, the cardiologist, and the operating team were outstanding and appreciated by myself and my wife.

My experience was extremely positive, and I am eternally grateful to everyone who assisted me. I also want to thank all of those working in the health system.

*A grateful patient*



I would like to extend my heartfelt thanks to Ward 42 for supporting me through my operation and stay. You were all so kind, wonderful and the work you do is hugely appreciated.

*A grateful patient*



# Palestinian operating theatre named after frontline surgeon

It's not often a Kiwi has an operating theatre named after them, let alone a theatre in Palestine. But in January, retired head of paediatric cardiac surgery, Dr Alan Kerr, is being honoured with the opening of the Dr Alan Kerr Operating Theatre, a new paediatric cardiac surgery operating theatre in Ramallah.

Alan was head of cardiothoracic surgery at Greenlane Clinical Centre from 1969 until retirement in 2002. He had a leading role in the development of coronary artery surgery in Aotearoa, and later a major interest in heart surgery. Alan became an Honorary Clinical Professor of Surgery at the Auckland School of Medicine in 1997 and has contributed to saving hundreds of lives in Aotearoa and beyond.

Alan joined the US-based Palestine Children's Relief Fund (PCRF) a year before his retirement and headed up a New Zealand medical team performing paediatric cardiac surgery. The team often put their own lives in danger, including volunteering at Gaza

City's Shifa Hospital in 2003, while surrounded by constant warfare.

Since 2002, Alan has undertaken 40+ volunteer missions, often accompanied by his wife Hazel, who volunteered at Palestinian schools and refugee camps. He was also joined by many former colleagues who mentored local teams to become a self-sufficient service.

Alan was instrumental in building Palestine's only paediatric cardiac surgery programme, and received Palestine's highest honour, the Medal of Honour, for his work with the PCRF. "Our objective has always been to develop an independent Palestinian department, staffed by Palestinians," he says.

"When I make my final visit in January, the excellent Palestinian paediatric cardiologist who we have worked with over the past 20-years wishes to show me how our premature infant [programme] has grown into an adult at the Mahashed Hospital in East Jerusalem," Alan says. "I know that our work there has been greatly appreciated."

Alan is immensely proud of what the team has achieved and thanks his colleagues in Aotearoa and the generous donors who have supported PCRF.

Dr Alan Kerr (back row, 5th from left) and kiwi team with locals in Makkased Hospital Jerusalem.





# Matariki Values Awards 2022

Matariki is a time to reflect on the past year, so we took some time to acknowledge our kaimahi at our Matariki Values Awards.

Kaimahi were recognised for their contribution to improving Māori health outcomes across four categories, Haere Mai, Manaaki, Tūhono and Angamua. These categories represent our values and are at the heart of what we do.



## Haere Mai Award Eddie Haines

*Ward Clerk, General Surgery*

The Haere Mai Award recognises those who welcome everyone to our sites. For the past 15 years, Eddie has embodied the value of Haere Mai.

He is welcoming to all those entering the ward, is attentive, kind and patient, and his reo Māori has helped Māori patients and their whānau enormously.

People trust Eddie, and his presence helps their wellbeing. He helps the ward team understand that there are multiple ways to improve patient experiences.

Eddie is patient with all the questions he is asked and has helped his culturally diverse team in Ward 61 understand the importance of celebrating Matariki by making and sharing his own Matariki video. He is the heart of Ward 61 and his team feel privileged to work alongside him.

## Manaaki Award Te Puaruruhau Service

The Manaaki Award recognises those who respect people's needs and differences through their actions.

Te Puaruruhau is Starship's child protection service and sits within Puawaitahi, a multi-agency centre working to protect the health and wellbeing of our tamariki, rangatahi and whānau affected by abuse and neglect. Te Puaruruhau is committed to providing services that are responsive to Māori rights, needs and interests, with a common aim of enhancing recovery and care.

Te Puaruruhau offers a 24-hour urgent medical service for acute abuse cases and carries out nursing and social work assessments for alleged physical or sexual abuse or neglect.

The team employed a Kaiāwhina Whānau Support worker and Pou Tikanga. These roles support the use of karakia, himene and waiata in hui and in appointments. They welcome onsite Māori whānau, offer āwhi throughout their visit, and support the implementation of tikanga and te reo best practice within the team.



