



**Me aro koe ki te hā o Hineahuone**  
"Pay heed to the dignity of women"

**Te Puawaitanga  
ki Ōtautahi Trust**

**Mō tātou ā mō ngā uri ā muri ake nei**  
"For us and for those who will come after us"

Friday 12<sup>th</sup> August

To Whom it May Concern

Christchurch Midwives – NZCOM Canterbury Region  
Whānau Awhina Plunket  
Neonatal Outreach – NICU, Level 4, Christchurch Women’s Hospital  
Maternity Manager, Level 5, Christchurch Women’s Hospital

**Re: Tamariki Ora Well Child Service – Workforce Management**

I am writing this letter to inform you that we are having to change the delivery of the Tamariki Ora Well Child service within the Christchurch wider area, for the next 3-to-6-month period.

As with many of our health workforce, Te Puawaitanga ki Ōtautahi Trust is experiencing workforce shortages. Combined with the increased number of referrals into the service, staff illness, staff moving outside of area and moving roles, we are currently down by 3 trained and community ready Registered Nurses.

This has put extreme pressure on the service, and we find ourselves in a position that we are required to limit the entry criteria into the service for a period of 3 to 6 months. This will also include a reduction in the geographic areas that we currently have been servicing.

We understand that this may cause stresses for yourselves and your client whānau that wish to engage in our service. We will review the reduced criteria in 3 months’ time.

**New Entry Criteria for Tamariki Ora Well Child Services with  
Te Puawaitanga ki Ōtautahi Trust -**

For all new clients into the service –

Area – will be reviewed at 3 months and 6 months	<ul style="list-style-type: none"> <li>Christchurch City</li> <li>Rolleston Town Limits only</li> </ul>	Areas where we will not be servicing include – <ul style="list-style-type: none"> <li>Rangiora including Waikuku, Pegasus, Loburn, Amberley, Oxford and the North Canterbury area</li> <li>Leeston, Rakaia, Darfield, Methven, and Ashburton.</li> </ul>
Ethnicity – will review at 3 months and 6 months	<ul style="list-style-type: none"> <li>Māori Pēpi Only</li> </ul>	This must be correct at birth registration – all other ethnicities will be declined.



High Needs	<ul style="list-style-type: none"> <li>• Young Māori māmā less than 24 years of age</li> <li>• Low income</li> <li>• History or current use of alcohol / drugs</li> <li>• History or current Domestic or Sexual Violence</li> <li>• History or current involvement with Oranga Tamariki</li> <li>• Lack of support</li> <li>• Lack of transportation</li> <li>• Poor Maternal Mental Health including 1 of the above risk factors.</li> </ul>	<p>Our Tamariki Ora Nurses will engage for the CORE 1 in-home visit and will complete a needs assessment.</p> <ul style="list-style-type: none"> <li>• if for whatever reason the wāhine and whānau do not fit the high needs service the whānau will be offered a clinic-based service. Either in Rolleston or Phillipstown Community Hub.</li> <li>• If the wāhine or whānau do not fit the service criteria the referral will be declined and returned to the referrer.</li> </ul>
Low Needs	<ul style="list-style-type: none"> <li>• All lower needs Māori pēpi and māmā</li> <li>• All existing lower needs whānau will be offered their future appointments to be in a clinic setting – this is for pēpi aged 0-1 year.</li> </ul>	<p>Our Tamariki Ora Nurses will engage for the CORE 1 visit and will complete a needs assessment.</p> <ul style="list-style-type: none"> <li>• Core 2, 3, 4 visits will be booked into a clinic at Rolleston or at Phillipstown Community Hub.</li> </ul>

We hope that you can work with us while we work through our workforce settings, including only sending appropriate referrals, as this will cause unnecessary stress to whānau that will be declined our service.

If you wish to discuss this with me, please do not hesitate to make contact. Once again thank you for working with us while we move through this period and rebuild our team over the next 3 - 6 months.

Yours sincerely



**Sarah Wills**

Clinical Kaiwhakahaere

*Kai Tahu, Kāti Mamoe & Waitaha*

03 344 5062 | 027 733 1840 | Fax: 03 349 0645 |

[Sarah.Wills@omwwl.maori.nz](mailto:Sarah.Wills@omwwl.maori.nz) | [www.whanauoraservices.co.nz](http://www.whanauoraservices.co.nz) |

Level 3, 7 Winston Ave, Papanui, Christchurch



T: 0800 66 99 57 | E: [reception@omwwl.maori.nz](mailto:reception@omwwl.maori.nz)  
Level 3, 7 Winston Ave, Papanui, PO Box 16886, Christchurch 8042  
[www.whanauoraservices.co.nz](http://www.whanauoraservices.co.nz)