**Angamua Award**  
**Gina Berghan**  
*Nurse Specialist*

The Angamua Award recognises those who aim high in their work, so they can offer the community the best possible health outcomes.

Gina demonstrates this value by always working to make the diabetes services more responsive and better for those in our care.

Gina has implemented karakia and waiata within meetings and supports her colleagues where needed. She developed a recruitment pamphlet to promote the service to Māori and Pasifika. Gina co-founded the Fale-Wha Māori and Pasifika advisory and support group within the diabetes service, which provides support for kaimahi and advice on projects and research.

Gina helps her colleagues increase their knowledge of mātauranga Māori. The team collaborates with services to develop the capability of the workforce, including showcasing a different way of working with staff and whānau in the children's emergency department to improve whānau experience.

Her commitment and work ethic to improve the service for Māori is incredible; she is the team's Taonga.



**Tūhono Award**  
**Starship Māori Health Team**

The Tūhono Award recognises those who share, support and work as a team with colleagues, patients and whānau to achieve better Māori health outcomes, as demonstrated by the Starship Māori Health Team in some of the mahi currently underway.

They collaborate with services to develop the capability of the workforce, including showcasing a different way of working with staff and whānau in Children's ED to improve whānau experience.

The team nurtures internal relationships to support teams who are actively working towards eliminating inequities and provides āwhi and mentoring opportunities across Māori and leadership networks to tautoko success and learning opportunities.

External relationships with key stakeholders are also nurtured, such as mana whenua and the Kiingitanga to help support the development of a Tiriti based child health agenda that aims to eliminate inequities.

They also engage with whānau and elevate their voice, including adding whānau feedback into the design of the PICU redevelopment.



# Te Kauae Raro Māori Nursing and Midwifery Award – 2022

This year’s recipient of the Te Kauae Raro Māori Nursing and Midwifery Award, Grace Brown, has a passion for Māori health and wellbeing that is evident in everything she does.

Appointed Charge Nurse for Ward 68 at Te Toka Tumai in June 2021, Grace was in the role for just two months before Auckland had COVID-19 cases in the community. As a new leader she took on the challenge of preparing her team to care for patients with COVID-19 with an open mind and positive attitude.

As the number of Māori patients with COVID-19 increased, Grace contacted every patient’s whānau, providing updates on their treatment and recovery. She also ensured whānau who were unable to be there in person were still involved in decision-making.

She proactively seeks support for Māori, whānau and patients and encourages them to utilise all available services. She supports staff in accessing resources and offers suggestions and practical solutions to improve services and resources for Māori health and wellbeing.

Grace role models mana-enhancing nursing practise and supports the ongoing care provision for Māori and their whānau by being involved in their care at every step. Leading by example, she establishes trusting relationships at the start of a patient’s hospital journey and supports the team to provide quality care.

Her caring nature fosters relationship building within the team, which has a positive impact on patient care and experience. Her involvement in a General Medicine group, where she represents a Māori nursing voice for the service. This led to the introduction of several new roles and initiatives to enhance the hospital’s service and strive toward equity for the patients we care for.

Grace truly embodies excellence in practice and weaves the principles of tikanga, which are at the heart of this award, throughout her mahi.



# RECONNECT

Head to our Wellbeing hub on Hippo and [www.mhaw.nz](http://www.mhaw.nz) for more information

Te Whatu Ora Health New Zealand  
Mental Health Foundation

ALL SORTS

With the people and places that lift you up, hei pikinga waiora.

Mental Health Awareness Week – 26 Sept – 2 Oct

## Rediscovering a long-lost passion over lockdown

Lockdowns were a time of reflection for many. In our time off, some made banana bread or took up embroidery. Orderly, and Employee Support Centre Champion, Sam Fuimaono rediscovered an old hobby and created this masterpiece.

"It was supposed to be an extra activity for my children, but they only lasted about an hour," says Sam. "I hadn't picked up a brush in over 20 years but decided to finish it myself."

Inspired by his experiences as an Employee Support Centre Champion, Sam created his own version of Auckland City Hospital. "Everything has meaning," he says. "The marae, fale and hospital building represents home. The red and black symbolises Māori and our mahi, the blue and white represents Auckland, the browns represent the Pacific Islands and other indigenous cultures. The ropes are what bind us together and the tapa cloth blesses us."

Employee Support Centre Champions, like Sam, are pivotal in connecting our kaimahi with the support available from the centre and the Manaaki Fund.

"We are a unique group, from different cultures, with different customs, beliefs and experiences," says Sam. "But I found we all share something in common. We embrace the same work values and work ethic and it's why we work so well together. I'm proud to be a Kiwi surrounded by strong pillars that keep me safe and grounded."

Sam gifted his artwork to Awahi Oranga (Employee Support Centre) where it inspires kaimahi and visitors alike.



Employee Support Centre Champion Sam Fuimaono with his version of Auckland City Hospital.

The Manaaki Fund was set up in 2020 to support kaimahi and their whānau who may be experiencing significant financial impact as a result of COVID-19. Supporting this fund has become an expression of manaaki for our colleagues. If you'd like to support the fund, visit Auckland Hospital Foundation [ahf.org.nz/donation/](http://ahf.org.nz/donation/)

## Finding their way to Healthcare



Session 1 of the Pacific Health Wayfinders initiative at Auckland City Hospital.

In July, we hosted three groups of secondary school students for a behind-the-scenes tour of our wards and facilities. This was part of the Pacific Health Wayfinders initiatives run by The University of Auckland Faculty of Medicine and Health Sciences. It's aimed at Pasifika students who are interested in a career in medical and health sciences.

Dr Amelia Tekiteki, a renal physician at Auckland City Hospital, hosted 45 students over three sessions, acting as their tour guide and navigator through the rabbit warren of the hospital's inner depths. When we asked the rangitahi how it went, they told us how different and interesting it is to see a ward through the eyes of someone in healthcare.

Part of their tour was a presentation by kaimahi from several medical departments who shared their experiences working in the healthcare.

Renal nurses, Malama Aho and gastroenterology surgical nurse, Makayla-Carrie Halafuka, who are cousins, shared their thoughts on their nursing careers. They explained that how they care for their patients is how they would care for a family member, with the same love and attention. They highlighted the importance of having

Pasifika representation on our wards and in our community services, which can make Pacific people feel more comfortable using our services or coming to hospital.

There was a huge sense of pride from all the panellists that the jobs they do are beneficial for the community. The conversation flowed, with questions from the students on what a typical day looked like, length of study, specialities, financial benefits and more.

"It was great to meet so many of our young people interested in a career in health," says Amelia. "I'm hoping to greet them as colleagues in a few years."



## Task Teams making the difference

It's no big surprise that winter is one of the busiest times of the year for our hospital. This year that pressure was also compounded by the demands of responding to COVID-19, increased staff sickness and staff isolating at home and caring for whānau.

Though this is a challenging time for our kaimahi, it's also one of the times where we saw a whole heap of heart-warming comradery at play. Our teams right across the organisation stepped up to ensure we can always provide the right care, at the right time, in the right place.

This winter we deployed our volunteer Task Teams, made up of four kaimahi, including Registered Nurses, Enrolled Nurses, Health Care Assistants, Allied Health,

“  
A BIG SHOUT  
OUT and thank  
you to the Task  
Teams – they  
have been  
an excellent  
support and  
assistance to  
our ward and  
our patients.

*Kara Hamilton,  
Charge Nurse,  
Ward 41 and  
Vascular Regional  
Services.*

Allied Health Assistants and even members of our Executive Team making a return to the wards.

Supporting our Adult Medical Wards, the Task Teams helped with things like acute patient flow; admission and discharge, assisting with meal breaks, restocking, emptying of linen bags and cleaning bed spaces (just to name a few).

Having delivered more than 520 hours of additional care\*, the difference our Task Teams have made has been invaluable to those receiving support on the wards.

A huge ka pai to all those who have volunteered to be a part of our Task Teams to date, and ngā mihi for their ongoing support.

Task Teams will continue to provide support until the end of October, alongside our awesome Safe Staffing VIS (Variance Indicator Scoring) teams.

\*as of 31 July 2022

**Pictured above:** Some of our awesome Task Team Volunteers, pictured on day 1 (4 July) of deployment.

Back row (left to right): Roxanne Lehmann, Jennifer Paynter, Annemarie Pickering, Jane Lees, Megan Connolly, Sarah Watkinson, Catherine Tupou, Elf Chiang

Front row (left to right): Ben Basevi, Lisa Middelberg, Verenika Nabete, Vivian Banayos, Donna Rasalan

# Haere mai Hospital Supporters!



This winter, we've found that having extra hands on our wards to carry out some of the non-clinical tasks lets our nurses, midwives and health care assistants spend more time doing what they do best, caring for our patients.

Enter our hospital supporters! These new roles help to make sure our wards are safe, clean, tidy and our clinical areas are well stocked. They perform general admin tasks like reporting and escalating any broken, damaged or lost equipment and furniture.

Some Hospital Supporters welcome people at our main entrances and help direct patients and whānau to where they need to go as well as doing testing or screening duties if we get further COVID-19 or flu surges.

We spoke to hospital supporters Kevin Kasipale (*right*) and Marga Ranara (*left*) to see how they are getting on in their new jobs.

Originally from Dunedin, Marga made the big move to Tāmaki Makaurau to study neuroscience and psychology. The role of Hospital Supporter compliments her studies, and she finds it very rewarding.

"It's placed me ahead of my peers by having the experience of working in a hospital. It's opened my eyes to what it's really like working in a hospital environment and you learn from those coming in and out," she says. "Everything operates really smoothly here!"

Kevin enjoys the communication aspect of the job. Meeting a diverse range of people, Kevin greets everyone he sees coming into hospital and is an expert in making people feel comfortable. He makes it a priority to make people feel at ease at what can be a stressful time.

"For the first week I was a bit nervous, but I've learned so much so far and got so much support throughout," Kevin explains.

"There's a bit of a learning curve," he says. "But this is such a great first role for someone wanting to work in a hospital and help people."

Our hospital supporters make a huge difference to patients, whānau, the community and our kaimahi. It's a chance to gain valuable experience in healthcare, with opportunities for further education and training. Find out more at [careers.adhb.govt.nz](https://careers.adhb.govt.nz)

It makes my heart feel so warm when clinical staff come up to me saying thanks and telling me I've made their job so much easier.

Marga Ranara



# Thank you for your mahi this winter

## Here is what we achieved:

- ✓ Increased our **Hospital in the Home** programme to cover respiratory illnesses in adult and paediatric services – offering our community hospital grade care in the comfort of their own homes.
- ✓ Created a new role **“hospital supporters”** to take the non-clinical ward-based workload so our clinical teams could focus.

“My son, one of the first Hospital Supporters, is absolutely loving his job. He feels like he is making a real difference – he’s super busy, learning lots, enjoying his team and enjoying the challenge. It’s already been a huge learning curve for him and he’s lapping it up.”

*Hospital Supporter's family member*

- ✓ **Task teams** were enabled with more than 150 kaimahi signing up to help support wards during times of extra pressure.
- ✓ **Long service awards**, which had been postponed for two years, was moved online to ensure our kaimahi were still being recognised.
- ✓ **Communicated** continuously with our kaimahi through webinars, emails, Hippo and our new Poppulo news app.
- ✓ **Distributed** procedural masks, N95 masks, and Rapid Antigen Test kits to all our kaimahi and patients.

### Nau mai haere mai to our new Hospital Supporters!

A poster with a purple background featuring cartoon cows. The text reads: "Don't leave it to chance! PROTECT THE HERD!". Below the cows, it says "18 TOKA TIMA".

This is your **last chance** to get your **Flu vaccination onsite**.

Clinic times and locations:  
Auckland City Hospital  
Level 5, outside the Transition Lounge  
30 June, 5 & 7 July | 6:30am - 8:30am  
30 June, 1, 5, & 6 July | 9am - 3pm  
Head to Hippo for more information.



Ngā mihi to our Winter Task Teams for helping our busy wards

If you want to join the Winter Task Team – Search Winter Task Team on Hippo

Thank you to all those who supported their loved ones and whanau even while they were sick themselves - we know how hard it is.

Huge recognition for all those who joined Te Whatu Ora - Te Toka Tumai during this time. We know it can be tricky to integrate at such a busy time.

A thank you to the services who couldn't stop, babies were still being born, emergencies still happening, and the hospital needed to continue to run.

A huge shout out to the payroll team organising additional winter payments - a big manual task! Thank you to everyone who put up their hands to work additional shifts.

Shout out and thank you to our staff who backfilled their teams' roles when someone was sick.

Thanks to all those who volunteered or were redeployed to work in an unfamiliar area.

Thank you to all those who worked as teams to organise holiday cover - we know everyone needed a break.

Thanks to anyone involved in reporting, forecasting and invoicing. We know we had moving targets and lots of changes so thank you for the support.

Hippo knows how to wear a mask correctly - do you?



We're in this together

YOUR MAHI IS AWESOME



THANK YOU

Calling all ward clerks - can you help with some additional shifts?

We're looking for cover:

- 3.30pm - 8pm weekdays
- 8am - 12pm and 12pm - 4pm weekends



Email [icanhelp@adhb.govt.nz](mailto:icanhelp@adhb.govt.nz) or head to Hippo to find out more.

Thanks for your support!

# Highlighting our heroes

## National Volunteers Week 2022

National Volunteer Week was a great opportunity to acknowledge the mahi that our volunteers do every day and to say a big thanks to every one of them.

Our volunteers provide companionship to patients on the wards, assist patients and whānau at the hospital entrances, support tamariki and whānau at Starship, provide pet therapy and much more.

"I want to personally say a huge thank you to all our amazing volunteers," says Karina Ledwos, Acting Volunteer Manager.

During the celebrations, senior staff, including Sarah McLeod, Acting Chief People Officer spent time with some of our volunteers in order to learn more about what volunteering is like.

Sarah visited one of our Mana Awhi Older Peoples' Health wards and spent time with expert volunteer Anne and Anne's trusty companion Oscar when they visited.

"What a team Anne and Oscar are," says Sarah. "Oscar was a hit, loved a pat, cuddle and a scratch from patients, whānau and our wonderful team (and me). He made the day of a number of patients who were missing their own furry friends and relished in his attention."

"Anne, Oscar's human māmā, is the unsung hero – a volunteer with St John's, the SPCA, and is also a volunteer Grandparent at Starship," says Sarah. "She quietly goes about her volunteer work with ease and so much manaaki."

"I felt very grateful to have been able to support Anne and Oscar and be with them as they went about their wonderful work. A massive thanks to Anne and Oscar and all the volunteers who give their time and provide such vital support to healthcare. We are lucky to have you and so grateful for your contribution."



Special congratulations to the Companion Caller Team and Starship volunteer Rodney Whitmore who were runners up in the 2022 Minister of Health Volunteer Awards.

The Companion Caller Team came together in response to concerns about increased feelings of patient loneliness and isolation after the first Alert Level 4 restriction. The volunteers knew that patients on the wards they visited were predominantly 65 years plus and more likely to be long-stay patients. They shifted from in-person visits, to offering support by phone and video.

Rodney has been volunteering at Starship for the past three years, most often at the Starship information desk. Just ahead of the Omicron surge, Rodney played a major role in a new initiative called Te Pātaka Kai o Starship – providing extra sustenance for the hardworking Starship doctors, nurses and support staff.

Rodney was almost solely in charge of the operation, which expanded to include putting together hundreds of meal packs for whānau who had to immediately go home and isolate due to COVID-19, and distributing packages from Make-a-Wish, which Rodney personally delivered.



Above: Individual Volunteer Runner Up recipient, Rodney Whitmore.

Left: Sarah McLeod, Acting Chief People Officer, Volunteer, Anne Shepherd and her companion Oscar.

# Behind the scenes at Shortland Street

For nearly 17 years Sally Geary has worked part-time as a medical supervisor on Shortland Street, as well as working at our Emergency Department and Diabetes Clinic.

Sally's job on the soap is to ensure the actors who play nurses or doctors know what they're doing.

Some of the actors struggle with medical terms and don't understand how a hospital works. For instance, when there is an operating theatre scene, Sally talks the actors through the procedures and how theatre staff would talk to each other.

Not only does Sally teach the actors what to do, she also makes sure that all the medical information is correct before the show goes to air.

Sally used to work on storylines and would sometimes draw on her work experiences. "Obviously, I'm mindful of patient confidentiality being a nurse, but working as a nurse does give you inspiration and ideas for great fictional story lines. You'd be surprised what happens in a real Emergency Department!"

Over the years, Sally's seen a lot of people come and go and she has contributed to many storylines, but her favourite wasn't a medical one. "It was a long time ago now, but probably my favourite was the Ferndale serial killer," she says. "No one knew who the killer was. And I had a colleague at work offer to do all my night shifts if I told them who it was. For the record, I didn't say."



## A Prescription of Poems

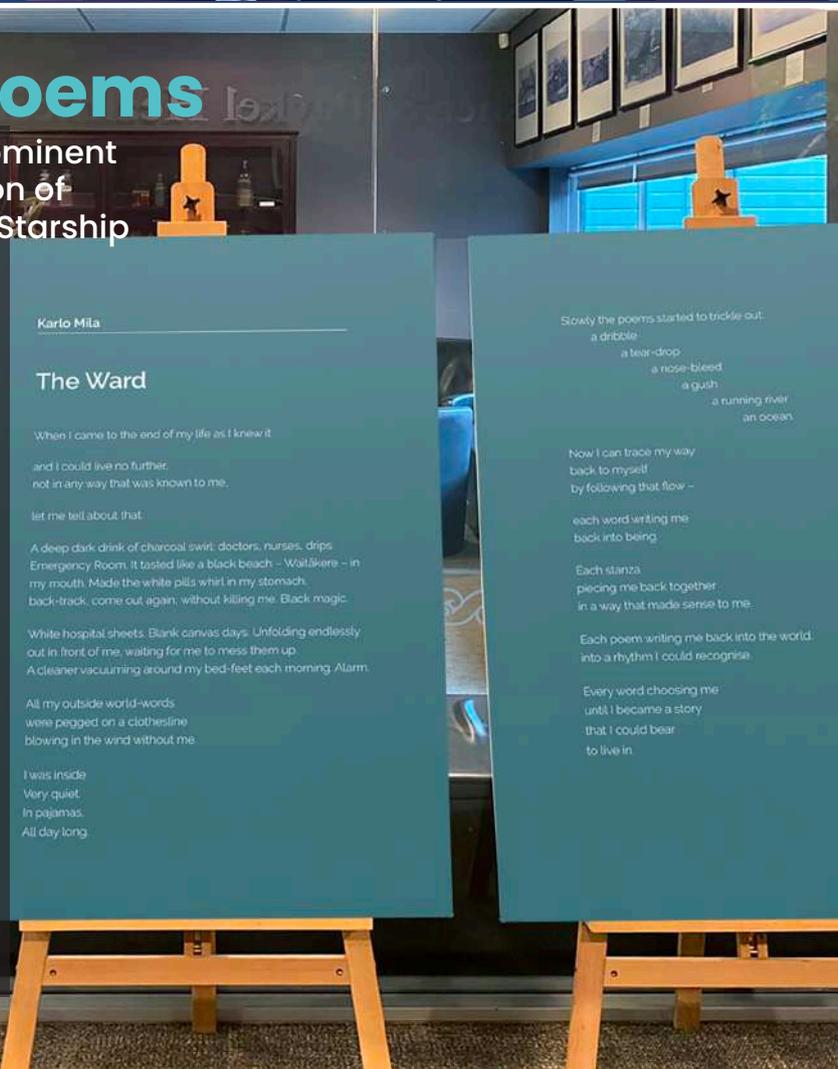
You can see some of Aotearoa's most prominent poets through Poetry in Place, an exhibition of 24 poems across Auckland City Hospital, Starship Hospital and Greenlane Clinical Centre.

Poetry in Place is an opportunity for patients, whānau and kaimahi to take a moment to pause and breathe. We hope readers will find inspiration and some form of healing through these poems.

"These poems invite you to stop, think and reflect – have a quiet moment for oneself in a busy day," says Dr Margaret Wilsher, Chief Medical Officer. "We hope our patients and their whānau enjoy them as much as we do."

Our Ara Manawa team partnered with The University of Auckland to bring poetry to life in our hospitals. Ara Manawa is a creative team developing future products, experiences, and spaces in our hospitals. Also, a huge thanks to the Auckland Hospitals Research and Endowment Fund (AHREF) for their support.

The exhibition was timed to coincide with National Poetry Day on 27 August. Each poem has a QR code so you can learn more about the poems and poets who have gifted us their words.



Karlo Mila

### The Ward

When I came to the end of my life as I knew it

and I could live no further  
not in any way that was known to me.

let me tell about that.

A deep dark drink of charcoal swirl; doctors, nurses, drips.  
Emergency Room. It tasted like a black beach – Waitākere – in  
my mouth. Made the white pills whirl in my stomach.  
back-track, come out again, without killing me. Black magic.

White hospital sheets. Blank canvas days. Unfolding endlessly  
out in front of me, waiting for me to mess them up.  
A cleaner vacuuming around my bed-feet each morning. Alarm.

All my outside world-words  
were pegged on a clothesline  
blowing in the wind without me.

I was inside  
Very quiet.  
In pajamas.  
All day long.

Slowly the poems started to trickle out:  
a dribble  
a tear-drop  
a nose-bleed  
a gush  
a running river  
an ocean.

Now I can trace my way  
back to myself  
by following that flow –

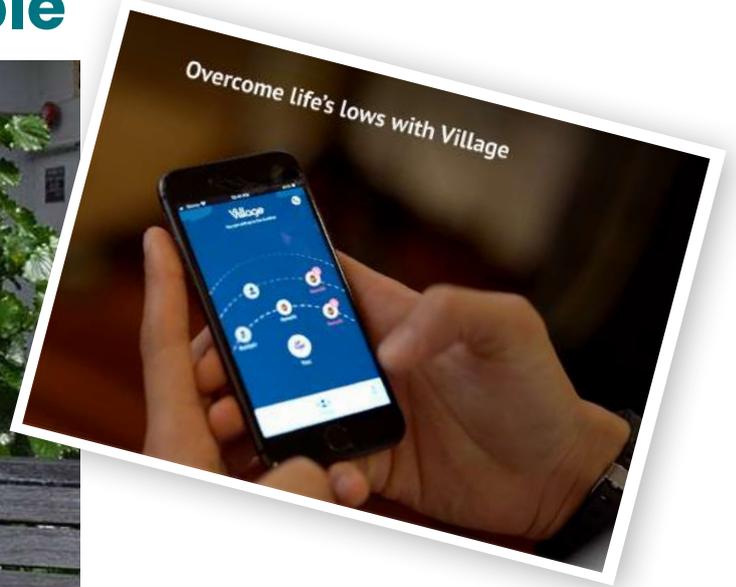
each word writing me  
back into being.

Each stanza  
piecing me back together  
in a way that made sense to me.

Each poem writing me back into the world,  
into a rhythm I could recognise.

Every word choosing me  
until I became a story  
that I could bear  
to live in.

# Starship launches support tool to empower young people



The Starship Foundation, in partnership with Five Star Partner ASB, has launched a new communications app to address the growing mental health needs among New Zealand youth.

Founded on the premise that it takes a village to raise a child, the Village app creates a safe and guided space for rangatahi aged 13 to 25 to connect with trusted friends and whānau called 'buddies.'

The app's clinical lead, Starship Child Psychiatrist and Paediatrician Dr Hiran Thabrew, pictured above, says "Young people often struggle to express

emotions or reach out to whānau or peers for help, resorting instead to maladaptive coping strategies such as self-harm.

"When rangatahi do seek help, they're increasingly relying on social media, digital tools and emergency care."

Based on proven principles of e-health, peer support, and whānau ora (family well-being) in reducing suicide, the app is a non-threatening means for rangatahi to obtain regular and real-time support within their village.

Village is free to download via [villageapp.kiwi](http://villageapp.kiwi), Google Play or the App Store.

## Unsung heroes of COVID-19

As Omicron began its spread through Aotearoa earlier this year, the Staying Connected Team was formed. Members of our Kaimahi Māori Experience and HR teams came together to call every staff member who fell ill with COVID-19 or was isolating at home caring for sick whānau.

The team organised the delivery of rapid antigen tests and food parcels to those who needed it and made repeat calls to those kaimahi experiencing significant illness and stress to ensure they had what they needed to get well.

We'd like to celebrate the Staying Connected team for their incredible mahi. You helped turn a stressful time for our kaimahi into a beautiful example of whanaungatanga.



Left to right: Moana Hapeta, Emily Welburn, Paige Sami, Adele Thomas and Susanne Biddick from the staying connected team.

# Our local heroes



## Congratulations to our local heroes!

### Monica Miranda

Physiotherapist  
Physiotherapy  
Clinical Support Services



Monica is extremely passionate about improving the lives of her patients and she does a fantastic job of it.

Her work in the cardiac rehab exercise programme has seen an improvement in the health, confidence and quality of life in countless people post cardiac event or surgery. Her approach is patient centred and lines up with our values perfectly.

During the last 3-month lockdown, Monica went above and beyond! As well as doing phone and face-to-face assessments of all her patients, she also did a daily hour-long exercise programme via Zoom, to get people active and feeling better.

The impact the exercise had on the patients is huge, and it's an amazing feat to do via Zoom in the middle of a pandemic.

### Andrew Meisner

Section Leader  
Point of Care Testing,  
LabPlus



Andrew is our Local Hero because he ensures we deliver the best service to our team, staff, whānau and patients.

Andrew worked in Point of Care testing for COVID-19. This involves quality-checking new material, supporting Rapid Antigen Testing (RAT) inventory, training and communication. Andrew set up Rapid PCR ID Now in the emergency department (ED) which improved patient flow across the ED.

Andrew always made himself available to support the ED team with any issues. He once even drove to pick up weekend testing stock himself, when couriers were delayed due to staff illness.

Andrew goes above and beyond to support the clinical team to deliver care, which has great benefits to our patients. He's a true local hero.



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R	V	S	Q	H	B	K	H	R	J	V	K	V	L	R	F	I	K	I	A
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H	U	I	Q	A	I	R	L	U	A	X	Y	A	R	O	H	A	O	A	U
B	V	K	U	W	Z	L	B	L	A	H	J	G	X	R	Z	R	L	P	R
Z	I	I	M	H	B	P	F	X	G	M	I	Y	A	U	Y	U	B	Y	R
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N	P	T	O	A	X	I	D	G	W	M	O	E	I	N	C	M	U	M	C
M	N	A	S	K	H	A	U	O	R	A	O	R	A	N	G	A	R	B	W
B	U	M	B	E	N	D	V	T	V	O	I	E	V	B	X	A	Q	D	Z
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WHAKAWHANAKE

HAUORA ORANGA

ATAWHAI

MAHI

TAPUHI

HINENGARO

MATARIKI

AROHA

WHAKAWHIWHINGA

TAUTOKO

KAIATAWHAI

KOTAHITANGA

TRANSLATIONS: WHAKAWHANAKE To develop and improve | HAUORA ORANGA Healthcare | ATAWHAI To care for and show kindness to | MAHI To work | TAPUHI Nurse | HINENGARO The mind | MATARIKI A cluster of stars in Te kōwhiri o Matariki / a public holiday | AROHA Love | WHAKAWHIWHINGA Awards / presentation | TAUTOKO Support / agree | KAIATAWHAI Whānau support person | KOTAHITANGA Togetherness

# TE WIKI O

MĀORI  
LANGUAGE  
WEEK

12 – 19  
MAHURU

# TE REO MĀORI

12 – 19  
SEPTEMBER

## Petihana (Petition) Reo Māori 50th Anniversary

This year marks the 50th anniversary of the Māori Language Petition (Te Petihana) presentation to Parliament. On 14 September 1972, this petition with over 30,000 signatures, kick-started major shifts in the revival of te reo Māori as a living language in Aotearoa New Zealand. Since this moment 50 years ago, Te Petihana has, and continues, to inspire the Māori language movement.

## Be a language champion – Kōrero Māori

### Rerenga Kōrero | Phrases

E pēhea ana tō rā | how's your day going?

Ki a pai tō rā | have a good day

E noho rā | goodbye

Hei āpōpō | see you tomorrow

He mau iui au | I don't feel well

Kei he ake tō mamae | where is the pain?

I whara koe | are you hurt?

## Ever thought of ordering your coffee in Te Reo Māori?

He | can I have a...

Kawhe | coffee

Mōwai | flat white

Pango poto | short black

Pango roa | long black

Kawhe pīni | soy latte

Kawhe kaputino | cappuccino

Kawhe rate | latte

Koa | please

### Kupu | Words

Rongoā | medicine

Hauora tinana | physical health

Hinengaro | the mind

Mamae | ache, pain, injury, wound

Tākuta or Rata | Doctor

Tapuhi | Nurse

Tūao | Volunteer

Kai Whakapai | Cleaner

Kai Mahi | Orderly

Kaiatawhai | Whānau support person

Atawhai | to show kindness

### Te Tinana (The Physical)

Māhunga | head

Wairoro | brain

Karu | eye

Waha | mouth

Puku | stomach

Hope | hip, waist

Waewae | leg or foot

Taringa | ear(s)



**KIA KAHA  
TE REO MĀORI**